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Planning

Future Debt Solution

Department for Work & Pensions

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-055087

Procurement identifier (OCID): ocds-h6vhtk-051b05 ([view related notices](#))

Published 9 September 2025, 3:10pm

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Scope

Reference

Project_26685

Description

DWP is procuring a Supplier to facilitate the development of a 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:

- Software as a Service (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 geographical scope of the Future Debt Solution will be for Great Britain and Northern Ireland.

The Procurement process will consist of 5 stages detailed below with estimated dates:

- Stage 1 Request to Participate (RTP)- by early December 2025
- Stage 2 Invitation to Clarification (ITC) - February 2026
- Stage 3 Clarification Phase - late March to May 2026
- Stage 4 Best and Final Offer (BAFO) - early June 2026

- Stage 5 Evaluation and Moderation - June to July 2026

Conditions of Participation will be set out in the Tender Notice and bids will be assessed based on legal, financial capacity and technical ability.

DWP strongly advise that potential suppliers review the Conditions of Participation and the fundamental requirements carefully before compiling a full bid as failure to meet these requirements may result in your bid being excluded.

Tender Documents will be obtained via DWP's e-procurement system. DWP is moving to a new e-procurement system (Atamis) on the 5th of September 2025, for source to contract activities. This procurement will be managed via the Atamis system.

DWP will not be conducting any further Market Engagement in respect of this procurement, as DWP has recently conducted Market Engagement in respect of the services to be included in this procurement. This was completed and detailed in the previous notice above.

Any Conditions of Participation that DWP require will be added to the Tender Notice.

Total value (estimated)

- £66,500,000 excluding VAT
- £79,800,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 January 2027 to 5 January 2035
- Possible extension to 5 January 2038
- 11 years

Description of possible extension:

It is deemed the extensions will be granted in increments of up to 12 months to satisfy the further 36 months extension, should DWP decide to extend the contract.

Main procurement category

Services

CPV classifications

- 48100000 - Industry specific software package
- 48442000 - Financial systems software package
- 72212440 - Financial analysis and accounting software development services

Contract locations

- UK - United Kingdom

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

9 December 2025

Submission type

Requests to participate

Deadline for requests to participate

21 January 2026, 1:00pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

26 November 2026

Procedure**Procedure type**

Competitive flexible procedure

Competitive flexible procedure description

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The 5 stages will consist of the following activity:

- Stage 1 RTP - will consist of questions relating to the Supplier and their Bidding model, Participation Requirements and details of conflicts of interest as well as Key technical Participation Requirements and details of the suppliers Technical Experience.
- Stage 2 ITC - As a result of the RTP up to 5 suppliers will be invited in February 2026 to submit an Invitation to Clarification (ITC) where Technical, Social Value and Commercial Questions will be asked but not scored.
- Stage 3 Clarification Phase - Suppliers responses to the ITC will be reviewed and areas for Clarification identified which will be discussed 1 to1 with suppliers over 2 rounds of clarification.
- Stage 4 BAFO - As a result of the Clarification Phase consolidated feedback of clarifications and an updated Tender Documents will be issued (which may be amended based on clarifications) based on the previous ITC to provide a BAFO.
- Stage 5 Evaluation and Moderation - Responses to the revised Tender ITT documents will be Evaluated and Moderated to identify a preferred bidder.

Suppliers will be able to access the supplier portal following the directions provided on the [Gov.uk](https://gov.uk) website (Procurement at DWP - Department for Work and Pensions - GOV.UK.)

For extra support, direct suppliers to the Atamis support website:
(<https://suppliersupport.atamis.co.uk/hc/en-gb>).

Please also refer to the commercial hub for information : (New eProcurement System

Hub). A supplier video is also available on the hub site.

Contracting authority

Department for Work & Pensions

- Public Procurement Organisation Number: PJCP-7274-TLRQ

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