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Not applicable

## **DWP Digital Channels Contact Centre (DC3)**

DEPARTMENT FOR WORK AND PENSIONS

F14: Notice for changes or additional information

Notice identifier: 2023/S 000-034357

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

Published 21 November 2023, 9:55am

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

DEPARTMENT FOR WORK AND PENSIONS

CAXTON HOUSE

LONDON

SW1H9DA

#### **Email**

[ccmp.commercial@dwp.gov.uk](mailto:ccmp.commercial@dwp.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI32 - Westminster

#### **Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

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## **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, with more than 33,000 advisors (c.17,000 concurrent) in circa 200 locations. 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.

All dates and values stated remain approximate and are subject to achieving the necessary governance approvals.

The Estimated Total Value stated is based on an anticipated TCV for a full 7-year term, which includes both the Initial Term (anticipated to be 5 years) and optional extension years (anticipated to be two further years, structured as +1+1).

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## Section VI. Complementary information

### VI.6) Original notice reference

Notice number: [2023/S 000-019801](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

IV.2.3.

Place of text to be modified

Estimated date of dispatch of invitations to tender

Instead of

Date

31 October 2023

Read

Date

1 December 2023