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Planning

DWP Notification Service

DWP - Digital Channels

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-026657

Procurement identifier (OCID): ocids-h6vhtk-036ade

Published 23 September 2022, 10:52am

Section I: Contracting authority

I.1) Name and addresses

DWP - Digital Channels

2 St Peters square

Manchester

M2 3AA

Email

sms.rfi@dwp.gov.uk

Telephone

+44 7718424565

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA43151

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

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 Notification Service

II.1.2) Main CPV code

- 64212100 - Short Message Service (SMS) services

II.1.3) Type of contract

Services

II.1.4) Short description

The Department for Works & Pensions (DWP) has a requirement to issue c6.8 million SMS messages per week to its customers. This service is currently provided through a centralised government function acting on behalf of the DWP and other government departments.

The DWP is keen to get a better understanding of the market and looks to undertake market analysis through issuing a Request for Information (RFI) to interested parties to shape the Department's commercial strategy before any further actions are taken.

II.1.5) Estimated total value

Value excluding VAT: £15,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64216000 - Electronic message and information services
- 64216100 - Electronic message services
- 79342300 - Customer services
- 64212100 - Short Message Service (SMS) services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Remote.

II.2.4) Description of the procurement

The Department for Works & Pensions (DWP) has a requirement to issue c6.8 million SMS messages per week to its customers. This service is currently provided through a centralised government function acting on behalf of the DWP and other government departments.

The DWP is keen to get a better understanding of the market and looks to undertake market analysis through issuing a Request for Information (RFI) to interested parties to shape the Department's commercial strategy before any further actions are taken.

II.2.14) Additional information

Interested parties should contact sms.rfi@dwp.gov.uk to receive a copy of the RFI. An overview of the timetable is detailed below:

Issue PIN – 23 September 2022

Deadline for requests for RFI – 7 October 2022

Submission of RFI responses – 21 October 2022

Potential for future commercial activity – early 2023

II.3) Estimated date of publication of contract notice

31 January 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

Section VI. Complementary information

VI.3) Additional information

(MT Ref:227448)