

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012235-2026>

Planning

## Care Service Product and Delivery Partner

Department for Work & Pensions

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-012235

Procurement identifier (OCID): ocds-h6vhtk-05f716 ([view related notices](#))

Published 11 February 2026, 10:14am

### Scope

### Reference

C9235

### Description

The Department for Work and Pensions (DWP) wish to give notice of a potential contract(s) opportunity for a DWP Care Service Product and Delivery Partner ('Care Service').

DWP is looking to improve the experience of its customers and operate more efficiently by taking a fresh look at policy, process and technology; exploring how multiple benefit lines could be administered with a common solution.

DWP want to explore whether a common, core set of technical capabilities could accelerate the transformation of the Care Service benefits, allowing us to meet customer needs and do so efficiently.

The Department is engaging with the market to gather insights from suppliers to help

shape and inform any future procurement activity related to the Care Service.

### **Total value (estimated)**

- £20,000,000 excluding VAT
- £24,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2031
- 5 years

### **Main procurement category**

Services

### **CPV classifications**

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

### **Contract locations**

- UK - United Kingdom
-

## Engagement

### Engagement deadline

9 March 2026

### Engagement process description

The Department is engaging with the market to gather insights from suppliers to help shape and inform any future procurement activity related to the Care Service. The aim of the pre-market engagement activity is to:

1. Share the Department's intention for a potential future DWP Care Service requirement
2. Engage with suppliers to understand what their proposed approach to delivering the current requirements would be, which may be used to help inform the overall delivery approach and commercial strategy (including scope, delivery, market capacity and commercial approaches)
3. Understand what the market can offer in terms of skills and experience, including any innovative technology, to support DWP's future roadmap.

The pre-market engagement will be carried out via the Atamis Portal, interested suppliers should register their interest and access the Request for Information document by completing the following steps:

- a) Register on the Portal: Suppliers not already registered on DWP's Atamis Portal should do so here - [https://dwp2.my.site.com/ProSpend\\_\\_eSourcing\\_Community\\_Registration?locale=uk](https://dwp2.my.site.com/ProSpend__eSourcing_Community_Registration?locale=uk)
- b) Express Interest on the Portal: Suppliers should navigate to the 'Find Opportunities' page, click on the title of the opportunity ('Care Service Product and Delivery Partner'), and click Register Interest.
- c) Review the RFI and Attend the Webinar: The RFI document will be able to view in the documents area of the opportunity. DWP will host a webinar on Wednesday 17th February 2026 via Microsoft Teams to provide background and context to our requirement and answer any initial questions. The link to access the webinar is included within the RFI.

The deadline for responses to the RFI is Monday 9th March 2026 at 10am.

---

## Participation

### Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

---

## Contracting authority

### Department for Work & Pensions

- Public Procurement Organisation Number: PJCP-7274-TLRQ

Caxton House 7th Floor 6-12 Tothill Street

London

SW1H 9NA

United Kingdom

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government

