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Tender

The Department for Work and Pensions: Secure Card Payment Services Procurement

Department for Work and Pensions
Department for Work and Pensions

F02: Contract notice

Notice identifier: 2024/S 000-002862

Procurement identifier (OCID): ocds-h6vhtk-0426cd

Published 29 January 2024, 10:04am

Section I: Contracting authority

I.1) Name and addresses

Department for Work and Pensions

Caxton House

London

SW1H 9NA

Email

cd.digitalchannels@dwp.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/government/organisations/department-for-work-pensions>

I.1) Name and addresses

Department for Work and Pensions

London

SW1H 9NA

Email

cd.digitalchannels@dwp.gov.uk

Country

United Kingdom

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Internet address(es)

Main address

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I.2) Information about joint procurement

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law

N/A

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://dwp.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://dwp.bravosolution.co.uk/>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Department for Work and Pensions: Secure Card Payment Services Procurement

Reference number

Project_25393

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The Department for Work and Pensions (DWP) is responsible for administering welfare, pensions, and child maintenance policy in the UK, serving around 20 million claimants. The new SCPS Contract is required to ensure continuing capability for the DWP to receive customer payments in a PCI DSS compliant manner and provide all Outbound Telephone calls for the DWP.

The current DWP provision allows business groups to receive customer payments in a Payment Card Industry Data Security Standard (PCI DSS) compliant manner, including an Interactive Voice Recognition (IVR) capability to facilitate payments. The DWP service and SCPS contract currently supports approximately 9,000 agents. The current SCPS contract also includes the routing of outbound calls via the PCI DSS compliant service provider.

The DWP takes approximately 750,000 card payments per annum, totalling approximately £130M per annum. This is collected by two areas of the DWP and Northern Ireland's Department for Communities: Child Maintenance Group (CMG); and Debt Recovery.

The DWP is undertaking this procurement process to secure a new SCPS Contract that can meet the current and future needs of the service to ensure value for money and service continuity. This contract will replace the current SCPS contract that enables Debt and Child Maintenance business groups to take customer payments using a Dual Tone Masking Frequency (DTMF) facility.

Under the new SCPS Contract, the DWP has identified the following requirements:

1. Secure Card Payment Services (SCPS): The ability to take payments via inbound and outbound calls in secure fashion for 11,000 agents (SIP Licences);
2. Outbound Call Services - Due to the current architecture, all Outbound calls will traverse the SCPS. Regardless of whether a payment is taken or not all Outbound calls will use the Solution provided;
3. Self-Serve IVR Service - This will be used for Child Maintenance Group (CMG) and is to be outside of DWP. This is used to recover payments from non-payees via payroll. It sits outside of DWP Infrastructure within the supplier's environment;
4. Nailed up PSTN (Optional) – The DWP may require additional outbound call capacity to enable the DWP to deploy a Nailed Up PSTN Solution to deliver voice connectivity to 3rd party outsourcer for up to 6 months after contract start;
5. Additional SIP Licences (Optional) – The DWP may require an additional 2000 agents (with associated SIP Licences) to enable DWP to deploy a Nailed Up PSTN Solution following commencement of the provision of the services.

6. Additional OB channels are required as a tactical Solution to support significant increase in volume of long duration outbound calls being generated by the Genesys platform.

II.1.5) Estimated total value

Value excluding VAT: £12,513,595

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64200000 - Telecommunications services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Through this procurement, the DWP is seeking to appoint a supplier who meets the following requirements:

1. Secure Card Payment Services (SCPS): The ability to take payments via inbound and outbound calls in secure fashion for 11,000 agents (with associated SIP Licences).
2. Outbound Call Services - Due to the current architecture, all Outbound calls will traverse the SCPS. Regardless of whether a payment is taken or not all Outbound calls will use the Solution provided.
3. Self-Serve IVR Service - This will be used for Child Maintenance Group (CMG) and is to be outside of DWP. This is used to recover payments from non-payees via payroll. It sits outside of DWP Infrastructure within the supplier's environment.
4. Nailed up PSTN (Optional) – The DWP may require additional outbound call capacity to enable the DWP to deploy a Nailed Up PSTN Solution to deliver voice connectivity to 3rd party outsourcer for up to 6 months following commencement of the provision of the services .
5. Additional SIP Licences (Optional) – The DWP may require an additional 2000 agents

(with associated SIP Licences) to enable DWP to deploy a Nailed Up PSTN Solution. Additional OB channels are required as a tactical Solution to support significant increase in volume of long duration outbound calls being generated by the Genesys platform.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £12,513,595

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

72

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

The selection criteria and scoring methodology that will be used to shortlist Potential Suppliers is set out in the procurement documents.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The DWP intends to enter into a contract for an initial 3-year period with the option, exercised wholly at the discretion of DWP, to extend for a period or periods not exceeding a total of 36 months in aggregate.

The DWP may require the supplier increase the number of SIP licences by 2,000 during the Contract Period as further detailed in the procurement documents.

DWP may require the supplier to retain the Nailed Up PSTN capability for up to 6 months following the commencement of the provision of the services.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

The DWP reserves the right to discontinue the procurement at any time and thereafter recommence a new procurement process on the same or any alternative basis at any stage or chose not to award a contract as a result of the procurement process.

The DWP will not be liable for any costs or expenses incurred by Potential Suppliers/Tenderers in relation to this procurement.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

As set out in the procurement documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-037265](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

13 March 2024

Local time

1:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

15 April 2024

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Following the publication of PINs: 2023/S 000-004912 dated 17th February 2023 (as modified by PIN 2023/S000-005854 dated 28th February), 2023/S 000-032248 dated 1st November 2023 and 2023/S 000-037265 dated 19th December 2023, the DWP is now seeking to procure the provision of Secure Card Payment Services (SCPS).

The DWP anticipates entering into a Contract for an initial 3-year period (with an estimated value of circa £5.8 million (Exc VAT) with the option, exercised wholly at the discretion of the DWP, to extend the Contract for a period or periods not exceeding a total of 36 months in aggregate (with an estimated value of circa £6.7 million (Exc VAT).

The total estimated contract value including the maximum potential extension period of 36 months and the optional requirements is circa £12.5m.

The DWP anticipates that the effective date of the Contract will be on or around 1 September 2024 following which there will be an estimated 6-month implementation period before the commencement of the delivery of the services under the Contract.

The Contract will be procured using the Restricted Process through FaTS. The form of contract will be the Cabinet Office Mid-Tier Services Contract, amended as necessary to reflect the DWP's requirements.

The dates stated above remain approximate and are subject to achieving the necessary governance approvals.

DWP is conducting this procurement using the Restricted Procedure in accordance with Regulation 28 of the Public Contracts Regulations 2015.

Potential Suppliers are referred to the Procurement Documents accompanying this Contract Notice for additional information on this procurement and in relation to this Contract Notice under the following link under ref project_25393:

<https://dwp.bravosolution.co.uk/web/login.shtml>

Suppliers Instructions:

How to Express Interest in this Tender:

1. Register on the eSourcing portal (this is only required once):

<https://dwp.bravosolution.co.uk> & click the link to register - Accept the terms & conditions & click 'continue' - Enter your correct business & user details - Note your chosen username & click 'Save'. You will receive an email with your password (keep this secure)

2. Express an Interest in the tender - Login to the portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier) - Click on the relevant exercise to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the PQQ /ITT into your 'My PQQs/ My ITTs' page. (A secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box

3. Responding to the tender - Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the buyer and seek any clarification - Note the deadline for completion. Follow the onscreen instructions to complete the PQQ/ ITT - There may be a mixture of online & offline actions to complete (detailed online help available). To submit your Tender use the 'Submit Response' button (top of the page).

For further assistance please consult the online help, or the eTendering help desk.

The DWP expressly reserves the rights: (i)to cancel this procurement at any stage; (ii)to not award any contract as a result of the procurement process commenced by publication of this notice; (iii)and in no circumstances will DWP be liable for any costs incurred by Potential Suppliers.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

The DWP will incorporate a minimum 10 calendar day standstill period at the point information on the award of the Contract is communicated to Tenderers. The Public Contracts Regulations 2015 (SI 2015/102) provide for aggrieved parties to take action in the High Court. Any such action must be brought within the relevant time limits. Where a contract has not been entered into, the court may order the setting aside of the award decision or order the authority to amend any document and may award damages. If the contract has been entered into, the court may award damages and in the case of specified breaches of the rules may also order the termination of the contract and the levying of fines. Precise deadlines and the situations in which the deadlines can be extended are contained within part 3 of the Public Contracts Regulations 2015 (SI 2015/102).

VI.4.4) Service from which information about the review procedure may be obtained

High Court

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom