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Planning

Future Debt Management System

Department for Work and Pensions

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-023986

Procurement identifier (OCID): ocds-h6vhtk-051b05 ([view related notices](#))

Published 21 May 2025, 2:26pm

Scope

Reference

Project-26685

Description

Purchase and Development Debt Management System to meet DWP requirements using a current off the shelf platform to manage the recovery of debt and other monies owed to the Government. The work will include the Design, Configuration, Testing, support to Migration from the existing platform and Post Go Live Support.

The Scope of the Service is to include:

SaaS Debt management solution to meet DWP functional and non-functional requirements

-User friendly modern debt collection and management capabilities

- Flexible and business user configurable
- Hosted in the UK with 99.9% Availability
- Scalable to meet projected growth in accounts and users
- Innovative future roadmap

Implementation of a SaaS debt management solution

- Design and configuration
- Integration to DWP architecture
- Migration of data from current solution
- Testing and assurance
- Training and knowledge transfer
- Supplier project management

BAU support for a SaaS debt management solution

- Service desk
- System maintenance
- Performance monitoring
- Change management support

Total value (estimated)

- £40,000,000 excluding VAT
- £48,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 29 April 2026 to 28 April 2034
- Possible extension to 28 April 2037
- 11 years

Main procurement category

Services

CPV classifications

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support
- 48442000 - Financial systems software package
- 48100000 - Industry specific software package
- 72212440 - Financial analysis and accounting software development services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

20 June 2025

Engagement process description

DWP have previously undertaken informal market engagement to explore the core DMS capabilities in the market, this exercise helped the department consider what capabilities are standard in the market to ensure effective competition in a fair and transparent manner.

DWP requirements are still evolving but we will share our high-level requirements at a further virtual Supplier briefing which will take place on Wednesday 11th June 2025. Suppliers may register their interest in attending until 16:00hrs Friday 6th June 2025.

To receive the invitation to this event suppliers will need to contact stephen.wardle@DWP.gov.uk by 5th June 2025 when an NDA will be provided to be signed to gain access to the Event.

After this briefing session, all suppliers will have the opportunity to provide feedback on the content covered at the briefing session via a Feedback provided to all attendees within 5 working days.

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

14 August 2025

Contracting authority

Department for Work and Pensions

- Public Procurement Organisation Number: PJCP-7274-TLRQ

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Region: UKI32 - Westminster

Organisation type: Public authority - central government