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Contract

RM6226 Debt Resolution Services - Lot 1

The Minister for the Cabinet Office acting through Crown Commercial Service

F20: Modification notice

Notice identifier: 2025/S 000-085495

Procurement identifier (OCID): ocds-h6vhtk-02ca60

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Section I: Contracting authority/entity

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

RM6226 Debt Resolution Services - Lot 1

Reference number

RM6226

II.1.2) Main CPV code

- 79940000 - Collection agency services

II.1.3) Type of contract

Services

II.2) Description

II.2.1) Title

Managed Debt Collection Services

Lot No

1

II.2.2) Additional CPV code(s)

- 48440000 - Financial analysis and accounting software package
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 66171000 - Financial consultancy services

- 71621000 - Technical analysis or consultancy services
- 72000000 - IT services: consulting, software development, Internet and support
- 72212100 - Industry specific software development services
- 72212211 - Platform interconnectivity software development services
- 72212400 - Business transaction and personal business software development services
- 72212440 - Financial analysis and accounting software development services
- 72212441 - Financial analysis software development services
- 72212442 - Financial systems software development services
- 72212443 - Accounting software development services
- 72212460 - Analytical, scientific, mathematical or forecasting software development services
- 72212461 - Analytical or scientific software development services
- 72212462 - Mathematical or forecasting software development services
- 72212480 - Sales, marketing and business intelligence software development services
- 72212482 - Business intelligence software development services
- 72212610 - Database software development services
- 72212730 - Security software development services
- 72212731 - File security software development services
- 72212732 - Data security software development services
- 72212900 - Miscellaneous software development services and computer systems
- 72212990 - Spreadsheets and enhancement software development services
- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72225000 - System quality assurance assessment and review services
- 72300000 - Data services
- 72310000 - Data-processing services
- 72311000 - Computer tabulation services

- 72311100 - Data conversion services
- 72312000 - Data entry services
- 72312100 - Data preparation services
- 72312200 - Optical character recognition services
- 72313000 - Data capture services
- 72314000 - Data collection and collation services
- 72315000 - Data network management and support services
- 72315100 - Data network support services
- 72315200 - Data network management services
- 72316000 - Data analysis services
- 72317000 - Data storage services
- 72318000 - Data transmission services
- 72319000 - Data supply services
- 72320000 - Database services
- 72321000 - Added-value database services
- 72322000 - Data management services
- 72330000 - Content or data standardization and classification services
- 73000000 - Research and development services and related consultancy services
- 73100000 - Research and experimental development services
- 73110000 - Research services
- 73120000 - Experimental development services
- 73200000 - Research and development consultancy services
- 73210000 - Research consultancy services
- 73220000 - Development consultancy services
- 73300000 - Design and execution of research and development
- 75000000 - Administration, defence and social security services

- 75100000 - Administration services
- 75110000 - General public services
- 75112000 - Administrative services for business operations
- 75120000 - Administrative services of agencies
- 75130000 - Supporting services for the government
- 75131000 - Government services
- 79100000 - Legal services
- 79110000 - Legal advisory and representation services
- 79111000 - Legal advisory services
- 79112000 - Legal representation services
- 79140000 - Legal advisory and information services
- 79200000 - Accounting, auditing and fiscal services
- 79210000 - Accounting and auditing services
- 79211000 - Accounting services
- 79211100 - Bookkeeping services
- 79211200 - Compilation of financial statements services
- 79212000 - Auditing services
- 79212100 - Financial auditing services
- 79212200 - Internal audit services
- 79212400 - Fraud audit services
- 79223000 - Custom broker services
- 79311400 - Economic research services
- 79313000 - Performance review services
- 79330000 - Statistical services
- 79342400 - Auction services
- 79342410 - Electronic auction 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
- 79500000 - Office-support services
- 79510000 - Telephone-answering services
- 79511000 - Telephone operator services
- 79512000 - Call centre
- 79570000 - Mailing-list compilation and mailing services
- 79571000 - Mailing services
- 79620000 - Supply services of personnel including temporary staff
- 79621000 - Supply services of office personnel
- 79700000 - Investigation and security services
- 79720000 - Investigation services
- 79721000 - Detective agency services
- 79940000 - Collection agency services
- 79994000 - Contract administration services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

The provision of Managed Collection Services. Suppliers were required to provide a managed service of DCA Subcontractors to ensure all aspects of the Service Specification are delivered securely and to time and quality requirements, as well as in line with the Standards specified in the Framework Contract. Supplier's receiving all cases from Buyers will distribute them to DCA Subcontractors.

Suppliers have provided a case management system and will add value to debt collection services through the effective use of data and analytics, and maintaining effective

supplier, contract, and relationship management. Suppliers will deliver all the mandatory requirements as detailed in Framework Schedule 1 Specification.

CCS has awarded a Framework Contract to two (2) suppliers.

This competition resulted in the award of this Lot 1 Framework Contract by CCS, and a Lot 1 Call Off Contract by HMRC as detailed in the ITT documents.

HMRC seeks to award its Call-Off Contract for Lot 1 (Managed Collection Services) to the highest ranking supplier awarded a Framework Contract for Lot 1 (Managed Collection Services).

The award of HMRC's Lot 1 Call-Off Contract cannot be made unless and until the Lot 1 Framework Contract has been executed and the Conditions Precedent, set out in the Framework Contract and HMRC's Call-Off Contract, have been complied with by the Supplier.

All Lot 1 Bidders acknowledged and accepted that in submitting a tender for CCS' Lot 1 Framework Contract and HMRC's Lot 1 Call-Off Contract, that CCS must first award and execute the Framework Contracts before HMRC's Call-Off Contract. HMRC's Lot 1 Call-Off Contract may be awarded and executed, under and in accordance with Framework Schedule 7 (Call-Off Award Procedure). All Lot 1 Bidders therefore agree that their tenders for HMRC's Lot 1 Call-Off Contract shall remain open for

acceptance by HMRC until 90 days after the execution of the Lot 1 Framework Contracts by CCS and the Supplier.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2022/S 000-000561](#)

Section V. Award of contract/concession

Contract No

RM6226

Lot No

1

Title

Managed Debt Collection Services

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

14 December 2021

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

See the full supplier list within Contracts Finder

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowcommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £645,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

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supplier@crowncommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 79940000 - Collection agency services

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

Crown Commercial Service has put in place an agreement for the provision of Debt Resolution Services

for use by all UK public sector bodies.

Debt Resolution Services (DRS) is a Multi-Lot Framework Agreement available for use by UK public

sector bodies and future successor organisations which includes Central Government Departments and

their arm's length bodies and agencies, the wider public sector and third sector including, but not

limited to, local government, health, education, police, fire and rescue, housing associations and

charities.

This Framework Agreement replaces the Debt Management Integrator RM6180 Framework which has

now expired and the Debt Management Services RM6208 framework which will expire on 03/06/2022.

It is for delivery primarily within the United Kingdom, with some limited requirements overseas.

The key core services include:

- debt prevention services,
- managed debt collection services (managing multiple collection agencies),
- debt collection agency services (including International Collections),
- enforcement/warrant recovery services,
- debt analytics (including open-banking and complimentary data and analytics),
- data aggregation and analysis services,
- debt analytics/solutions software and integration,
- spend recovery analysis,
- debt business process outsourcing,

- fraud and error prevention and analysis,
- debt advice and guidance services.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

60

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£645,000,000

VII.1.7) Name and address of the contractor/concessionaire

The Minister for the Cabinet Office acting through Crown Commercial Service (CCS)

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Liverpool

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The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The modification extends the term of Lot 1 Managed Collection Services by twelve months. The end date changes from 13 December 2025 to 13 December 2026. No earlier modifications are relevant to this change.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The modification is required due to urgent and unforeseen circumstances that have affected the Authority's ability to conclude necessary arrangements within the original contract term. These circumstances could not reasonably have been anticipated at the time the framework was established.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £645,000,000

Total contract value after the modifications

Value excluding VAT: £645,000,000