

Aged Debt Recovery

Pricing Document

G-Cloud 15



1. Pricing

This pricing schedule provides Buyers with a choice of commercial models. Buyers may select the option that best aligns with their operational requirements, risk appetite, delivery approach, and budget preferences. Each pricing model is fully self-contained and can be procured subject to the Buyer's needs.

1.1 Option 1: Subscription Fixed Fee + Gainshare

Pricing Structure

Addressable Debt Size	Fixed Fee (per annum)	Fixed Fee (per month)	Gainshare %
< £20m	£70,800	£5,900	16.0%
≥ £20m	£150,000	£12,500	12.0%

- Addressable Debt refers to the debt made available to the Supplier for recovery. It excludes:
 - accounts allocated to enforcement agents (bailiffs);
 - accounts already in an active recovery process (e.g., existing arrangements or attachments);
 - any debt removed from scope by the Authority.
- Minimum 12-month Delivery Term.
- Supplier entitled to gainshare for an additional 12 months on income from arrangements and attachments set during the Delivery Term.
- Gainshare applies to income collected in cash, including arrangements, AoE and AoB.
- Gainshare invoiced on cash collected.
- Outbound communication is delivered through the Authority's existing letter, email and SMS processes; therefore, no additional outbound communication costs are included in our pricing.

1.2 Option 2: Gainshare-Only Model

Pricing Structure

Addressable Debt Size	Fixed Fee (per annum)	Fixed Fee (per month)	Gainshare %
< £20m	£0	£0	20.0%
≥ £20m	£0	£0	18.5%

- Minimum Addressable Debt Book Size: £5m
- Addressable Debt refers to the debt made available to the Supplier for recovery. It excludes:
 - accounts allocated to enforcement agents (bailiffs);
 - accounts already in an active recovery process (e.g., existing arrangements or attachments);
 - any debt removed from scope by the Authority.
- Minimum 12-month Delivery Term, plus an additional 12-month gainshare entitlement period.
- Gainshare applies to income collected in cash including arrangements, AoE and AoB.
- Gainshare invoiced on cash collected.
- Outbound communication is delivered through the Authority's existing letter, email and SMS processes; therefore, no additional outbound communication costs are included in our pricing.

1.3 Option 3: Unit-Rate Model

Pricing Structure

Activity	Unit Rate
Account processing incl. data search (per account)	£7.50
Success fee (per successful arrangement/AoE/AoB or approved recommendation)	£90.00

- Account Processing Fee applies to each debt account processed.
- Success Fee payable on each successful arrangement, attachment (Attachment of Earnings (AOE), Attachment of Benefits (AoB)) or Buyer-approved recommendation that treats the debt.
- Minimum 12-month Delivery Term.
- Outbound communication is delivered through the Authority's existing letter, email and SMS processes; therefore, no additional outbound communication costs are included in our pricing.

2. Additional services

- The Aged Debt Recovery pricing detailed above is based on Capita's standard mobilisation and delivery approach as published. Mobilisation activities outside this scope may be added through call-off Change Control using fixed and transparent G-Cloud-compliant pricing principles.
- Published day rates are available for additional services outside the defined scope and may be applied via call-off Change Control in line with G-Cloud 15 pricing rules.
- Resilience resource support is available as a standalone service and can be purchased via a G-Cloud 15 call-off using the published rates.

Transaction Rates

Revenues Processing and Managed Support Services: -

Description	Price (exc. VAT)
General Correspondence	£7.66
Occupations and Vacations	£8.45
Discount & Exemptions	£7.90
Refund	£7.66
Single Person Discount applications	£6.28
Deceased	£7.21
Gone Aways	£6.13
Recovery Correspondence	£9.80
Direct Debits set-up and adjustments	£5.57
Complex Correspondence	£17.50

Benefits Processing and Managed Support Services: -

Description	Price (exc. VAT)
Change in Circumstances inc VEP	£14.41
New Claim	£16.33
Revision	£18.85
Universal Credit & ATLAS	£11.14
HBAAI	£17.50
Self Employed/Student	£17.50

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Day Rates

Revenues & Benefits - Processing and Managed Support Services: -

Description	Price (exc. VAT)
Processing Officer Day Rate	£245.00
Specialist Officer Day Rate	£280.00
Application Technical Consultant	£465.00
Senior Application Technical Consultant	£616.00

3. Invoicing & payment

- Invoices will be issued monthly and cover all transactions processed and deliverables completed during that month.
- Payment is due within 30 days of the invoice date.