

Pre Market Engagement Managed Collection Services
Thu, Nov 6, 2025

0:00 - Jayne Thorn

For those that don't know me, I'm Jayne Thorn, I'm the commercial lead at CCS and you've joined for our Managed Collection Services pre-Market Engagement session, so thank you all for joining. A little bit of housekeeping before we start, we will transcribe and record the session, we will be using the chat and the Q&A function later, so if you want to drop into the chat and just let me know where you are and what the weather's like just to remind everybody how the chat works because we're not normal Teams users, we're Google users.

Weather chat

1:38 - Jayne Thorn

If you haven't already, please can you put yourselves on to mute and feel free to turn your cameras off if you don't want them on, that's absolutely fine. But the slides are sharing. I will start the record now. Start recording. No, it's not going to let me do that. It's only going to start a transcription. Okay, you'll get a transcription. You won't get to see our lovely faces again, which is more pity, but there we are.

So, welcome to Managed Collection Services RM6402, November 2025. Today, I am joined by my colleagues, Paul Bentley and Bridget Santander. I'm going to hand over to them now and they're going to start on the session. So I've done the preamble, welcome to CCS. So Paul, Bridget, I will hand over to you.

2:40 - Bridget

Just before we start, I just wanted to give you a bit of context, recognising some of you may not have worked with Crown Commercial Services before, just in terms of who we are and what we do.

Okay, so just a bit of welcome and housekeeping that Jayne has undertaken, a quick intro into the team, who we are and how we fit into the wider CCS picture, a bit about the framework history.

This Managed collections framework has been taken out of the existing Debt resolution Services framework so we're going to explain that and show you where we're headed, give you an overview of the new framework, what we're expecting it to do and what we're planning to create, an indicative timeline and then at the end we'll have time for Q&A as Jayne said put questions in the chat as you go and then when we get to the end we'll have the Q&A bit and then we'll just do a wrap-up at the end. That's just a quick overview of what we're going to be covering this morning.

So just a quick overview of CCS as I said for those of you who may not have worked with us before. Our role is to support the delivery of effective and efficient public procurement for government and for wider public sector across the UK and our role is to help the public sector to get best value when they're buying their common goods and Services that they need to deliver, operate their organisations and to deliver the Services that they provide. We are the biggest public procurement organisation in the UK, not that size is everything, but that's just really to reflect the scale and the scope of what we do, and we are sitting in the very heart of government as an executive agency at the Cabinet Office. So we have a lot of procurement expertise within CCS and our role is to help the public sector and government to absolutely maximise and get best value from their procurement activity so that the savings and the efficiencies that are made can be invested into frontline Services and really sort of add value to the public sector. Our service is free for customers. We call our customers our users public sector organisations and government departments. It's free for customers to use and they can get everything right the way across the common goods and Services spectrum so that's everything from energy, from temporary staff, from tech, from police cars, insurance and financial Services including Debt for which we're here today. We're a trading fund which means that we're not funded by the taxpayer, we're funded by a supplier levy which is based on the business that is done through the framework.

If you could go to the next slide, please, Jayne, that's great. So as I said, we're helping our customers to achieve their procurement goals. And what we do is set up commercial agreements and strategic partnerships with suppliers from the Market to create that competition and to give customers choice. So effectively, we'll create an umbrella agreement with suppliers, and then our users, the customers, come through and then will run their own competitions to establish a contract with the supplier. So what we do with our expertise, we help government and public sector buyers to stay compliant with the procurement regulations.

We do operate in a regulated environment, recently introduced new regulations literally in February following their departure from the EU. We help customers by making it quicker and easier for them and to get better value for money and we also help them to deliver their social value goals. So the main priority is to provide compliant routes to Market for organisations to procure everything as I said right the way across the common goods and Services spectrum and in doing that we achieve commercial benefits for our customers that reflects the time and the money saved by using our agreements. And in 23-24 we saved almost five billion pounds for the public sector by supporting them in this way. And we also support the government through carbon reduction and net zero targets that will help achieve the wider policy goals. So now I shall hand over to you, Paul.

7:37 - Paul Bentley (CCS)

Hi, everybody. My name's Paul Bentley, one of the commercial leads here at CCS. Really great to have so many suppliers on this call. I'm just going to briefly talk about the revenue recovery team, and then I'm going to go into a bit of the history of Debt within CCS and where we're going.

So obviously you can see the team there in front of you. Revenue and Recovery, we are a part of the wider Financial Services team, which is headed by our DD, Lee Edmonds. Financial Services covers everything from insurance, payments in and out, payment cards, payment acceptance, grant administration, open banking, fuel cards and Debt recovery. And we sit squarely with Debt recovery. Bridget Santander, who you've just heard speaking, she's our senior commercial lead. I'm one of the commercial leads with Jayne Thorn, and we have a couple of guys working in the BAU in commercial management, and that's Ben Leith and Stephanie Ford.

8:52 - Paul Bentley (CCS)

Okay, so we see this session with you guys as kind of more of an overview. It would be remiss of me if I didn't talk about our key customer and key stakeholder in HMRC. We have Charlie Speakes on the call with us today, I believe. We've been working with HMRC for a number of years now. In fact, they were one of the founding customers in 2015 with the Debt Market Integrator. That was our first look from a CCS perspective into Debt. And we've continued on through several iterations now.

2019, we had the Debt Management Services, which was a single supplier set up and a one-stop shop. But then in 2021, into a multi-lot framework environment covering all areas of Debt resolution and also spend analytics. So what we did with DRS was we brought our spend analytics and recovery service framework into DRS. And so we were therefore covering everything in a Debt perspective, known Debt, and in the recovery space unknown Debt. And as you can see, collections across the lifespan of those frameworks have exceeded six billion pounds. So obviously we've had a lot of success in what we've been doing.

So this brings us to where we are now. We're currently in the process of procuring Debt resolution Services 2, building on the success of DRS, but we've added some direct Collection Services in there for smaller customers. DRS2 is currently in tender, and the estimated go live for that will be February 26. So the big change from DRS to DRS2 is that we decided to carve out Managed Collection service element. As part of DRS we had Managed collections in there as lot 1 but Managed collections was such a big part of the actual framework itself we believed that it would better fit a framework in its own right particularly looking at the the larger customers in there. I've already mentioned HMRC who are by far our largest customer. So originally taken as lot 1 in DRS, we now look at this as a standalone framework and it will be better suited to meet our customers needs and their timelines. Next slide please Jayne.

12:14 - Paul Bentley (CCS)

Managed Collection Services, see this as a single lot framework with multiple suppliers, a closed framework over a four year term and the way we're looking at it is that it will be like an end-to-end Managed service. Keen to get your input on on that view and what we have done in DRS2 is take out litigation which we didn't see a lot of traction for and equally in DRS2 we've had to look at Managed enforcement and as opposed to just enforcement because of the concession nature of the enforcement contracts. So within Managed Collection Services, we're looking at the potential for this to be an end-to-end service provision. So obviously the suppliers

that we're looking to engage with on this piece are suppliers who believe that they can either provide end-to-end service themselves or provide that end-to-end service through their supply chain. Next slide, please, Jayne.

13:55 - Paul Bentley (CCS)

So we see this as an evolution, not a revolution. Customers are telling us that what they can do via Managed collections now is fit for purpose. But obviously, we're interested in innovation. So we're interested in understanding from you the supply base and the Market, where the use of AI could come into play, any kind of use on automation, integration, ethical compliance. And we'd like to look at resilience and cyber security But as I say, we don't see many changes from what was on lot 1 in DRS. We just see the service evolving as opposed to having some drastic change to it. We will then want to go into one-to-one sessions with the likes of yourselves who believe that you can perform the work that we're looking to do it. Next slide please Jayne.

15:18 - Paul Bentley (CCS)

So this is just an indicative look at the timeline. Obviously this is open to some change. But as you can see, we're now kicking off that Engagement piece with suppliers and with customers, a couple of areas of overlap there with the Engagement and our own internal governance piece, which obviously we're working on. Then we move into 2026 proper, and we'll get to that tender stage period, the evaluation and hopefully we'll have an award somewhere around January 27. Next please.

16:06 - Paul Bentley (CCS)

So this session is in for an hour but we didn't believe we were kind of going to need an hour for this unless you have lots and lots of questions that you want to ask us but we will be publishing these slides on the website. We are looking forward to having one-to-one supplier Engagement meetings with interested parties. And then we will then, via the various notifications, confirm our approach following that Engagement. As you can see, there's the email address there. We'd ask you to write in to us if you're taking a further session but again just key to reiterate that we're looking for people that can do Managed collections as an end-to-end service. Next slide please Jayne.

17:17 - Jayne Thorn

Yeah, so this is my bit now. So we would welcome questions. Feel free to put your hand up, unmute yourself and ask it as a real live question if you want. If you want to pop something in the chat, you're more than welcome to do that. As Paul said, these slides will be available on our website. We'll publish the tidied up transcription of the session today for you to share with colleagues. And obviously that forms part of our pre-Market Engagement. So that goes all in the public domain. The questions we won't necessarily publish if they're commercially sensitive. And following our one-to-one sessions, we will likely update, give an update of what the framework is going to look like, following those one-to-one sessions in terms of things like innovation and tech and additional Services we might include or additional areas of tech and innovation. Again, if anything is commercially sensitive, if it's commercially sensitive to a specific organisation, we won't publish it, but we will obviously publish our updated position and what we think our

specification and our service requirements are going to look like for our customers. So if anybody has any questions right now, please feel free to raise a hand or use the chat and we'll take questions from now. So thank you, over to you guys if there's anything you want to know.

18:58 - Bridget

Jayne, while we are waiting for the questions to come in, it's just to add that we do, as I said earlier, we do operate in a regulated environment for those of you who may not work with may not have worked with CCS before so it's very much we're working very transparently so everything will be shared, everybody will have access to the same information just picking up on Jayne's point about anything that was commercially sensitive obviously we wouldn't share that so do be aware but generally all of the information that we're going to be gleaning from today in our Market Engagement sessions and we're also engaging with our customers particularly the key users and new users of the framework. We will be feeding all of that insight and thinking into the final product that we go to Market with. So really, really value your attendance and any input that you can provide. But just be aware that we will be sharing so everybody has the starting from the same point generically.

******* Questions removed to separate document *******

26:40 - Bridget

Jayne is it a good time just to add that in terms of the end-to-end Services we need the suppliers to be able to deliver all of those Services, but just to flag that our customers who will be using and running competitions through the framework won't necessarily want all of those Services it will vary depending on their individual requirements so they may just say they just want the collections bit or they may want elements for example but we're just making it broad. That's something we're going to be exploring in the Market Engagement and the customer Engagement but it was just to flag that not every contract will require every element it's very much down to the individual customers requirements.

27:28 - Jayne Thorn

That's great Bridget thank you yeah thank you for clarifying that that is really valid not everybody as Bridget says will require the full end-to-end service. Okay I'm going to give it a couple more minutes just in the Q&A if anybody has got anything that they want to add in.

28:13 - Bridget

We've also got some links at the end of the slide deck that we will be sharing for further information which will show the email address to contact us and you've obviously already done that anyway to be on here today but that will be the email address for the procurement. And we do have a webpage, that will be updated as we progress through the procurement process. So do keep an eye on that. We will be publishing, we'll be keeping you informed. We're creating a mailing list of supplier interests that we will be emailing you updates, but do make sure you keep

an eye on that and the publication of the notice, the pre-Market Engagement notice, so keep an eye on find a tender service as well because that's the portal where it will all be published.

But we would welcome any other questions, you may not have wanted to ask questions today as you said earlier Jayne, but if you do have any other questions we really really appreciate your input, it's very much we want to make sure in developing this new agreement that we are building on the success of of the current Managed collections solution that we have under Debt resolution Services, but also building on it, enhancing, capturing new innovations, capturing new tech. There's various things that we want to be exploring in our Market Engagement, and we really value your input and support with that. So do please reach out and be involved. That would be great.

33:18 - Jayne Thorn

Okay, I think that's probably all of us for now in terms of questions.

33:28 - Jayne Thorn

I'll just give it one more minute in case anybody thinks of anything pressing or anything as a follow-on question.

33:36 - Jayne Thorn

But no, I think that could be everything. Nothing more's coming. So I will start the wrap up. Thank you all ever so much for joining. We've just gone over the details in terms of do get in touch if you'd like a one-to-one. We'll get those in the diary as soon as we can. Paul stipulated the requirements that we do expect that end-to-end service rather than just certain elements of it. It will be one full end-to-end Managed collections service. The links are in here. Most of you have been to our website. You've got our email address. Do keep in touch and we'll get those one-to-ones booked in if you require one. Q&A will also be published as will the tidy transcription. And that will be all. So thank you all for joining. I will begin to close the call down. So thanks everyone. Thanks to Bridget and thanks to Paul for their presentations today. And we look forward to engaging with you going forwards. Thanks very much.