

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/018834-2021>

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): ocids-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.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>

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.