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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](mailto: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](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

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## **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](mailto: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

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## **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

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## **Section VI. Complementary information**

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

(MT Ref:227448)