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Pipeline

Future Debt Solution - 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 000-029459

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

Published 3 June 2025, 12:05pm

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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 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

The value range of the procurement is estimated to be between £20m and £40m excluding VAT

Maximum Contract Term of 10 Years including any optional extensions

Total value (estimated)

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

Contract dates (estimated)

- 29 April 2026 to 28 April 2034
- Possible extension to 28 April 2036
- 10 years

Main category

Services

CPV classifications

- 98000000 - Other community, social and personal services

Contract locations

- UK - United Kingdom

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

Procedure

Procedure type

Open procedure

Above or below total value threshold

Above or equal to threshold

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government