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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 000-082307

Procurement identifier (OCID): ocds-h6vhtk-059404

Published 12 December 2025, 9:52am

Changes to notice

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

The following changes have been made:

- Estimated Contract start and end dates
- Estimated Tender notice date

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)

- 9 December 2026 to 8 December 2030
- 4 years

Main category

Services

CPV classifications

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

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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Region: UKD72 - Liverpool

Organisation type: Public authority - central government