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Tender

Enforcement and Collection Agency Services

Cumberland Council

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

Notice identifier: 2025/S 000-082402

Procurement identifier (OCID): ocds-h6vhtk-05f4b0

Published 12 December 2025, 11:59am

Scope

Reference

DN798893

Description

Cumberland Council is seeking to appoint two Enforcement Agencies to provide recovery services for Council Tax and Business Rates and collection services for Housing Benefit Overpayments and accounts receivable (sundry) debts on behalf of the Public Health, Customer and Community Wellbeing Directorate.

Work under the contracts is to be distributed based on fifty percent allocation of the available caseload. The successful suppliers will support the Council's strategic priorities by ensuring fair, transparent, and proportionate enforcement that promotes community wellbeing and safeguards vulnerable residents.

The below threshold concession contracts (contract) are anticipated to commence on 1 April 2026 and will continue for an initial period of two years, unless terminated in accordance with the terms and conditions of the contract.

There is an option for the Council to extend the duration of the contract for up to two additional periods of 12 months each, subject to successfully achieving the required outcomes.

Total value (estimated)

- £1,600,000 excluding VAT
- £1,920,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years

Description of possible extension:

There is an option for the Council to extend the duration of the contract for up to two additional periods of 12 months each, subject to successfully achieving the required outcomes.

Main procurement category

Services

CPV classifications

- 79940000 - Collection agency services

Contract locations

- UKD1 - Cumbria

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

14 January 2026, 5:00pm

Tender submission deadline

26 January 2026, 12:00pm

Submission address and any special instructions

The documents are available via The Chest - <https://www.the-chest.org.uk/>

For support using the chest please contact Proactis, using the supplier support area.

For clarifications, please ensure all correspondence is via The Chest using the message area.

Suppliers wishing to express an interest and obtain access to the tender documents should go to www.the-chest.org.uk and click on current opportunities from the navigation area on the left of the screen. On the next screen enter the contract Reference (DN798893) in the box labelled 'contains' then click search.

Click on the Blue link for the contract title to view the opportunity.

To express an interest you will need to login. If you are not already registered on the www.the-chest.org.uk you will need to return to the home page and click on Register. Register FREE link in the navigation area on the left of the screen. Registration is free of charge and your username and password will be emailed to you.

Cumberland Council are fully supportive of all aspects of diversity including ethnicity, race, religion, age, disability and sexual orientation. In this respect Cumberland Council welcome an expressions of interest from ethnic minority, disabled and other diverse business communities and the voluntary sector.

Economic operators are therefore required to fully comply with all statutory obligations/applicable legislation and there will be a requirement to participate in the Authority's supplier audits on all aspects of diversity.

The Contracting Authority expressly reserves the right:

(i) not to award any contract as a result of the procurement process commenced by publication of this notice; and

(ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will the Contracting Authority be liable for any costs incurred by the candidates. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgement of potential suppliers.

The contracting authority reserve the right to use any electronic portal during the life of the agreement.

The value provided in this notice is only an estimate.

The initial contract term is for 2 years, with 2 optional extensions of up to 12 months each.

Tenders may be submitted electronically

Yes

Award criteria

Name	Type	Weighting
Quality	Quality	90%
Social Value	Quality	10%

Procedure

Procedure type

Below threshold - open competition

Special regime

Concession

Contracting authority

Cumberland Council

- Public Procurement Organisation Number: PJGX-9191-DYLV

Cumbria House, 107-117 Botchergate

Carlisle

CA1 1RD

United Kingdom

Email: procurement.enabling@cumbria.gov.uk

Region: UKD12 - East Cumbria

Organisation type: Public authority - sub-central government