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Planning

Managed Collection Services

Crown Commercial Service

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-068567

Procurement identifier (OCID): ocids-h6vhtk-059404 ([view related notices](#))

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Scope

Reference

RM6402

Description

The establishment of a framework for debt management service providers, the framework will be designed to bring together specialist capabilities in debt management, with managed service providers to collect debt on behalf of the government.

The key core services are expected to include:

- debt prevention services,
- managed debt collection services (managing multiple collection agencies),
- debt collection agency services (including International Collections),
- debt analytics (including open-banking and complimentary data and analytics),

- data aggregation and analysis services,
- debt analytics/solutions software and integration,
- debt advice and guidance services.

The scope and lot structure of this framework will be determined as a result of the market and customer engagement.

Commercial tool

Establishes a framework

Total value (estimated)

- £500,000,000 excluding VAT
- £600,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 9 December 2026 to 8 December 2030
- 4 years

Main procurement category

Services

CPV classifications

- 79200000 - Accounting, auditing and fiscal services
- 66171000 - Financial consultancy services
- 71621000 - Technical analysis or consultancy services
- 75112000 - Administrative services for business operations
- 75120000 - Administrative services of agencies
- 75130000 - Supporting services for the government
- 75131000 - Government services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79411000 - General management consultancy services
- 79412000 - Financial management consultancy services
- 79720000 - Investigation services
- 79721000 - Detective agency services
- 79940000 - Collection agency services
- 79994000 - Contract administration services

Contract locations

- UK - United Kingdom
- GG - Guernsey
- IM - Isle of Man
- JE - Jersey

Engagement

Engagement deadline

1 March 2026

Engagement process description

CCS in conjunction with HMRC will be hosting an initial Pre Market Engagement session to share with the market the outline plans for the updated Managed Collection Services framework. This framework is being tendered on a standalone basis following the removal of the service from the Debt Resolution Services 2 framework which is currently in procurement. The session will give an overview of the requirements and invite feedback (commercially confidential where appropriate) to assist shaping the service offering from the most innovative solutions in the market to ensure maximum value for the nation throughout the life of the framework.

The initial webinar will take place at 11am on 6 November 2025.

Further sessions with interested parties and more in depth market engagement sessions will follow.

Please email managedcollectionsprocurement@crowncommercial.gov.uk to express an interest in the market engagement and to receive further details.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

10 June 2026

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

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Organisation type: Public authority - central government