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Planning

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

DEPARTMENT FOR WORK AND PENSIONS

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-004912

Procurement identifier (OCID): ocids-h6vhtk-03a687

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### **Section I: Contracting authority**

#### **I.1) Name and addresses**

DEPARTMENT FOR WORK AND PENSIONS

CAXTON HOUSE

LONDON

SW1H9DA

#### **Contact**

Paul Corre

#### **Email**

[paul.corre1@dwp.gov.uk](mailto:paul.corre1@dwp.gov.uk)

#### **Telephone**

+44 7958314188

**Country**

United Kingdom

**Region code**

UK - United Kingdom

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

National or federal Agency/Office

**I.5) Main activity**

General public services

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**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 DWP operates the largest contact centre in the UK government, providing support to customers from around 135 locations and offering specialist services such as debt recovery, card payments, and assistance for customers with complex needs.

The current DWP Secure Card Payment Services (SCPS) 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 service and contract also includes the routing of outbound calls via the PCI DSS compliant service provider.

There is additional potential for approximately 2,000 more agents in the future that is not currently accounted for in the current SCPS contract. The DWP is planning to procure a new SCPS that can meet the current and future needs of the service while providing value for money and service continuity.

The new SCPS contract is required to ensure continuing capability for DWP to receive customer payments in a PCI DSS compliant manner and route all related outbound telephony calls via a PCI DSS compliant service provider.

DWP is currently looking to conduct early market engagement with a view to concluding the competitive procurement activity by June 2023.

The DWP is holding an online event via techUK on 2nd March 2023 at 2pm with a view to preparing the procurement and informing suppliers of DWP's procurement plans and requirements for SCPS and answer questions regarding the planned procurement. Following the event, the DWP will issue a Request for Information (RFI) to gain further insight from the supply market that may help to shape the approach to market.

Register for the event via the techUK website.

<https://www.techuk.org/what-we-deliver/events/dwp-market-engagement-event-secure-card-payment-services-procurement.html>

### **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**

The current DWP Secure Card Payment Services (SCPS) 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 service also includes the routing of outbound calls via the PCI DSS compliant service provider due to technical decision for all agent activity to use the DWP managed contact centre platform.

There is additional potential for approximately 2,000 more agents in the future that is not currently accounted for in the current SCPS contract. The DWP is planning to procure a new SCPS that can meet the current and future needs of the service while providing value for money and service continuity.

The new SCPS contract is required to continuing capability for DWP to receive customer payments in a PCI DSS compliant manner and route all outbound telephony calls via a PCI DSS compliant service provider.

DWP is currently looking to conduct early market engagement with a view to concluding the competitive procurement activity by June 2023.

## **II.3) Estimated date of publication of contract notice**

9 October 2023

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## **Section IV. Procedure**

### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes