

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/019801-2023>

Planning

## DWP Digital Channels Contact Centre (DC3)

DEPARTMENT FOR WORK AND PENSIONS

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-019801

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

Published 11 July 2023, 2:54pm

### Section I: Contracting authority

#### I.1) Name and addresses

DEPARTMENT FOR WORK AND PENSIONS

CAXTON HOUSE

LONDON

SW1H9DA

#### Email

[ccmp.commercial@dwp.gov.uk](mailto:ccmp.commercial@dwp.gov.uk)

#### Country

United Kingdom

#### Region code

UKI32 - Westminster

#### Justification for not providing organisation identifier

Not on any register

**Internet address(es)**

Main address

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

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

---

## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

DWP Digital Channels Contact Centre (DC3)

Reference number

project\_23210

#### II.1.2) Main CPV code

- 79512000 - Call centre

#### II.1.3) Type of contract

Services

#### II.1.4) Short 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.

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

The Estimated Total Value stated is based on an anticipated TCV for a full 7-year term, which includes both the Initial Term (anticipated to be 5 years) and optional extension years (anticipated to be two further years, structured as +1+1).

#### II.1.5) Estimated total value

Value excluding VAT: £159,200,000

#### II.1.6) Information about lots

This contract is divided into lots: No

## **II.2) Description**

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

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

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

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.

The contract will be based on the Model Services Contract (MSC) v2.0 (Combined Schedules version 2.0) 2022 developed by the Cabinet Office and the Government Legal Department (GLD), amended in line with Cabinet Office Guidance in respect of the MSC, the Sourcing Playbook and PPNs.

The MSC will be further amended in line the DWP MSC Toolkit developed by the DWP Commercial Policy team in conjunction with GLD to reflect departmental policy requirements for best practice, and to reflect the specific requirements of the DWP Digital CCMP for DC3.

## **II.3) Estimated date of publication of contract notice**

4 August 2023

---

## Section IV. Procedure

### IV.1) Description

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

### IV.2) Administrative information

#### IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-019791](#)

---

## Section VI. Complementary information

### VI.3) Additional information

A previous related PIN was published on 5 December 2022 titled "Contact Centre Market Engagement" (<https://www.find-tender.service.gov.uk/Notice/034379-2022>) stating that DWP was evaluating options for future delivery services beyond the expiry of the current contract as part of a market engagement exercise, outlining a set of discrete RFI documents.

As part of this PIN, DWP wish to clarify our intent to procure a single DC3 managed service provider to deliver the entire CCMP scope outlined in the RFIs.