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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 000-080710

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

Published 8 December 2025, 3:27pm

## Changes to notice

This notice has been edited. The [previous version](#) is still available.

Changes made to this notice include:

- Timings
- Updates to CFP Tender Stages
- Demonstration activity added to Stage 4 Final Tender

## 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 January 2026
- Stage 2 Initial tender - Late March 2026
- Stage 3 Clarification Phase - early May to late June 2026
- Stage 4 Final Tender (including demonstrations) - July 2026
- Stage 5 Evaluation and Moderation - July to August 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 moved 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)**

- 14 January 2027 to 13 January 2035
- Possible extension to 13 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

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Publication date of tender notice (estimated)**

7 January 2026

### **Submission type**

Requests to participate

### **Deadline for requests to participate**

12 February 2026, 12:00pm

### **Tenders may be submitted electronically**

Yes

## **Languages that may be used for submission**

English

## **Award decision date (estimated)**

1 December 2026

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## **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 Initial Tender - As a result of the RTP up to 5 suppliers will be invited in March

2026 to submit an Initial Tender where Technical, Social Value and Commercial Questions will be asked but not scored.

- Stage 3 Clarification Phase - Suppliers responses to the Initial Tender will be reviewed and areas for Clarification identified which will be discussed 1 to1 with suppliers over 2 rounds of clarification.
- Stage 4 Final Tender and demonstrations - As a result of the Clarification Phase there will be; consolidated feedback of clarifications and updated Tender Documents will be issued (which may be amended based on clarifications) based on the previous Initial Tender to provide a Final Tender. Demonstrations: suppliers will be invited to demonstrate their solution based on an agenda provided in the tender documents after submission of their final tender.
- Stage 5 Evaluation and Moderation - Responses to the Final Tender 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](#) 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.

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## 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: [CD.digitalchannels@dwp.gov.uk](mailto:CD.digitalchannels@dwp.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government