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Contract

DWP Digital Channels Contact Centre (DC3)

Department for Work and Pensions

F03: Contract award notice

Notice identifier: 2025/S 000-030479

Procurement identifier (OCID): ocds-h6vhtk-03e0a8

Published 6 June 2025, 10:39am

Section I: Contracting authority

I.1) Name and addresses

Department for Work and Pensions

Caxton House

London

SW1H 9DA

Email

ccmp.commercial@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.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 Digital Channels Contact Centre (DC3)

Reference number

project_23210

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

DWP's existing contact centre is the largest across all UK government departments and is one of the largest contact centres in Europe. The current contact centre platform is delivered on behalf of DWP by a managed service provider.

The Contact Centre Modernisation Programme (CCMP) is directly aligned to the DWP

Strategy and Departmental plans to transform our services and deliver an effective welfare system for Citizens when they need it, while reducing costs and achieving value for money for taxpayers. The CCMP strategy involves the establishment of a new Digital Channels Contact Centre (DC3) platform with a replacement managed service provider.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £221,100,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 64200000 - Telecommunications services
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

DC3 will provide enhanced capabilities including softphone inbound and outbound calls, Work Force Optimisation (WFO), webchat, Interactive Voice Response (IVR), advisor skills based call routing, call recording and call transcription. It will be cloud hosted and will integrate with existing platforms that deliver capabilities for Non-Geographic Numbers (0800 etc), Video, Payment Card Industry compliance and Automated Customer Experience as well as integrations into Business Group CRM and call routing strategies.

II.2.5) Award criteria

Quality criterion - Name: Solution / Weighting: 20

Quality criterion - Name: Implementation / Weighting: 15

Quality criterion - Name: Service / Weighting: 15

Quality criterion - Name: Security / Weighting: 5

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 35

II.2.11) Information about options

Options: Yes

Description of options

The Authority may extend the agreement by up to two further years from the expiry of the initial term (structured as a +1+1).

The Authority may choose to utilise the Optional Services included within the procurement.

II.2.13) Information about European Union Funds

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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: [2023/S 000-023313](#)

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

Title

Digital Channels Contact Centre

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 May 2025

V.2.2) Information about tenders

Number of tenders received: 17

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 17

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

V.2.3) Name and address of the contractor

Route 101 Limited

The Conifers, Filton Road

Hambrook

BS161QG

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

08325675

The contractor is an SME

Yes

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

Total value of the contract/lot: £221,100,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Short description of the part of the contract to be subcontracted

Contact Centre as a Service (CCaaS) platform, including voice and digital channels, call recording and storage services, quality management, WFM, surveys, interaction analytics, along with design and implementation support services.

Additionally, SBCs and SIP connectivity providing resilient call delivery to the contact centre platform.

Section VI. Complementary information

VI.3) Additional information

The value of the Contract stated in this notice is an estimated total value based on:

- a. an estimate of £168.8m (exclusive of VAT) for the contracted services to be provided during (i) the 5-year initial term of the Contract (which is reflective of the accelerated delivery plan submitted by the successful bidder in accordance with the final tender instructions) and (ii) the two optional 1-year extensions to the Contract, including in each case forecast indexation (as appropriate, in line with the associated contractual provisions); and
- b. an estimate of £52.3m (exclusive of VAT) for (i) the forecast use of the Optional Services specified within the Contract and (ii) ad-hoc Contract Change (based on historic levels of change), excluding in each case forecast indexation (which may need to be applied in future, in line with the associated contractual provisions).

VI.4) Procedures for review

VI.4.1) Review body

High Court

London

Country

United Kingdom