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Planning

DWP Contingency Payment Services

DEPARTMENT FOR WORK AND PENSIONS

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-005627

Procurement identifier (OCID): ocids-h6vhtk-029d6c

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Section I: Contracting authority

I.1) Name and addresses

DEPARTMENT FOR WORK AND PENSIONS

CAXTON HOUSE

LONDON

SW1H9DA

Contact

Lydia Chung

Email

Lydia.chung@dwp.gov.uk

Telephone

+44 7919547211

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.gov.uk

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Social protection

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

DWP Contingency Payment Services

II.1.2) Main CPV code

- 66000000 - Financial and insurance services

II.1.3) Type of contract

Services

II.1.4) Short description

The Department for Work and Pensions (DWP) is considering options for the future

delivery of its Payment Contingency Services required in the event of a short or long term disruption to the payment of benefits, pensions and allowances to the Department's customers.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 66000000 - Financial and insurance services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The purpose of this Prior Information Notice is to invite representatives from potential supplier organisations to attend a closed virtual supplier engagement event which DWP intends to host week commencing 26 April 2021. This is an opportunity for interested suppliers to present to DWP, solutions which may meet our future payment contingency needs and inform potential procurement activity.

DWP makes on average 2.5m customer payments per day, to a value of over £3bn per week. We are obliged to ensure that payments are credited to customer accounts on the due date, early or late payments cannot be tolerated.

All solutions will be considered however; they must address one or both of the following scenarios:

A situation. where issuance of a BACS payment file(s) has been delayed, preventing the Department's ability to credit customer accounts on the due date.

A catastrophic event which prevents DWP from preparing and issuing payments files. This situation assumes DWP is either unable to access the information or infrastructure needed to create the payment file or unwilling to, for example, due to a cyberattack leaving the estate vulnerable.

All potential solutions must be:

able to meet Industry Standards for Security Best practice, as a baseline ISO 27001 and FSA Security

secure and resilient to potential fraudulent activity;

able to provide reporting for Management Information, reconciliation and audit purposes;

compliant with UK payment scheme(s) rules and payment formats;

capable of operating nationally and be available for other Government Departments including Department for Communities.

The duration of the contract is expected to be 2-3 years

The event is being held in advance of a potential future procurement however suppliers should be aware that DWP is not committed to, nor guarantees a procurement at this stage. A further Prior Information Notice will be issued should DWP proceed to a procurement. DWP reserves the right to withdraw or amend any intention to proceed to procurement stage at any time.

II.2.14) Additional information

To register your interest in attending the engagement event, please contact Lydia Chung by e-mail, Lydia.chung@dwp.gov.uk by midnight 18 April 2021

II.3) Estimated date of publication of contract notice

30 September 2021

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