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Contract

The Functional Assessment Service (FAS) 2024

Department for Work and Pensions

F03: Contract award notice

Notice identifier: 2023/S 000-030453

Procurement identifier (OCID): ocds-h6vhtk-02f666

Published 16 October 2023, 1:49pm

Section I: Contracting authority

I.1) Name and addresses

Department for Work and Pensions

Hartshead House Hartshead Square

Sheffield

S1 2FD

Contact

David Clark

Email

fas.procurement@dwp.gov.uk

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

The Functional Assessment Service (FAS) 2024

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract will be for the use of the Department for Work and Pensions (DWP) (Lots 1 to 4) and the Department for Communities in Northern Ireland (Lot 5). The service provision will be primarily contracted through this procurement to the Authority but may allow other Government Departments and their Agencies, Non-Departmental Public Bodies, and devolved administrations (including but not limited to HM Revenue and Customs, Ministry of Defence, HM Courts and Tribunals Service, National Health and

Social Care) to access the services.

To support the determination of an individual's entitlement to benefit, the Authority requires the delivery of a range of compatible and sympathetic Functional Health Assessments (FAS). The results of these assessments form one part of the evidence utilised by the Authority Decision Maker in making the ultimate decision on benefit entitlement on behalf of the Secretary of State.

FAS Suppliers will be expected to deliver functional health assessments in relation to the following benefits:

- Personal Independence Payment (PIP)- <https://www.gov.uk/pip>
- Employment Support Allowance (ESA)- <https://www.gov.uk/employment-support-allowance>
- Universal Credit (UC)- <https://www.gov.uk/government/publications/universal-credit-if-you-have-a-disability-or-health-condition-quick-guide/universal-credit-if-you-have-a-disability-or-health-condition>
- The delivery of assessments/advice associated with 15 other specialist benefits, for both DWP and other Government Departments, including Veterans UK, HM Courts and Tribunals Service and HM Revenue and Customs

DWP ran a procurement using the Light Touch Regime and a modified process with commercial dialogue in accordance with Regulations 74 to 76 of the Public Contracts Regulations 2015. For Lot 5, DWP conducted aspects of the procurement process on behalf of the Department for Communities (DfC) in Northern Ireland. The procedure is set out clearly in the published Invitation to Tender document.

The service will be divided into five (5) geographical lots:

Lot 1 – Northern England and Scotland

Lot 2 – Midlands and Wales

Lot 3 – South West England

Lot 4 – London, South East & East Anglia

Lot 5 – Northern Ireland

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,769,913,640

II.2) Description

II.2.1) Title

Lot 1: Northern England and Scotland

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

See II.1.4

II.2.5) Award criteria

Quality criterion - Name: Delivery Model / Weighting: 10

Quality criterion - Name: Claimant Experience / Weighting: 10

Quality criterion - Name: HR Resource Structure / Weighting: 10

Quality criterion - Name: HR Health Professional Recruitment and Retention / Weighting: 15

Quality criterion - Name: HR Skills and Development / Weighting: 10

Quality criterion - Name: Quality of Service / Weighting: 10

Quality criterion - Name: Flexibility of Service / Weighting: 5

Quality criterion - Name: Continuous Improvement / Weighting: 5

Quality criterion - Name: Performance Management / Weighting: 8

Quality criterion - Name: Implementation and Security / Weighting: 8

Cost criterion - Name: Price per Quality Point / Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Social Value - weighting 10.15

II.2) Description

II.2.1) Title

Lot 2: Midlands and Wales

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

see II.1.4

II.2.5) Award criteria

Quality criterion - Name: Delivery Model / Weighting: 10

Quality criterion - Name: Claimant Experience / Weighting: 10

Quality criterion - Name: HR Resource Structure / Weighting: 10

Quality criterion - Name: HR Health Professional Recruitment and Retention / Weighting: 15

Quality criterion - Name: HR Skills and Development / Weighting: 10

Quality criterion - Name: Quality of Service / Weighting: 10

Quality criterion - Name: Flexibility of Service / Weighting: 5

Quality criterion - Name: Continuous Improvement / Weighting: 5

Quality criterion - Name: Performance Management / Weighting: 8

Quality criterion - Name: Implementation and Security / Weighting: 8

Cost criterion - Name: Price per Quality Point / Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Social Value - weighting 10.15

II.2) Description

II.2.1) Title

Lot 3: South West, England

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

see II.1.4

II.2.5) Award criteria

Quality criterion - Name: Delivery Model / Weighting: 10

Quality criterion - Name: Claimant Experience / Weighting: 10

Quality criterion - Name: HR Resource Structure / Weighting: 10

Quality criterion - Name: HR Health Professional Recruitment and Retention / Weighting: 15

Quality criterion - Name: HR Skills and Development / Weighting: 10

Quality criterion - Name: Quality of Service / Weighting: 10

Quality criterion - Name: Flexibility of Service / Weighting: 5

Quality criterion - Name: Continuous Improvement / Weighting: 5

Quality criterion - Name: Performance Management / Weighting: 8

Quality criterion - Name: Implementation and Security / Weighting: 8

Cost criterion - Name: Price per Quality Point / Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Social Value - weighting 10.15

II.2) Description

II.2.1) Title

Lot 4: London, South East & East Anglia

Lot No

4

II.2.2) Additional CPV code(s)

- 850000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

see II.1.4

II.2.5) Award criteria

Quality criterion - Name: Delivery Model / Weighting: 10

Quality criterion - Name: Claimant Experience / Weighting: 10

Quality criterion - Name: HR Resource Structure / Weighting: 10

Quality criterion - Name: HR Health Professional Recruitment and Retention / Weighting: 15

Quality criterion - Name: HR Skills and Development / Weighting: 10

Quality criterion - Name: Quality of Service / Weighting: 10

Quality criterion - Name: Flexibility of Service / Weighting: 5

Quality criterion - Name: Continuous Improvement / Weighting: 5

Quality criterion - Name: Performance Management / Weighting: 8

Quality criterion - Name: Implementation and Security / Weighting: 8

Cost criterion - Name: Price per Quality Point / Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Social Value - weighting 10.15

II.2) Description

II.2.1) Title

Lot 5: Northern Ireland

Lot No

5

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

see II.1.4

II.2.5) Award criteria

Quality criterion - Name: Delivery Model / Weighting: 10

Quality criterion - Name: Claimant Experience / Weighting: 10

Quality criterion - Name: HR Resource Structure / Weighting: 10

Quality criterion - Name: HR Health Professional Recruitment and Retention / Weighting: 15

Quality criterion - Name: HR Skills and Development / Weighting: 10

Quality criterion - Name: Quality of Service / Weighting: 10

Quality criterion - Name: Flexibility of Service / Weighting: 5

Quality criterion - Name: Continuous Improvement / Weighting: 5

Quality criterion - Name: Performance Management / Weighting: 8

Quality criterion - Name: Implementation and Security / Weighting: 8

Cost criterion - Name: Price per Quality Point / Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Social Value - weighting 10.15

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive dialogue

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-028407](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

ecm_11063

Lot No

1

Title

The Functional Assessment Service Lot 1 (Northern England and Scotland)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 September 2023

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

MAXIMUS UK SERVICES LIMITED

18c Meridian East Meridian Business Park

Leicester

LE19 1WZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £918,148,703

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £115,500,256

Section V. Award of contract

Contract No

ecm_11065

Lot No

2

Title

The Functional Assessment Service Lot 2 (Midlands and Wales)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 September 2023

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

CAPITA BUSINESS SERVICES LIMITED

65 Gresham St

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £645,465,979

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £159,041,952

Section V. Award of contract

Contract No

ecm_11072

Lot No

3

Title

The Functional Assessment Service Lot 3 (South West England)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 September 2023

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

SERCO LIMITED

16 Bartley Wood Business Park, Bartley Way

Hook

RG27 9UY

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £506,745,902

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £68,356,014

Section V. Award of contract

Contract No

ecm_11074

Lot No

4

Title

The Functional Assessment Service Lot 4 (London, South East & East Anglia)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 September 2023

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

INGEUS UK LTD

2nd Floor, 66-68 East Smithfield, Royal Pharmaceutical Building

London

E1W 1AW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £542,473,048

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £95,878,251

Section V. Award of contract

Lot No

5

Title

The Functional Assessment Service Lot 5 (Northern Ireland)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

19 September 2023

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

CAPITA BUSINESS SERVICES LIMITED

65 Gresham St

London

EC2V 7NQ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £157,080,007

Section VI. Complementary information

VI.3) Additional information

Award criteria additional information

The procurement used the Price per Quality Point (PQP) methodology to determine the final ranked position of each bid in each Lot.

PQP divides a bid's price by its assessed quality score to produce an output Price per Quality Point. This is used to rank each bid in each Lot from highest rank, 1, which has the lowest PQP to lowest rank which has the highest PQP.

Final Lot Values

The individual lot values shown in the FAS Contract Notice (2021/S 000-028407) provided an estimated value per lot for a 5 year contract.

The final lot values shown in Section V of this notice are the values including the initial 5 year contract term plus possible 2 year extension.

The contracting authority in section I.1 is part of the Department for Work and Pensions and is acting on behalf of the Secretary of State for Work and Pensions

VI.4) Procedures for review

VI.4.1) Review body

Department for Work and Pensions

Sheffield

Email

fas.procurement@dwp.gov.uk

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

This authority incorporated the required standstill period at the point information on the

award of contract was communicated to tenderers. The Public Contracts Regulations 2015 (SI 2015 No 87) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought within 30 days of the date of knowledge (the date on which the economic operator first knew or ought to have known that grounds for starting the proceedings had arisen) unless the court considers that there is good reason for extending that period (up to a maximum of 3 months from the date of knowledge). If the contract has been entered into the court may award damages and in the case of specified breaches of the rules may also order the termination or shortening of the contract and the levying of fines. The purpose of the standstill period referred to above was to allow parties to apply to the Courts to set aside the award decision before the contract was entered into.

You may also care to note the information provided via the following web- links:

The DWP Commercial Complaints Process

The Cabinet Office Mystery Shopper Service

VI.4.4) Service from which information about the review procedure may be obtained

Department for Work and Pensions

Hartshead House, Hartshead Square

Sheffield

S1 2FD

Email

fas.procurement@dwp.gov.uk

Country

United Kingdom