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Pipeline

## **Purchase and Development of Debt Management System**

Department for Work & Pensions

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

Notice identifier: 2025/S 000-024036

Procurement identifier (OCID): ocds-h6vhtk-051b28

Published 21 May 2025, 2:47pm

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### **Scope**

### **Reference**

1234

### **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 new DMS system will be required to seamlessly integrate with multiple platforms and systems (including the incumbent DM6). Scope of Service Will 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

The current plan is for a 8 year initial contract with a possible up to 36 month extension but this is subject to review when developing the procurement approach.

## **Total value (estimated)**

- £20,000,000 excluding VAT

- £24,000,000 including VAT

### **Contract dates (estimated)**

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

### **Main category**

Services

### **CPV classifications**

- 98000000 - Other community, social and personal services

### **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Particular suitability**

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

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## **Submission**

### **Publication date of tender notice (estimated)**

14 August 2025

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## **Procedure**

### **Procedure type**

Open procedure

### **Above or below total value threshold**

Above or equal to threshold

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## **Contracting authority**

## **Department for Work & Pensions**

- Public Procurement Organisation Number: PJCP-7274-TLRQ

Caxton House 7th Floor 6-12 Tothill Street

London

SW1H 9NA

United Kingdom

Email: [cdp-i.systemsanddata@dwp.gov.uk](mailto:cdp-i.systemsanddata@dwp.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government