

## Debt Recovery Services (PFB5044 LU)

### SUMMARY

**Start date:** 22nd October, 2018

**End date:** 22nd April, 2023

**OJEU Number:** 2018/S 114-258861

**Lead Consortium:** LUPC

**Main contact:** Roy Dennis  
[r.dennis@lupc.ac.uk](mailto:r.dennis@lupc.ac.uk)

**Website:**  
<https://www.hecontracts.co.uk/agreements/559>

The purpose of the framework is to assist our Members (predominantly HE sector, but also FE Colleges and other non-education Members) in their provision of Debt Recovery Services.

Members can use this framework to direct award using the desktop calculator if their debts are less than 120 days old, or they can run a mini competition (on just price or other criteria as well) if their debts are older than 120 days. For more information, please view the buyers guide.

The framework will be accessible to the Members of the six Higher Education Purchasing Consortia:

London Universities Purchasing Consortium  
 (LUPC): <http://www.lupc.ac.uk>

Southern Universities Purchasing Consortium  
 (SUPC): <https://www.supc.ac.uk>

North Western Universities Purchasing Consortium  
 (NWUPC): <http://www.nwupc.ac.uk>

North Eastern Universities Purchasing Consortium  
 (NEUPC): <http://www.neupc.ac.uk>

Advanced Procurement for Universities and Colleges  
 (APUC): <http://www.apuc-scot.ac.uk>

Higher Education Purchasing Consortium, Wales  
 (HEPCW): <http://www.hepcw.ac.uk>

### SCOPE

Lot 1 Pre-legal only collections

Lot 2 One-stop-shop (Pre-legal collections and Legal Recoveries)

This framework has five suppliers in each Lot, they are all FCA or SRA regulated providing assurances of a quality process as well as being able to be used to collect both regulated and non regulated debts.

### AGREEMENT BENEFITS

- OJEU-compliant route
- Fast route to market
- Competitive rates
- Lot structure to cover specialist requirements
- Choice of call-off options which have been embedded with additional flexibility
- A wide choice of both SMEs and larger suppliers to better match your organisational requirements and culture
- A set of standard added value services across all suppliers, complemented by supplier specific added value services detailed further in the tender response

### USING THE FRAMEWORK

### SUPPLIERS

Lot	Suppliers
Lot 1 Pre-legal only collections	Act Credit Management Ltd, Link Financial Outsourcing Limited , Oriel Collections Limited, STA International Ltd, Shoosmiths LLP,
Lot 2 One-stop-shop (Pre-legal collections and Legal Recoveries)	DWF LLP, Harrison Clark Rickerbys Ltd, Legal Recoveries & Collections Ltd, VWV, Wilkin Chapman LLP,

## SUSTAINABILITY

We asked the companies to questions in the following areas

- Ethical treatment of debt collections
- How HE reputation is considered and steps taken to avoid disrepute
- Action taken if a debtor is suspected from suffering, e.g. from mental health as a result of the debt
- Value added services in the prevention of student mental health and supporting student's wellbeing
- Fully implementing the ETI base code to support human rights and protecting against vulnerability in the supply chain

## NEXT STEPS

Download the buyers guide, price list and desktop calculators.

Choose your award mechanism.

Award a contract using the pre-agreed template. Please note this can be supplemented with your institutions own terms and conditions by agreement.