

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/007728-2023>

Contract

Debt Product Design & Development

Department for Work and Pensions

F20: Modification notice

Notice identifier: 2023/S 000-007728

Procurement identifier (OCID): ocds-h6vhtk-03b38f

Published 16 March 2023, 3:27pm

Section I: Contracting authority/entity

I.1) Name and addresses

Department for Work and Pensions

Peel Park, Brunel Way

Blackpool

FY4 5ES

Email

cddigital.crcfteam@dwp.gov.uk

Country

United Kingdom

Region code

UKD42 - Blackpool

Internet address(es)

Main address

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Debt Product Design & Development

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement at the time of conclusion of the contract:

Provision of digital product design and development services to support the transformation of DWP Debt Management and Compensation Recovery systems.

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

Duration in months

24

II.2.13) Information about European Union Funds

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

Section V. Award of contract/concession

Contract No

ecm_9863

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

1 June 2022

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Scrumconnect Ltd

56 Kingston road

Staines

TW18 4NL

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £3,000,000

Section VI. Complementary information

VI.3) Additional information

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 reply use the 'Submit Response' button (top of the page).

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

DWP expressly reserves the rights(i)to use a reverse auction; (ii)to cancel this procurement at any stage; (iii)to not award any contract as a result of the procurement process commenced by publication of this notice; (iv)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

Department for Work and Pensions

Caxton House, Tothill Street

London

SW1H 9NA

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

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

VII.1.3) Place of performance

NUTS code

- UK - United Kingdom

VII.1.4) Description of the procurement:

Provision of digital product design and development services to support the transformation of DWP Debt Management and Compensation Recovery systems.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

24

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£3,000,000

VII.1.7) Name and address of the contractor/concessionaire

Scrumconnect Ltd

56 Kingston road

Staines

TW18 4NL

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor/concessionaire is an SME

No

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The modification is to uplift the contract value by up to £1,500,000 (ex VAT) under Regulation 72(1)(b), which represents 50% of the initial term value £3,000,000 (ex VAT).

Actual expenditure will be managed via Statements of Work and will not exceed this value.

VII.2.2) Reasons for modification

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Digital Debt Service Project (DDSP) is the critical enabler for Debt Management Operations to manage increasing workloads to continue safely handling of £10b+ of money owed to Government, processing recoveries of £3bn p.a. serving 5.1m citizens.

The DDSP objectives delivers to debt transformation to introduce following digital solutions:

- Design, build and implement a commercial off the shelf (COTS) agent facing product to replace multiple legacy IT systems/databases and manual processes within the Debt

Management Service.

- Design and build a new on-line self-service channel for customers to manage and pay their debt.
- Transforming the legacy compensation recovery IT systems recovering £360m p.a. to a new inhouse service.

This contract enables Debt Digital the design and build of the above services to meet DDSP objectives.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £3,000,000

Total contract value after the modifications

Value excluding VAT: £4,500,000