**BACKGROUND TO OPPORTUNITY**

RM5995 SO10842 – Fraud, Error and Debt Programme Target Operating Model (TOM)

Fraud Error and Debt Programme

Proposition to commence the design and development of the Fraud, Error and Debt Target Operating Model (TOM)

In May 2015, it was agreed that the design and implementation of a new operating model (2016-2020+) for Fraud, Error and Debt (FED) would sit within the FED Programme. It was also agreed that to launch this activity, a two day workshop would be run with key senior stakeholders. The workshop took place on 14th and 15th July and helped us to define what the TOM will look like, identify gaps and understand the key enablers that will assist us in our delivery.

The outputs from the 2 day event now need to be translated into a proposal which we will seek to be endorsed by a set of key stakeholders during a one day workshop.

Development of the TOM is an essential piece of work which is new to the FED Programme. Although still in the concept phase, it is expected that the design and implementation of a new FED TOM will generate significant savings for the Department

The Department will be utilising Contracts Finder to procure these services.

Further detail on the scope of this contract can be found on the Appendix B– Service Description, which can be found on the procurement notice

Should you require any further information/clarification in respect of this notice you should contact Crown Commercial Service direct by Email at [CCLPCOE@crowncommercial.gov.uk](mailto:CCLPCOE@crowncommercial.gov.uk)