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Not applicable

The provision of Universal Credit (UC) Contact Centre Services

Department for Work and Pensions

F14: Notice for changes or additional information

Notice identifier: 2021/S 000-018834

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

Published 4 August 2021, 10:45pm

Section I: Contracting authority/entity

I.1) Name and addresses

Department for Work and Pensions

Quarry House, Quarry Hill

Leeds

LS2 &UA

Email

cd.uccontactcentreresponse@dpw.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>

Buyer's address

<http://www.gov.uk/dwp>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The provision of Universal Credit (UC) Contact Centre Services

Reference number

2021-040904- 2021/S 000-008268-Project 23704

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

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.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2021/S 000-008268](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

The PIN is being cancelled due to Change in Strategy and Approach.