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Tender

Debt Resolution Services 2

Crown Commercial Service

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

RM6366

Description

Crown Commercial Service (CCS) as the Authority intends to put in place a Pan Government Collaborative Agreement for the provision of Debt Resolution Services, including but not limited to: debt collection, enforcement, process services, data services and spend analytics to be utilised by any central government or wider public sector organisation looking for effective debt recovery such as collections, enforcement, data services, spend analytics and recovery.

This 4-year closed framework agreement provides access to all types of recovery services for use across all debt streams, to maximise the collection of funds owed to central government and the wider public sector. With input from the Government Debt Management Function, Money and Pension Service, and third-sector partners, the

framework is designed to maximise collections and to ensure fair treatment and sustainability of payment plans.

Commercial tool

Establishes a framework

Total value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 17 February 2026 to 16 February 2030
- 4 years

Main procurement category

Services

CPV classifications

- 66000000 - Financial and insurance services

Contract locations

- UK - United Kingdom

- GG - Guernsey
 - IM - Isle of Man
 - JE - Jersey
 - SH - Saint Helena, Ascension and Tristan da Cunha
 - TC - Turks and Caicos Islands
 - VG - British Virgin Islands
 - FK - Falkland Islands
 - MS - Montserrat
 - GS - South Georgia and South Sandwich Islands
 - AI - Anguilla
 - BM - Bermuda
-

Lot 1. Direct Debt Collections

Description

FCA regulated debt collection agencies.

Lot value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Framework lot values may be shared with other lots

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. A managed service for enforcement

Description

Access a panel of enforcement agents.

Lot value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Framework lot values may be shared with other lots

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 3. Process Servers

Description

The legal delivery of official legal documents.

Lot value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Framework lot values may be shared with other lots

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 4. Data Solutions

Description

Full service data, reports, credit reference and affordability.

Lot value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Framework lot values may be shared with other lots

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 5. SARS - Accounts payable review

Description

Spend recovery from overpayments or unpaid credit notes.

Lot value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Framework lot values may be shared with other lots

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 6. SARS - Contract Compliance General Review

Description

Recover overpayment or under recovered balances.

Lot value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Framework lot values may be shared with other lots

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 7. SARS - Utilities spend recovery review

Description

Tariff analysis, climate change levy, distribution charges, analysis and recovery.

Lot value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Framework lot values may be shared with other lots

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 8. SARS - Telecommunications spend recovery review

Description

Identify overpaid, overcharged, made in error and analysis of call plans.

Lot value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Framework lot values may be shared with other lots

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 9. SARS - Specialist VAT Review

Description

Overpaid VAT rates and exemption calculations.

Lot value (estimated)

- £35,900,000 excluding VAT
- £43,080,000 including VAT

Framework lot values may be shared with other lots

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.

Framework

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

1%

Further information about fees

The Supplier will pay, excluding VAT, 1% of all the Charges for the Deliverables invoiced to the Buyer under all Call-Off Contracts.

Framework operation description

Refer to Framework Schedule 7 - Call Off Award Procedure for details of the competitive selection processes for the award of contracts under this framework.

In the event that there is a challenge to the Competition and such a challenge is confined to any one particular Lot, the Authority reserves the right to the extent that it is lawful to do so, to conclude a Framework Contract with the successful Suppliers in respect of the Lot(s) that has (have) not been so challenged." and this should go in the lot descriptions the rest is covered in the ITT The Authority also reserves the right to extend Lots by varying durations.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Refer to RM6366 Debt Resolution Services 2 - Customer List for details of contracting authorities that may use the framework.

Participation

Legal and financial capacity conditions of participation

Lot 1. Direct Debt Collections

Lot 2. A managed service for enforcement

Lot 3. Process Servers

Lot 4. Data Solutions

Lot 5. SARS - Accounts payable review

Lot 6. SARS - Contract Compliance General Review

Lot 7. SARS - Utilities spend recovery review

Lot 8. SARS - Telecommunications spend recovery review

Lot 9. SARS - Specialist VAT Review

The conditions of participation relating to the legal and financial capacity are set out in the ITT, in the procurement specific questionnaire. The conditions of participation will be assessed in accordance with the assessment methodologies detailed in the procurement specific questionnaire and Attachment 2 How to tender.

Technical ability conditions of participation

Lot 1. Direct Debt Collections

Lot 2. A managed service for enforcement

Lot 3. Process Servers

Lot 4. Data Solutions

Lot 5. SARS - Accounts payable review

Lot 6. SARS - Contract Compliance General Review

Lot 7. SARS - Utilities spend recovery review

Lot 8. SARS - Telecommunications spend recovery review

Lot 9. SARS - Specialist VAT Review

The conditions of participation relating to technical capability are set out in the ITT, in the procurement specific questionnaire. The conditions of participation will be assessed in accordance with the assessment methodologies detailed in the procurement specific questionnaire and Attachment 2 How to tender.

Particular suitability

Lot 1. Direct Debt Collections

Lot 2. A managed service for enforcement

Lot 3. Process Servers

Lot 4. Data Solutions

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Lot 9. SARS - Specialist VAT Review

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

11 September 2025, 3:00pm

Tender submission deadline

25 September 2025, 3:00pm

Submission address and any special instructions

<https://crowncommercialservice.bravosolution.co.uk>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

5 February 2026

Award criteria**Lot 1. Direct Debt Collections**

Name	Description	Type	Weighting
Price	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Price	50%
Continuous Improvement and Innovation	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	13.34%
Customer Interaction	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	13.33%
Client Services, Management Information and Information Security	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	13.33%
Social Value - All Lots	You must read Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	5%
Social Values - Lot 1 & Lot 2	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	5%

Lot 2. A managed service for enforcement

Name	Description	Type	Weighting
Price	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Price	30%
People and Processes	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	20%
EA Subcontractor Performance and Relationship Management	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	20%
User Platforms, Service Delivery and Customer Satisfaction	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	20%
Social Value - All Lots	You must read Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	5%
Social Value - Lots 1 & Lot 2	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	5%

Lot 3. Process Servers

Name	Description	Type	Weighting
Service Delivery	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	60%
Price	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Price	30%
Social Value - All Lots	You must read Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	10%

Lot 4. Data Solutions

Name	Description	Type	Weighting
Price	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Price	30%
Data and Information	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	20%

Name	Description	Type	Weighting
Capability, Agility and Continuous Improvement	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	20%
Resolving Issues and Maximising Outcomes	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	20%
Social Value - All Lots	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	10%

Lot 5. SARS - Accounts payable review

Name	Description	Type	Weighting
SARS - Spend Analysis and Recovery Services	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	30%
SARS - Reporting Process	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	30%

Name	Description	Type	Weighting
Price	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Price	30%
Social Value - All Lots	You must read Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	10%

Lot 6. SARS - Contract Compliance General Review

Lot 7. SARS - Utilities spend recovery review

Lot 8. SARS - Telecommunications spend recovery review

Lot 9. SARS - Specialist VAT Review

Name	Description	Type	Weighting
SARS - Spend Analysis and Recovery Services	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	30%
SARS - Reporting Process	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	30%
Price	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Price	30%

Name	Description	Type	Weighting
Social Value - All Lots	You must read the Attachment 2d Quality questionnaire for the details of this question's requirement, response guidance and marking scheme.	Quality	10%

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[RM6366 -Customer list v1.0.docx](#)

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

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Liverpool

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United Kingdom

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Email: supplier@crowncommercial.gov.uk

Website: <https://www.gov.uk/ccs>

Region: UKD72 - Liverpool

Organisation type: Public authority - central government