

**Managed
Collection
Services
RM6402
November 2025**



Crown
Commercial
Service

value for the nation

Today's agenda

01.

Welcome and housekeeping

Introductions and housekeeping for the session

02.

Who are CCS

Who are CCS

03.

The revenue and recovery team

Who we are and how we fit into CCS

04.

Framework history and future

How we arrived here and where we are going

05.

Framework overview

What we are expecting a framework to do and create

06.

Indicative timeline

Overview of current timeline

07.

Questions and answers

Your opportunity to ask questions

08.

Next steps and closing remarks

What to expect next and a thank you for attending the session

Who are CCS?

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‘Supporting better public procurement’

We help the UK public sector get the best value when buying products and services.

Who we are

Crown Commercial Service (CCS) is the UK’s biggest public procurement organisation and an executive agency of the Cabinet Office.

We are procurement experts, helping the public sector maximise every pound so precious resources can go where they’re needed most.

Our service is free for the UK public sector, where buyers can access everything from temporary staff and energy, to laptops and police cars.

We are a Trading Fund - funded by supplier levy, not the taxpayer.

Who are CCS?

Who are CCS?

What we do

We help our customers achieve their procurement goals. We do this by creating strategic partnerships and competition among suppliers.

With our expertise, we help government and public sector buyers:

- stay compliant with [procurement regulations](#)
- save time
- get better value for money
- reach [social value goals](#)

We provide compliant routes to markets for government and public sector organisations to procure products and services

In 2023/24, our customers achieved commercial benefits equal to **£4.9 billion**. Commercial benefits include factors such as cost savings and reaching carbon net zero targets.

Revenue and Recovery Team

Who are we?

Revenue and Recovery

The Revenue and Recovery category has 4 primary team members:

- Bridget Santander - Senior Commercial Lead
- Jayne Thorn, Paul Bentley - Commercial Lead
- Ben Leath - Commercial Manager
- Stephanie Ford - Commercial Manager

Revenue and Recovery is part of the Financial Services Team, which is headed up by Lee Edmonds.

The Financial Services team portfolio includes Insurance, Payments in and out, Grants, Open Banking, Fuel Cards and Debt Recovery

Framework history at CCS

2015 - Debt Market Integrator

- joint venture with Cabinet Office
- set up for 6 founding customers
- very successful

2019 - Debt Management Services

- single supplier
- 'one stop shop'

2021 - Debt Resolution Services

- a Multi-lotted framework
 - all areas of debt resolution and spend analytics
 - built on the success of DMI, DMS and SARS frameworks

Collections across
the life of the
frameworks exceeds
£6bn

Framework future at CCS

2025 - Debt Resolution Services 2

- builds on the success of DRS, but added a direct collection service for smaller customers
- currently in tender
- go live estimated at February 2026

2026 - Managed Collection Services

- this takes the original DRS Lot 1 as a standalone framework

Managed Collections is being tendered as a standalone framework to better meet our customer's needs and timelines.

Framework overview



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Framework overview

Proposed Overview of Managed Collection Services

Single lot framework

Multi supplier

4 year term

End to end managed
service model

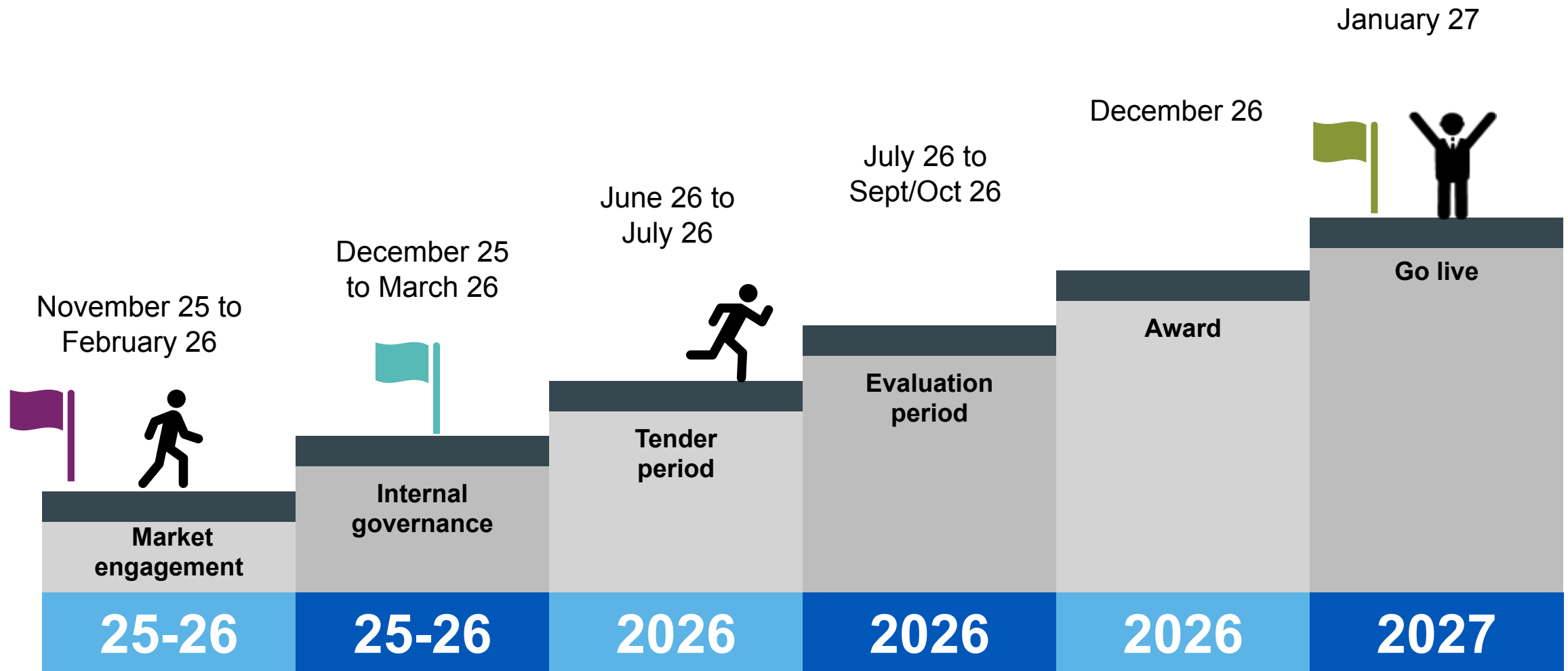
Areas of interest

We are looking to suppliers to inform amongst other things

- the use of AI
- automation
- integration
- ethical compliance
- resilience and cyber security

Evolution not Revolution

Indicative timeline



Next steps

Next steps

- slides will published on our website
- inviting feedback from market
- 121 supplier engagement meetings with interested parties
- confirmation of approach following engagement

Contact:

managedcollectionsprocurement@crowncommercial.gov.uk

Questions and Answers





Further information:

If you would like a 121 with the Revenue and Recovery Team to further discuss our requirements, please contact the team via the email address

Email:

managedcollectionsprocurement@crownccommercial.gov.uk

Links:

[Managed Collections web page](#)

[UK2 notice](#)



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 Crown Commercial Service



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