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Tender

## **DWP Digital Channels Contact Centre (DC3)**

Department for Work and Pensions

F02: Contract notice

Notice identifier: 2023/S 000-023313

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

Published 10 August 2023, 9:10am

### **Section I: Contracting authority**

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

Department for Work and Pensions

Caxton House

London

SW1H 9DA

#### **Email**

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

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Internet address(es)**

Main address

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

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://dwp.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://dwp.bravosolution.co.uk/>

Tenders or requests to participate must be submitted to 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

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## **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 36,000 advisors (c.13,500 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.

The Estimated Total Value stated is based on an anticipated TCV for a full 7-year term, which includes both the Initial Term (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, Interactive Voice Response (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”) v2.1 (Combined Schedules version 2.1) 2023 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 Procurement Policy Notes (“PPN”). The MSC will be further amended in line with 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 this requirement.

#### **II.2.5) Award criteria**

Quality criterion - Name: Solution / Weighting: 20%

Quality criterion - Name: Implementation / Weighting: 15%

Quality criterion - Name: Service / Weighting: 15%

Quality criterion - Name: Security / Weighting: 5%

Quality criterion - Name: Social Value / Weighting: 10%

Price - Weighting: 35%

#### **II.2.6) Estimated value**

Value excluding VAT: £159,200,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The Authority may extend the agreement by up to two further years from the expiry of the initial term (structured as a +1+1).

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Maximum number: 7

Objective criteria for choosing the limited number of candidates:

The precise selection criteria for shortlisting Tenderers are specified within the procurement documentation.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The Authority may extend the agreement by up to two further years from the expiry of the initial term (structured as a +1+1).

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

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

#### **II.2.14) Additional information**

The Authority reserves the right to change any or all of the dates in the procurement timetable as necessary and will communicate such changes to the Tenderers as soon as practicable.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

In accordance with Regulations 57, 58 and 60 of the Public Contracts Regulations 2015, tenderers will be assessed in accordance with the Public Contract Regulations 2015, on the basis of information provided in response to the Selection Questionnaire.

The procurement documentation can be found at the following link under Ref pqq\_28913:

<https://dwp.bravosolution.co.uk/web/login.shtml>

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

The procurement documentation can be found at the following link under Ref pqq\_28913:

<https://dwp.bravosolution.co.uk/web/login.shtml>

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **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 000-019801](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

25 September 2023

Local time

1:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

31 October 2023

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

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 cancel this procurement at any stage; (ii)to not award any contract as a result of the procurement process commenced by publication of this notice; (iii)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**

High Court

London

Country

United Kingdom