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Pipeline

## DWP Digital Channels Contact Centre (DC3)

DEPARTMENT FOR WORK AND PENSIONS

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2023/S 000-019791

Procurement identifier (OCID): ocds-h6vhtk-03e0a8

Published 11 July 2023, 2:30pm

### Scope

#### Title

DWP Digital Channels Contact Centre (DC3)

#### Reference

project\_23210

#### Description

DWP's existing contact centre is the largest across all UK government departments and is one of the largest contact centres in Europe, with more than 33,000 advisors (c.17,000 concurrent) in circa 200 locations. The current contact centre platform is delivered on behalf of DWP by a managed service provider.

The Contact Centre Modernisation Programme (CCMP) is directly aligned to the DWP Strategy and Departmental plans to transform our services and deliver an effective welfare system for Citizens when they need it, while reducing costs and achieving value for money for taxpayers. The CCMP strategy involves the establishment of a new Digital Channels Contact Centre (DC3) platform with a replacement managed service provider.

DC3 will provide enhanced capabilities including softphone inbound and outbound calls, Work Force Optimisation (WFO), webchat, Intelligent Voice Routing (IVR), advisor skills-based call routing, call recording and call transcription. It will be cloud hosted and will renew integrations with existing platforms that delivery capabilities for Non-Geographic Numbers (0800 etc), Video, Payment Card Industry compliance, automated customer experience as well as integrations into Business Group CRM and call routing strategies.

All dates and values stated remain approximate and are subject to achieving the necessary governance approvals.

The Contract Dates reflect the anticipated Initial Term of 5 years. In addition, there will likely be two optional extension years, structured as +1+1.

The Maximum Value stated is based on an anticipated TCV for a full 7-year term, includes both the Initial Term and both optional extension years.

## **Contract type**

Services

## **Main category (CPV code)**

- 79512000 - Call centre

## **Additional categories (CPV codes)**

- 48000000 - Software package and information systems
- 64200000 - Telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

## **Contract location**

- UK - United Kingdom

## **Contract start date (estimated)**

1 January 2025

## **Contract end date (estimated)**

31 December 2030

**Maximum value (estimated, excluding VAT)**

£159,200,000

**Contract is not suitable for**

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

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**Buyer**

**DEPARTMENT FOR WORK AND PENSIONS**

Digital

CAXTON HOUSE

LONDON

SW1H9DA

United Kingdom

Website: <https://www.gov.uk/government/organisations/department-for-work-pensions>

Not on any register

NUTS code: UKI32 - Westminster

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**Procedure**

**Procurement start date (estimated)**

When the contract notice or equivalent will be published.

4 August 2023

## **Commercial approach**

Whether the procurement is for a new requirement or a reprocurement.

Reprocurement, same scope

## **Covered by the Government Procurement Agreement (GPA)**

Yes

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## **Previous award**

### **British Telecommunications plc**

London

United Kingdom

Companies House: 1800000

NUTS code: UK - United Kingdom

## **Previous award notice**

[PSN Services Framework \(RM1498\) DWP Contact Centre Services Call-Off](#)

## **Reference**

DWP 100869