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Pipeline

Conversational Platform

Department for Work and Pensions

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-032056

Procurement identifier (OCID): ocids-h6vhtk-0547fa

Published 12 June 2025, 4:07pm

Scope

Reference

project_27717

Description

Conversational Platform is a Natural Language Call Steering (NLCS) solution which aims to guide the caller to the right agent first time thereby improving the customer experience and reducing the average call handling time. The solution is integrated into the DWP contact centre platform.

Total value (estimated)

- £9,000,000 excluding VAT

- £10,800,000 including VAT

Contract dates (estimated)

- 2 March 2026 to 1 March 2030
- Possible extension to 1 March 2032
- 6 years

Main category

Services

CPV classifications

- 79512000 - Call centre

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

3 November 2025

Procedure

Above or below total value threshold

Above or equal to threshold

Contracting authority

Department for Work and Pensions

- Public Procurement Organisation Number: PJCP-7274-TLRQ

Caxton House

London

SW1H 9NA

United Kingdom

Email: cp.commercial@dwp.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government