**Appointment Booking System –**

**Universal Credit full service**

**Draft requirements questionnaire**

**July 2017**

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**Part A: Introduction**

On Friday the 19th of May 2017, The Department for Work and Pensions (DWP) published an early market engagement notice for an Appointment Booking System:

<https://www.contractsfinder.service.gov.uk/Notice/0263d87b-17f9-43dc-b805-9b89d927ba60?p=@T0=NjJNT08=UFQxUlRRP>

Following feedback received through this early engagement notice, an open future opportunity is now being published. This contains a draft requirements questionnaire that is being made available for potential suppliers who are interested and/or have already expressed an interest in participating in the procurement process.

The Department is engaging with the market to share information and invite feedback on the requirements, in order to help develop the final Invitation to Tender (ITT) pack. This market engagement exercise is also designed to ensure that the final ITT pack provides all potential suppliers with a clear understanding of the Department’s requirements to help reduce the number of questions that may be raised during the procurement process, and therefore reducing the project timescale.

**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 the State Pension and a range of working age, disability and ill health benefits to over 22 million claimants and customers.

The Department’s priorities include:

* running an effective welfare system that enables people to achieve financial independence by providing assistance and guidance into employment
* creating a fair and affordable welfare system which improves the life chances of children
* delivering outstanding services to our customers and claimants
* delivering efficiently: transforming the way we deliver our services to reduce costs and increase efficiency

**Universal Credit**

Universal Credit consists of a single monthly payment for people in or out of work. It replaces several other benefits including income-based jobseekers allowance, child tax credit and housing benefit. It is a fundamental change to work and welfare that is already transforming lives for the better. It is welfare reform in action: changing the dynamics in the system, making things simpler and ensuring work pays.

Universal Credit enables claimants to make and manage their Universal Credit claim online. DWP encourages and supports claimants to use the Universal Credit service (via [www.gov.uk](http://www.gov.uk)) as their main channel for all activity, with telephony and face-to-face services available to support those who require additional help. DWP staff use the Universal Credit service to manage their caseload including communicating with claimants, work coaching, verification activity and appointment booking.

The Universal Credit live service, available to single jobseekers with simple claims, has been implemented in all jobcentres in Great Britain. When claimants are required to book appointments they phone up the appropriate job/service centre. The Universal Credit full service is available to all claimant types and enables claimants to make and manage their Universal Credit online.

**Request for Information (RFI) document**

If you haven’t already done so, it is recommended that you read the RFI document below prior to reading the draft requirements document at Part B.



**Part B: Draft Functional and Non-Functional Requirements**

The requirements in this document are being shared in draft form only, and are subject to change prior to being published in the final ITT pack.



**Part C: Supplier feedback questions**

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| **Guidance for completion**1. This draft requirements questionnaire forms part of the market engagement activity to support the procurement of the Appointment Booking System.
2. Information supplied and any discussions throughout the duration of the market engagement process will not be subjected to formal evaluation or scoring. To maximise the benefits from the market engagement and best inform the ITT and service requirements, suppliers are encouraged to participate and be as open and detailed in their responses as much as possible. This is not a shortlisting process and will not prejudice any future procurement exercise.
3. Please note the deadline for completing and returning this document is **17.30pm UK time on Thursday the 13th of July 2017**. Responses to this document must be sent via email to COMMERCIALDIRECTORATE.UC-WA@DWP.GSI.GOV.UK . DWP will then analyse the responses and look to refine the functional and non-functional requirements ahead of a procurement process, expected to commence later this year. DWP may issue further documents and correspondence to support the development of the ITT.
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**Suppliers are asked to respond to the questions below, and not exceed 600 words for each answer:**

**1. General Feedback**

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| With reference to the draft functional and non-functional requirements in Part B:* Please give your overall feedback on the draft requirements
* Is there anything that needs clarification, is ambiguous, or unclear?
* Is there anything which you feel is unrealistic?
* Is there anything you feel which is missing and/or would add more value?
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**2. Product maturity**

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| 1. Using the below scale of 0 to 10, please indicate to what extent you believe that your current “off-the-shelf” product meets the draft requirements “out of the box”, without any further development.

0 – Current “off-the-shelf” product meets none of the requirements without further development 10 – Current “off-the-shelf” product meets 100% of the attached requirements without the need for further development1. Any additional supporting information to support your answer to part a).
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1. **Interest in bidding**

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| 1. Using the below scale of 0 to 10, please indicate how likely you are to respond to an invitation to tender for the Appointment Booking System and submit a bid.

0/1 – will not be submitting a bid, or extremely unlikely9/10 – extremely likely to submit or bid, or will definitely be bidding1. Any additional supporting information to support your answer to part a).
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