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Planning

Department for Work & Pensions: Customer Relationship Management Solution

Department for Work & Pensions

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-05f272

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Scope

Description

DWP has a requirement for a lightweight, scalable, and cost-effective CRM solution that can meet defined functional needs, without the complexity, footprint, or costs associated with organisation-wide CRM deployments.

Total value (estimated)

- £0 excluding VAT
- £0 including VAT

Above the relevant threshold

Contract dates (estimated)

- 2 March 2026 to 1 March 2029
- 3 years

Main procurement category

Services

CPV classifications

- 72222300 - Information technology services

Engagement

Engagement deadline

15 December 2025

Engagement process description

The Department for Work & Pensions (DWP) is undertaking market research to understand capability for targeted Customer Relationship Management (CRM) solutions that can support a specific set of areas, rather than a full enterprise-wide CRM platform.

Please refer to the attachment for details of the required market information.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Department for Work & Pensions

- Public Procurement Organisation Number: PJCP-7274-TLRQ

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government