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Contract

Digital Corporate Services Extension

Department for Work and Pensions

F20: Modification notice

Notice identifier: 2025/S 000-012940

Procurement identifier (OCID): ocds-h6vhtk-04fd02

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Section I: Contracting authority/entity

I.1) Name and addresses

Department for Work and Pensions

Caxton House

London

Email

jason.dalgarno1@dwp.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

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

Digital Corporate Services Extension

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:

Business Analysts

- Will support process design squads with analysis work as requirements arise during the common and local design workshops.
- Support the design squads in process dependencies are identified, managed and communicated where required.

Content Designers

- Design on the Language on screens in the solution design, and design of downstream content such as the tone of voice/ language guide for letters.

Service Designers

- Informing how user journeys and user mental models align where there is a choice within the solution.
- Creates, manages and delivers service blueprints to support to overall end to end

design process including Common and Local Design.

- Ensures the service blueprints meets user needs.

User Researchers

- Support the delivery of user profiles, working in alignment with the business change personas supplied by the business change management team.
- Testing prototypes as they are built and iterated to ensure they meet user needs.
- Building a pool of research participants in each department who we can engage with when we need to test things

Security Architect

- providing assurance to the Synergy Core Team and to Departments that the design phase leads to a solution that meets fully the security and data protection requirements agreed prior to competition.

Agile Delivery Managers:

- Support the design squads in delivering the Common Operating Model and Local Design phases of the Synergy programme which meet the programme milestones
- Support and coach the design squads in agile practices to ensure delivery of the design processes and products.
- Support the management and facilitation of the Confluence/Jira tooling to the agreed methods and provide coaching and support the design squads in utilisation.

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

Start date

5 April 2025

End date

31 March 2026

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_11108

V.2) Award of contract/concession

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

2 April 2025

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

Cognizant Worldwide Ltd.

1 Kingdom Street

London

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: £1,458,600

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

London

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:

Digital, Data and Technology digital specialist services to support the Synergy Programme with development of accurate Technical and Functional detailed requirements that meet organisational and user needs in respect of an ERP SaaS solution.

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

Start date

5 April 2025

End date

31 March 2026

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

Total value of the contract/lot/concession:

£1,458,600

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

Cognizant Worldwide Lts

1 Kingdom Street

London

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):

Extension of the Digital Corporate Services contract for the second of 2 available 12-month extensions

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:

Replacement of Cognizant at the current time would cause significant inconvenience as Cognizant colleagues have established strong relationships with Synergy colleagues and the Functions. Replacing the team needs to be planned in a way that ensures continuity of relationships and the programme's ability to maintain momentum to the plan, ideally at a time where there is a natural change in the programme activity.

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: £1,458,600

Total contract value after the modifications

Value excluding VAT: £4,381,669