Request for Information (RFI)

Department for Work & Pensions: Strategic Software Value Added Reseller

Project Code (25327)

March 2023



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# The Customer – The Department for Work and Pensions

1.1 The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK’s biggest public service department, it administers a broad range of benefits for retirement, job seekers, working age support, disability and ill health benefits to over 20 million claimants and customers.

1.2 DWP has a large and complex technology infrastructure and operating system that supports the organisation and facilitates support to claimants and customers. To support its technology estate there is an ongoing requirement to purchase software, software support and associated products.

1.3 It is expected that DWP may transact software related purchases of total value ranging between £8M and £20M per annum through this VAR.

# Disclaimer

2.1 This RFI is issued solely for information and planning purposes**.** In no way does this RFI commit the DWP to undertaking any formal procurement activity. This RFI is merely a means through which DWP can test their current approach to the market. Responses will not be considered as proposals, nor will any award be made as a result of your responses to thisRFI.Participation, or non-participation, in this RFI will not favour, disadvantage or preclude any parties who receive the RFI.

2.2 The information contained in this RFI may change prior to any future market competition. DWP reserves the right to cancel or amend any future requirement or commercial competition opportunity

2.3 Responders to this RFI are solely responsible for all costs and expenses associated with responding to this RFI

# Description of the Opportunity

3.1 DWP is looking to create a software transacting capability through the appointment of either:

* a single VAR through whom software transactions can be undertaken; or,
* a panel of VARs, who, through mini-competition, will transact DWP’s software requirements

3.2 The chosen means of transacting software related purchases is a non-mandatory route to market and the expenditure is subject to change.

# Information & Feedback

* 1. Appendix A contains the key information that DWP is keen to receive feedback on. Suppliers are kindly requested to review the elements and add comments in the fields.

# Future Activities

5.1 Upon receipt of responses DWP will develop its Commercial Strategy further with a view to approaching the market via further competition later in 2023.

5.2 DWP retains the right to re-visit this RFI and the opportunity to hold further briefings in 2023. Depending on the response to this RFI, there may be further engagement exercises**.**

# Response and Response Dates

6.1 This RFI is available from Monday 13th March 2023 and respondents are kindly requested to provide their responses, via e-mail to manchestercorporatehub.softwarecommercialteam@dwp.gov.uk by 2pm (UK local time) on Monday 27th March 2023.

**Appendix:**

1. Information Requested and Response Template

## Appendix A- Information Requested and Response Template

|  |  |
| --- | --- |
| Supplier Company Name |  |
| SME | YES/ NO (Delete as applicable) |
| Supplier Contact  |  |
| Supplier e-mail |  |
| Supplier Telephone Number |  |
| Supplier Web Address |  |

|  |  |  |
| --- | --- | --- |
| # | Category | Question |
| 1 | Route to Market | Current thinking is that DWP could appoint a panel of VARs or a single VAR to fulfil the DWP’s requirements. If a panel of VARs is appointed, there would be no lotting and all requirements would be competed through mini-competitions.**Please provide your comments about the use of this approach; responses should address the attractiveness of the offering and any specific constraints or detractions**Maximum 1000-word response. |
| Response | *Enter your response here* |

|  |  |  |
| --- | --- | --- |
| # | Category | Question |
| 2 | Terms & Conditions | In the event that DWP progress to a procurement activity, the proposed terms and agreements will be based on the standard central government format (i.e. akin to those used by Crown Commercial Service).**Please provide your comments about the use of the proposed terms and conditions.**Maximum 1000-word response. |
| Response | *Enter your response here* |

|  |  |  |
| --- | --- | --- |
| # | Category | Question |
| 3 | Core Service & Account Management | Please advise what you would consider to be core services and account management provided by a Software Value Added Reseller.Maximum 1000-word response. |
| Response | *Enter your response here* |

|  |  |  |
| --- | --- | --- |
| # | Category | Question |
| 4 | Commercial | It is DWP’s expectation that transactions will be based on product supplier charges + VAR fixed mark-up. VAR fixed mark-up will cover all management activities. Management activities include:* Management meetings
* Reporting)
* Additional Services
* Ad hoc, low-level support
* Interaction with DWP’s Technology Asset Management (TAM) Team

DWP may seek additional support through specific detailed standalone consultancy/ professional service engagements that could be enabled through this contract format. It is not envisaged that these engagements will be frequent events.**Please provide your comments about the commercial approach.****Please can you also provide a view on what you would consider to be included in the scope of consultancy / professional services.**Maximum 1000-word response. |
| Response | *Enter your response here* |

|  |  |  |
| --- | --- | --- |
| # | Category | Question |
| 5 | Additional Services  | **Please provide details on Additional Services that fall outside of the core services detailed in your earlier response.** Maximum 1000-word response. |
| Response | *Enter your response here* |

|  |  |  |
| --- | --- | --- |
| # | Category | Question |
| 6 | Additional Comments  | In light of the information at the beginning of the document and the questions, DWP would be keen to understand if there are any regulatory issues, market developments, technology constraints or general comments.Maximum 1000-word response. |
| Response | *Enter your response here* |