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Pipeline

Managed Debt Collection Services

Crown Commercial Service

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-079663

Procurement identifier (OCID): ocids-h6vhtk-059404

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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

Contract dates (estimated)

- 3 March 2027 to 2 March 2031
- 4 years

Main category

Services

CPV classifications

- 66170000 - Financial consultancy, financial transaction processing and clearing-house services

Submission

Publication date of tender notice (estimated)

16 September 2026

Procedure

Above or below total value threshold

Below threshold

Contracting authority

Crown Commercial Service

- Public Procurement Organisation Number: PBZB-4962-TVLR

The Capital, Old Hall Street

Liverpool

L3 9PP

United Kingdom

Telephone: 03454102222

Email: supplier@crowncommercial.gov.uk

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

Region: UKD72 - Liverpool

Organisation type: Public authority - central government