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Contract

Functional Assessment Clinical Assurance and Training Services (FACATS)

Department for Work & Pensions

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061841

Procurement identifier (OCID): ocds-h6vhtk-04fd5e ([view related notices](#))

Published 2 October 2025, 3:32pm

Scope

Reference

ITT_22251

Description

OVERVIEW

DWP commissions the provision of circa 2 million Assessments per year, which are conducted on behalf of DWP by Healthcare Professionals (HPs) employed by suppliers that were awarded Functional Assessment Service (FAS) Contracts (FAS Providers). These Assessments are used to help determine eligibility to certain disability related benefits including Personal Independence Payment (PIP), Universal Credit (UC), Employment Support Allowance (ESA) and other Specialist Benefits.

The FAS Providers employ approximately 5,000 HPs to conduct Assessments on behalf of the DWP.

To conduct Assessments, HPs are required to have appropriate knowledge of the clinical aspects and the functional effects of a wide range of health conditions and disabilities as well as specific knowledge of how to conduct the Assessments and the related policy.

DWP owns a suite of benefit-related clinical Core Training and Guidance Materials (CTGM). The CTGM currently comprises a total of approximately 700 documents with a total of circa 30,000 pages. The CTGM is broken down into two categories, namely:

- a) CTGM relating to carrying out Assessments which accounts for the vast majority of documents. In addition to providing the guidance to HPs and Authority Clinicians when conducting Assessments, FAS Providers are also required to use the CTGM to inform and develop training programmes and associated materials for their circa 5,000 HPs.
- b) There are several CTGM documents for use by Authority Decision Makers. This category of CTGM includes guidance for Authority Decision Makers who determine eligibility for Attendance Allowance and Disability Living Allowance for Children.

In addition, DWP engages approximately 200 Authority Clinicians who will also use the CTGM for reference.

DWP is committed to ensuring clinical CTGM is annually reviewed and of the highest quality, evidence based, in-line with best practice and free from bias.

CONTRACT SUBJECT-MATTER

The following Services form the overall scope of Services required by the Authority under this procurement:

- a) Clinical QA Service - carrying out a review of the CTGM;
- b) Annual Clinical Training Course Service - delivering an annual clinical training course;
- c) Educational CPD Materials Service - developing educational CPD materials.

The above Services are required to be delivered in accordance with:

- a) the relevant sections of the Specification;
- b) the relevant Service Levels; and
- c) the terms and conditions of the Contract.

The Authority conducted the procurement for the award of this public contract as an open procedure in accordance with sections 20(1) and 20(2)(a) of the Procurement Act 2023

(PA2023) for the award of a light touch contract in accordance with section 9 of PA 2023.

Contract 1. Functional Assessment Clinical Assurance and Training Services (FACATS) Contract

Supplier

- P&S Medical Education Limited

Contract value

- £1,525,000 excluding VAT
- £1,830,000 including VAT

Above the relevant threshold

Date signed

10 September 2025

Contract dates

- 10 September 2025 to 9 September 2028
- Possible extension to 9 September 2029
- 4 years

Description of possible extension:

The Authority shall have the right to unilaterally extend the contract for a further period of up to 12 months (at the Authority's discretion and subject to governance approval, available funding and satisfactory performance) by giving the Supplier written notice of no less than 20 Working Days before the initial term of the Contract expires, unless terminated earlier in accordance with the provisions of the Contract.

Main procurement category

Services

CPV classifications

- 75311000 - Sickness benefits
- 75313000 - Disability benefits
- 80511000 - Staff training services
- 85141000 - Services provided by medical personnel

Contract locations

- UK - United Kingdom

Key performance indicators

| Name | Description | Reporting frequency |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| CTGM Review Timelines | <p>During each Service Period, the Supplier shall review and update the CTGM document under the Clinical QA Service within the following time scales: No later than 3 Working Days for CTGM documents containing a maximum of 10 pages; No later than 4 Working Days for CTGM documents containing a maximum of 11 to 30 pages; No later than 5 Working Days for CTGM documents containing a maximum of 31 to 50 pages; No later than 8 Working Days for CTGM documents containing 51 to 100 pages; and No later than 15 Working Days for CTGM documents containing greater than 100 pages.</p> | 1 months |
| Quality and accuracy of CTGM reviews | <p>During each Service Period, the CTGM documents reviewed and updated by the Supplier under the Clinical QA Service have not been returned by the Buyer for any re-work by the Supplier. The timescales above are to be measured as follows: starting on the next working day following the date the CTGM document is sent to the Supplier from the Buyer; and, ending on the date the CTGM document that has been reviewed and updated by the Supplier is returned to the Buyer.</p> | 1 months |

| Name | Description | Reporting frequency |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Relevance and appropriateness of Annual Training Course materials | Acceptance by the Buyer of the 12 months suppliers annual training course materials to be delivered under the Annual Clinical Training Course | Service by the relevant date in line with the jointly agreed delivery plan (such plan to be agreed between the parties no later than 30 November of each Contract Year). |
| Relevance and appropriateness of CPD materials | Acceptance by the Buyer of the 12 months CPD materials to be delivered under the Educational CPD Materials Service by the relevant date in line with the jointly agreed delivery plan (such plan to be agreed between the parties for each Contract Year no later than the date specified in Paragraph 6.23 or 6.2.4 (as applicable) of the Specification). | |

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

P&S Medical Education Limited

- Companies House: 8892304

32 Portland Terrace

Newcastle Upon Tyne

NE2 1QP

United Kingdom

Email: hottopics@nbmedical.com

Website: <http://www.nbmedical.com/>

Region: UKC22 - Tyneside

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Functional Assessment Clinical Assurance and Training Services (FACATS)
Contract

Contracting authority

Department for Work & Pensions

- Public Procurement Organisation Number: PJCP-7274-TLRQ

Caxton House 7th Floor 6-12 Tothill Street

London

SW1H 9NA

United Kingdom

Email: cdp-i.systemsanddata@dwp.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government