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Planning

## **Universal Credit Contact Centre Services**

Department for Work and Pensions

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-008268

Procurement identifier (OCID): ocids-h6vhtk-02a7bd

Published 19 April 2021, 10:54pm

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

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

Department for Work and Pensions

Quarry House, Quarry Hill

Leeds

LS2 7UA

#### **Email**

[cd.uccontactcentrecommercialteam@dwp.gov.uk](mailto:cd.uccontactcentrecommercialteam@dwp.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

#### **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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

Ministry or any other national or federal authority

### **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Universal Credit Contact Centre Services

Reference number

Project\_23704

#### **II.1.2) Main CPV code**

- 79512000 - Call centre

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This contract will be for the use of the Department for Work and Pensions, its Executive Agencies and those Non-Departmental Public Bodies (NDPBs) sponsored by DWP. Further information including a list of such Agencies and Public Bodies can be viewed by selecting 'About DWP' on the Departmental website at [www.gov.uk/dwp.co.uk](http://www.gov.uk/dwp.co.uk)

The DWP is preparing to procure a contract for the provision of contact centre services. The contract will include the delivery of contact centre telephony services for Universal Credit customers to enable them to access information about UC services and will include the ability to on-board additional service lines of a similar nature during the lifetime of the contract.

Estimated total value £100m-£300m over 3 year initial term.

#### **II.1.5) Estimated total value**

Value excluding VAT: £200,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 48000000 - Software package and information systems
- 72210000 - Programming services of packaged software products
- 72212211 - Platform interconnectivity software development services
- 72250000 - System and support services
- 72500000 - Computer-related services
- 72590000 - Computer-related professional services
- 75100000 - Administration services
- 75112000 - Administrative services for business operations
- 75120000 - Administrative services of agencies
- 79311000 - Survey services
- 79342300 - Customer services

- 79342310 - Customer survey services
- 79342311 - Customer satisfaction survey
- 79342320 - Customer-care services
- 79500000 - Office-support services
- 79511000 - Telephone operator services
- 79900000 - Miscellaneous business and business-related services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

DWP is looking to work in partnership to provide:

A reliable and consistent service that operates the hours required by DWP and meets all Key Performance Indicators (KPIs) to deliver maximum customer satisfaction.

Recruitment, training and retention of high calibre individuals across all roles that thrive in a change environment.

Ability to significantly ramp resource up as well as down at short notice in response to demand fluctuations and requirements

Commitment to provide innovation to continuously improve the service during the life of the contract.

Provide a robust change management capability and Learning and Development functions that facilitates change implementation safely and at pace.

Ability to adapt delivery model at pace to implement new or significant changes to current deliverables, including supporting “test and learns” and trialling new processes.

The contract will involve access to secure DWP telephony systems.

The contract will involve connectivity to DWP’s Genesys Contact Centre Solution, known as the Next Generation Contact Centre.

The supplier will provide desktops and IT equipment for the delivery of the service lines.

DWP will be holding a pre-procurement market engagement process in the week commencing 10th May 2021:

A pre-market engagement event to be held on 10th May 2021. This will consist of:

Morning Session: DWP officials to provide suppliers an overview of the requirement. Following the presentation there will be an opportunity for suppliers to ask questions.

Afternoon Session: We will have three interactive focussed sessions on specific areas for suppliers to gain a greater understanding of the requirements, seek clarity and ask questions.

Following the event, the intention is to hold Virtual Bidder 1-2-1 sessions for suppliers who have a genuine interest in bidding for the UC CCS and an appetite to have a 1-2-1 discussion with the Department.

To register your interest and to receive further information on the pre-market engagement, please notify DWP by sending an email to [cd.uccontactcentrecommercialteam@dpw.gov.uk](mailto:cd.uccontactcentrecommercialteam@dpw.gov.uk).

Please include a header title in the email: Supplier Name\_ UC CC Event EOI

#### **II.2.14) Additional information**

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension, Universal Credit and a range of working age, disability and ill health benefits to over 22 million claimants and customers.

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

22 July 2021

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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

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## 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.