

Debt Recovery Services (PFB5062 LU)

SUMMARY

Start date: 12th June, 2023

End date: 11th June, 2026

OJEU Number: 2023/S 000-007478

Lead Consortium: LUPC

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Website:
<https://www.hecontracts.co.uk/agreements/1084>

Please note that the tender opportunity was advertised on the Find a Tender Service and Contracts Finder as per regulatory requirements. The opportunity was not advertised in the Official Journal of the European Union as it was published after midnight of the 31st December 2020. Please consider whether your funding source would require publication in OJEU prior to utilising this agreement.

SCOPE

The framework agreement covers the provision of debt recovery services. The lot strategy allows for pre-legal and legal recoveries to be awarded to one supplier under either lot facilitating transition from pre-legal to legal recoveries.

Suppliers are restricted to one lot. Those with proven ability to recover student debt can be found in lot 1 and those with ability to recover commercial debt are in lot 2.

- **Lot 1 - Debt Recovery (Student Focused)**
- **Lot 2 - Debt Recovery (Commercial Focused)**

Suppliers under both lots can recover student and commercial debt if it meets the member's needs.

AGREEMENT BENEFITS

- Compliant route to debt recovery services for members
- A lot structure aligned to a wide range of member requirements.
- Flexibility to split or consolidate student and commercial debt.
- All suppliers under the framework can provide both pre-legal and legal recoveries using in-house or subcontracted lawyers.
- No win, no fee solution.
- Competitive capped rates.
- All suppliers are SRA or FSA regulated companies / law firms.
- A variety of call of options, including options direct award.
- A variety of quality debt recovery agencies and law firms
- Suppliers evaluated on responsible procurement and social value to ensure that the new agreement meets the requirements of the sustainability, equality and diversity policies and standards of both the consortium and members.

USING THE FRAMEWORK

Please see Buyers Guide and associated documentation for full details on how to use this framework.

SUPPLIERS

Lot	Suppliers
Lot 1 - Debt Recovery (Student Focused)	Act Credit Management Ltd, CCI Credit Management Limited, Legal Recoveries & Collections Ltd, Oriel Collections Limited, STA International Ltd, Smith Partnership,
Lot 2 - Debt Recovery (Commercial Focused)	Credit Resource Solutions Limited, Freeths LLP, Gomer Williams & Co. Ltd, Judge & Priestley LLP, VWV, Wilkin Chapman LLP,

SUSTAINABILITY

Suppliers evaluated on responsible procurement and social value to ensure that the new agreement meets the requirements of the sustainability, equality and diversity policies and standards of both the consortium and members. This included:

- Working conditions (wages, sickness, absence, etc.)
- Opportunities for students
- Equality and diversity
- Corporate social responsibility
- Environmental impacts

As a part of this framework agreement all suppliers have acknowledged their compliance with the Sustain Code of Conduct. This will allow LUPC to work with suppliers to improve standards, overall awareness and risk management.

NEXT STEPS

Please refer to the buyer's guide for full information.

Further questions or queries, or interest in future framework services and activities for debt recovery can be direct to the agreement manager (r.dennis@lupc.ac.uk).