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Contract

## **Personal Independence Payments (PIP) Assessment Service - Contract Extension - Lot 2**

Department for Work and Pensions

F20: Modification notice

Notice identifier: 2021/S 000-019392

Procurement identifier (OCID): ocids-h6vhtk-02d32f

Published 10 August 2021, 10:45pm

### **Section I: Contracting authority/entity**

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

Department for Work and Pensions

Hartshead Square

Sheffield

S1 2FD

#### **Email**

[KATHRYN.TAYLOR@DWP.GOV.UK](mailto:KATHRYN.TAYLOR@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>

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## **Section II: Object**

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

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

Personal Independence Payments (PIP) Assessment Service - Contract Extension - Lot 2

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

- 85000000 - Health and social work services

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

Services

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

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

- 85000000 - Health and social work services

#### **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:**

— The objective and independent assessment of the impact of health conditions and disabilities on claimants is central to the process of determining entitlement to PIP. The provider will carry out this assessment and provide information and advice to support the Authority's decision making processes.

— The key elements of the service will include:

— The consideration of a claimant's health conditions or disabilities and the impact on their daily life and mobility,

— Assessing individuals against criteria prescribed by the Authority,

- The delivery of Consultations to support the above,
- The gathering and consideration of evidence to support the above including, where necessary, paying appropriate fees for evidence,
- The completion of reports, including advice, to the Authority,
- The referral of assessment reports and any associated evidence to the Authority,
- Interpretation and advice to the authority on technical evidence,
- Follow up liaison with the Authority in relation to assessments, including the provision of relevant health professional expertise as required,
- The administration and management of the service, including scheduling of Consultations, ensuring that they are completed within timescales set down by the Authority,
- The recruitment, training and ongoing support of Health Professionals, including liaison with relevant professional bodies,
- The development of guidance and training in conjunction with the Authority,
- The provision of an enquiry service for individuals being assessed,
- The provision of a quality control regime, including a complaints function,
- The provision of management information as defined by the Authority,
- Initiatives and liaison with relevant organisations to support the provision of evidence,
- Liaison and collaborative working with local and national partners, including disability organisations, health professional bodies and the devolved administrations,
- Liaison and collaborative working with the PIP Assessment Providers for other Lots as required.

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

Start date

31 July 2012

End date

31 July 2021

**II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section V. Award of contract/concession**

### **Contract No**

UI\_DWP\_100430

### **V.2) Award of contract/concession**

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

31 July 2012

#### **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**

Capita Business Services UK Ltd

30 Berners Street

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02299747

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: £428,600,000

## Section VI. Complementary information

### VI.3) Additional information

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\*\*\*\*\*PLEASE NOTE – CORRECTION\*\*\*\*\*

The following correction has been made to the Modification Notice originally published 29/07/2021.

#### Section VII.2.2

From - 'Need for additional works, services or supplies by the original contractor/concessionaire (Art. 43(1)(b) of Directive 2014/23/EU, Art. 72(1)(b) of Directive 2014/24/EU, Art. 89(1)(b) of Directive 2014/25/EU)'

To - 'Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee (Art. 43(1)(c) of Directive 2014/23/EU, Art. 72(1)(c) of Directive 2014/24/EU, Art. 89(1)(c) of Directive 2014/25/EU)'

There are no other amendments and the remainder of the notice remains identical to the original version. The notice has been reissued for administrative purposes.

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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

Hartshead Square

Sheffield

S1 2FD

Country

United Kingdom

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 85000000 - Health and social work services

#### **VII.1.3) Place of performance**

NUTS code

- UK - United Kingdom

#### **VII.1.4) Description of the procurement:**

— The objective and independent assessment of the impact of health conditions and disabilities on claimants is central to the process of determining entitlement to PIP. The provider will carry out this assessment and provide information and advice to support the Authority's decision making processes.

— The key elements of the service will include:

— The consideration of a claimant's health conditions or disabilities and the impact on their daily life and mobility,

— Assessing individuals against criteria prescribed by the Authority,

— The delivery of Consultations to support the above,

— The gathering and consideration of evidence to support the above including, where necessary, paying appropriate fees for evidence,

— The completion of reports, including advice, to the Authority,

— The referral of assessment reports and any associated evidence to the Authority,

— Interpretation and advice to the authority on technical evidence,

— Follow up liaison with the Authority in relation to assessments, including the provision of relevant health professional expertise as required,

— The administration and management of the service, including scheduling of Consultations, ensuring that they are completed within timescales set down by the Authority,



- The recruitment, training and ongoing support of Health Professionals, including liaison with relevant professional bodies,
- The development of guidance and training in conjunction with the Authority,
- The provision of an enquiry service for individuals being assessed,
- The provision of a quality control regime, including a complaints function,
- The provision of management information as defined by the Authority,
- Initiatives and liaison with relevant organisations to support the provision of evidence,
- Liaison and collaborative working with local and national partners, including disability organisations, health professional bodies and the devolved administrations,
- Liaison and collaborative working with the PIP Assessment Providers for other Lots as required.
- Support for Test and Learn Activity.

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

Start date

31 July 2012

End date

31 July 2023

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

Total value of the contract/lot/concession:

£428,600,000

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

Capita Services UK Ltd

30 Berners Street

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

02299747

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):

Secure assessment service continuity and stability beyond the current contracts end date on 31/07/21 extending the Lot 2 contract for the period 01/08/21 to 31/07/23.

Provide the contractual flexibility for any subsequent changes to ongoing service design necessitated by Covid-19 measures and any associated Policy changes made, during the extension period.

Allow the Department to implement pre-Covid flexibilities to remove volume and service from Providers into a Departmental Transformation Area/to deliver Devolution of PIP, if required.

Transition to a Cost Plus funding model for the extension period to strike the right level of risk ownership to drive optimal performance and to address the continuing impact of Covid-19.

### **VII.2.2) Reasons for modification**

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

The impact of COVID-19 has meant that DWP were not able to launch the re procurement of PIP as planned in March 2020. Extensions to the existing contracts are needed to fully understand and evaluate the impacts of COVID-19 ahead of future procurements as well as to stabilise the assessment service.

The impact of COVID-19 has been, and continues to be, very significant. The assessment service has had to be very quickly adapted, in particular to suspend face to face assessments and mobilise alternative methods of delivery to support claimants. Alongside this departmental and supplier staff and resources have had to be restructured and redeployed to help deliver DWP and the wider governments 's operational response to COVID-19. DWP has also consulted with the market on the impacts of COVID-19.

Given that PIP is a critical statutory welfare benefit that caters for vulnerable people, a gap in service provision is not an option.

### **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: £428,600,000

Total contract value after the modifications

Value excluding VAT: £557,900,000