Title: Q&A – Pre Market Engagement Managed Collection Services

Topic: General questions from suppliers

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Purpose and scope

- Purpose: To provide official answers to common questions about the new Managed Collection Services framework.
- Scope: Applies to all suppliers wishing to bid in the future ITT.

Audience

- Suppliers, customers and stakeholders

Background and context

- These questions came out of our initial PME session and will be developed further as we progress our engagement.

Q1: Will the multiple providers be on a meeting minimum requirements basis, no limit on numbers or scored and limited number?

A1: I don't know if we've arrived necessarily strategically at an answer to that question yet. All suppliers on all frameworks that we have across CCS and within financial Services and our category will have to meet a certain level of minimum requirements. And some of those are statutory requirements around basic compliance, modern slavery statement, carbon reduction plan, bribery or fraud convictions.

In our quality assessment we will have a minimum requirement so the questions that we ask we expect the answers to come up to a minimum standard so there will be a meeting minimum requirements element as standard to get bidders onto the framework. Whether we limit numbers is TBC. We'll take it away, determine an answer and a strategic position on that, and we'll publish that in our next set of findings

I think it's fair to say that we actually don't expect there to be a lot of suppliers on the lot. We will expect suppliers to be able to meet the requirements of the specification.

Q2: Are you looking for suppliers to perform end-to-end Managed Collection Services? Will you require all suppliers to be able to deliver all Services covered by the framework, or just can we deliver some in-scope Services?

A2: We expect the suppliers that get onto this framework to provide an end-to-end service. Everything from the data segmentation, managing the subcontractors, managing a panel of Debt Collection agencies, managing litigators, managing enforcement agents.

We don't expect any organisation to physically have all of those staff in place on their own payroll. We expect organisations to be able to provide a Managed service and that means managing potentially a panel of Debt Collection agencies, a litigation organisation and enforcement agencies. So it will be the full range of Services. As I say, we don't expect you to have all of those on your own payroll. We expect you to more than likely partner with organisations who have that as their specialism and their core business requirements rather than having it as a full in-house service.

Q3: Can you please elaborate on end-to-end, are we talking physical boots on the ground for Managed Collection at any point here.

A3: Yes, ultimately if we have a service requirement that takes us right through to an end-to-end physical boots on the ground. We don't expect you to have those people on payroll, we expect you to have supplier agreements in place with subcontractors that can manage that. From data segmentation, right the way through to, physical Collection if that is required by our customers.

Q4: Will there be any specific regulation requirements, FCA?

A4: Yes, we would expect our partner organisations, our Managed service agents to be FCA regulated, much like the suppliers on DRS1 are. Currently on Managed collections. The Managed Collection agents themselves are FCA regulated as are their main DCA subcontractors. So that would be a minimum requirement as part of that.

Also through litigation I think there's solicitors regulation authority. They have specific standards that they work to as well and when we look at the enforcement aspect we would also expect all of those organisations to be Enforcement Conduct Board affiliated. That industry is going through a review and it may have more stringent control in future and we would expect any organisation to work to those high standards that we would set and that is part of our agenda where we work very, very closely with the Government Debt Management Function. They set standards around vulnerability and economic abuse and communications and innovation. So we will be working to those high standards that the Government Debt Management Functions set We would expect our organisations that partner with us to do that as well.

Q5: Will buyers be able to direct to award or will there be a need for a mini competition.

A5: We expect that buyers will be able to direct award in certain circumstances, provided they've done their own risk management behind it. The new framework regulations do have an award without competition (AWOC). We will be liaising with our colleagues in legal on how we set that up to make sure it's stringent, fair and transparent so that it ensures that should an organisation want to award without competition, they have done it exactly as we have prescribed.

Q6: Will suppliers be required to have security clearance for staff over and above BPSS?

A6: I would say arguably some will. Most will need BPSS. Some staff in our subcontractors do have higher levels and we manage that process.

Q7: Will you be requiring case studies or technical assurance certificates (TAC) response.

A7: We have TAC as part of DRS, and we have them as part of most frameworks. We will be expecting those TACs to say you have previous Managed service experience. So, whereas you may not have something absolutely specific to the requirements, we would expect a certain level. That will be confirmed.

Q8: Will overseas Collection be required.

A8: We are working with colleagues internally to understand the need across customers. We will update further on this one.

Q9: Would offshore be considered in terms of telephony?

A9: It will depend on where offshore, GDPR issues, regulations, stipulations and the requirement of customers that use this framework. Different risk appetites around what they are accepting of in terms of overseas and offshoring of telephony and call centres and data centres. Some do not allow it at all whatsoever, others do in some respect. This is something we will determine when we have more customer Engagement, when we speak to our customers and government. So this is very much a TBC.