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Tender

Provision of Debt Collection Services

Home Office

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

Notice identifier: 2025/S 000-060591

Procurement identifier (OCID): ocds-h6vhtk-0599e4

Published 29 September 2025, 3:31pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Update to the estimated procurement timeline

Scope

Reference

project_18803

Description

The previous notice (UK3 PPN) is available at: <https://www.find-tender.service.gov.uk/Notice/042850-2025?>

Description:

The Home Office is seeking a commercial partner for the provision of debt collection services. Debt owed to the Home Office arises from a range of sources, including fines and penalties, charges, and staff overpayments. Debtors include both individuals and organisations, predominantly located in the UK, with some based overseas. The requirement covers end-to-end debt recovery services, including management of court recovery procedures on behalf of the Home Office and the provision of other debt recovery services to facilitate recovery of all forms of debt and reduce debtor payment times.

Additional Information:

Suppliers who have already signed an NDA and participated in the procurement process to date will be invited directly to the tender event on the Home Office Jaggaer eSourcing portal.

Suppliers who wish to participate from the publication of this notice onwards must first register on the Home Office Jaggaer eSourcing portal: <https://homeoffice.app.jaggaer.com>.

Once registered, suppliers should email asylumsupportprocurementteam@homeoffice.gov.uk with the subject line Project_18803 Debt Collection Service and provide the following details:

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

Instructions for signing the NDA and accessing the tender documentation will then be provided. Please note that NDAs will continue to be accepted for participation in this tender up to two weeks before the tender submission deadline.

All aspects of this procurement, including access to documents, clarifications, and tender submissions, will be managed exclusively through the Home Office Jaggaer eSourcing

portal.

Total value (estimated)

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

Below the relevant threshold

Contract dates (estimated)

- 29 December 2025 to 20 May 2029
- Possible extension to 19 May 2030
- 4 years, 4 months, 22 days

Description of possible extension:

The contract will include an implementation and mobilisation period, with services expected to commence by the end of April 2026. A single optional 1-year extension is available, which may be exercised 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 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

Conditions of participation

Lot 1. Initial Collection

Lot 2. Litigation and Enforcement

Conditions of participation will be applied using relevant questions from the Procurement Specific Questionnaire (PSQ). Full details will be set out in the procurement documents.

Guidance on the PSQ can be found here:

<https://www.procurementpathway.civilservice.gov.uk/documents/template/pa-2023-procurement-specific-questionnaire>

Particular suitability

Lot 1. Initial Collection

Lot 2. Litigation and Enforcement

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

17 October 2025, 4:00pm

Tender submission deadline

31 October 2025, 4:00pm

Submission address and any special instructions

All submissions and clarifications must be made via the Home Office Jaggaer eSourcing portal. Suppliers must register on the portal to access documents and submit a response: <https://homeoffice.app.jaggaer.com>

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Tenders may be submitted electronically

Yes

Award criteria

The contract will be awarded using an absolute methodology (Weighted Value for Money Index, WVFMI). Quality represents 60% of the weighting, of which Social Value makes up 10%, and Price represents 40%. Quality and Price are assessed together through the WVFMI formula to determine the final score. A detailed explanation and calculations are provided in the tender documents.

Procedure

Procedure type

Below threshold - open competition

Special regime

Concession

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