

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/083516-2025>

Pipeline

## Care Service Product and Delivery Partner

Department for Work & Pensions

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-083516

Procurement identifier (OCID): ocids-h6vhtk-05f716 ([view related notices](#))

Published 16 December 2025, 4:08pm

### Scope

### Reference

P-1484

### Description

DWP is looking to improve the experience of its customers and operate more efficiently by taking a fresh look at policy, process and technology; exploring how multiple benefit lines could be administered with a common solution.

DWP want to explore whether Customer Relationship Management (CRM) platforms, similar products, or a suite of products, could provide a core set of configurable capabilities to support the administration of multiple benefits and meet the needs of our users.

The current intention is to seek insight from delivery partners into transformation approaches and potential solutions to support our service transformation.

The delivery approach and route to market will be guided by these insights and are still to be determined. Although it is expected that a CCS Framework will be used, if appropriate.

### **Total value (estimated)**

- £20,000,000 excluding VAT
- £24,000,000 including VAT

### **Contract dates (estimated)**

- 1 September 2026 to 31 August 2029
- Possible extension to 31 August 2031
- 5 years

### **Main category**

Services

### **CPV classifications**

- 72000000 - IT services: consulting, software development, Internet and support
- 48100000 - Industry specific software package

### **Contract locations**

- UK - United Kingdom

---

## **Participation**

## **Particular suitability**

- Small and medium-sized enterprises (SME)
  - Voluntary, community and social enterprises (VCSE)
- 

## **Procedure**

### **Procedure type**

Using pre-Procurement Act commercial tool

### **Commercial tool being used**

CCS Framework

---

## **Contracting authority**

### **Department for Work & Pensions**

- Public Procurement Organisation Number: PJCP-7274-TLRQ

Caxton House, 6-12 Tothill Street, London, SW1H 9NA

London

SW1H 9NA

United Kingdom

Email: [cd.careservice@dwp.gov.uk](mailto:cd.careservice@dwp.gov.uk)

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government