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Planning

Contract for the provision of Debt Collection Services

Home Office

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-042847

Procurement identifier (OCID): ocds-h6vhtk-04eb44 ([view related notices](#))

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Scope

Reference

project_18803

Description

Description:

The Home Office seeks a commercial partner for the provision of debt collection services. Debt owed to the authority (the Home Office) arises in a number of different ways including fines and penalties, charges and staff overpayments. This can be against individuals and organisations who predominantly are in the UK, but some may be based overseas. The Home Office has in the past established debt management and collections service suppliers for debt recovery services in respect of its overdue debt. Such services including the handling of court recovery procedures on behalf of the home office and the provision of other debt recovery services to facilitate the recovery of all forms of debt and

reduce the average debtor payment time.

The content of this Notice, including the nature of works and services including start date of contract, may be the subject to change.

The contract is expected to commence in January 2026 and run until January 2029, with a potential extension to January 2030.

Additional Information:

Prior market engagement has taken place under a UK2 Preliminary Market Engagement Notice. Suppliers who participated in that process and signed a non-disclosure agreement (NDA) that was confirmed by the Home Office do not need to take any further action. Those NDAs remain valid and will cover participation in this tender.

New suppliers wishing to access background materials or participate in the tender must first register on the Home Office Jaggaer eSourcing portal:

<https://homeoffice.app.jaggaer.com>.

Once registered, suppliers should email [insert email address] using the subject line:

Project_18803 Debt Collection Service and include the following details:

- Organisation name
- Contact name
- Email address
- Telephone number

Instructions for signing the NDA and accessing the background documents will then be provided. Please note that all aspects of the procurement process, including document access, clarifications, and tender submission will be managed exclusively through the Home Office Jaggaer eSourcing portal.

Total value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 20 January 2026 to 20 January 2029
- Possible extension to 19 January 2030
- 4 years

Description of possible extension:

The contract includes a single optional 1-year extension, which may be used to ensure continuity of service during reprocurement or in response to operational or policy changes.

Main procurement category

Services

CPV classifications

- 79940000 - Collection agency services
- 75242000 - Public law and order services
- 66000000 - Financial and insurance services
- 79100000 - Legal services
- 98000000 - Other community, social and personal services
- 75231240 - Probation services

Contract locations

- UK - United Kingdom

Lot constraints

Description of how multiple lots may be awarded:

Supplier may bid for one or both lots, and may be awarded both lots.

Lot 1. Initial Collection

Description

This lot covers early-stage debt recovery activity, including debtor contact by telephone, email, and letter; negotiation of payment plans; and non-legal efforts to recover outstanding debt owed to the Home Office.

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Litigation and Enforcement

Description

This lot covers litigation, legal escalation and enforcement services, including issuing proceedings, obtaining court judgments, and taking enforcement action to recover debts on behalf of the Home Office.

Lot value (estimated)

- £1,000,000 excluding VAT
- £1,200,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

Lot 1. Initial Collection

Lot 2. Litigation and Enforcement

Bidders must have appropriate legal standing and financial stability; no specific thresholds are set at this stage but may be assessed as part of the tender process.

Technical ability conditions of participation

Lot 1. Initial Collection

Lot 2. Litigation and Enforcement

Bidders must demonstrate relevant experience in delivering debt collection services of similar scale and complexity. The ability to comply with UK-based data storage and processing requirements will also be expected.

Particular suitability

Lot 1. Initial Collection

Lot 2. Litigation and Enforcement

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 September 2025

Enquiry deadline

30 September 2025, 9:00am

Tender submission deadline

3 October 2025, 4:00pm

Submission address and any special instructions

<https://homeoffice.app.jaggaer.com/>

All submissions and clarifications must be made via the Home Office Jaggaer eSourcing portal. Suppliers must be registered on the system to access the tender documents and submit a response.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

3 November 2025

Recurring procurement

Publication date of next tender notice (estimated): 31 July 2029

Award criteria

Name	Description	Type	Weighting
Quality	For both lots, this criterion assesses the bidder's ability to deliver debt collection services effectively, including their approach to Management Information, Social Value, Operational Delivery, and Implementation.	Quality	60%
Price	Evaluates the bidder's proposed commission structure, including any activity based rates for delivering the service.	Price	40%

Other information

Payment terms

Full invoicing instructions will be provided at tender stage.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Procedure

Procedure type

Open procedure

Contracting authority

Home Office

- Public Procurement Organisation Number: PWGC-6513-PQLZ

2 Marsham Street

London

SW1P 4DF

United Kingdom

Contact name: Asylum Support Procurement Team

Email: asylumsupportprocurementteam@homeoffice.gov.uk

Website: <https://www.gov.uk/government/organisations/home-office>

Region: UKI32 - Westminster

Organisation type: Public authority - central government