

Withdrawn

This publication is withdrawn.

This publication is no longer current.

The closing date for responding was 21 May 2021.



Universal Credit: future telephony and digital support offer 2022: request for information (RFI)

Organisations are asked to respond to the questions below, not exceeding 500 words for each response.

About your organisation

Organisation name:

Organisation full address, including postcode:

Organisation type:

Charity registration number (if applicable):

Company number (if applicable):

1. Briefly describe your organisation's regular work.

Include information on structure, history, vision, relevant experience, staff numbers and how you normally manage funding.

Response:

2. What geographic area do you currently cover in providing your services?

Please list the specific postcode sector(s) (for example SW1 2) or state 'England, Scotland, Wales or GB wide' if appropriate.

Response:

3. What geographic area could you cover to deliver telephony and digital support, either alone or in partnership with other organisation(s)?

Please list the specific postcode sector(s) (for example SW1 2) or state 'England, Scotland, Wales or GB wide' if appropriate.

Response:

4. Would your organisation be capable of meeting all the general requirements listed in section 4 of the request for information or would you propose to bid as part of an 'umbrella' co-ordinating organisation or as a consortium? List any organisations you would partner with to bid.

(insert ✓)

Yes, our organisation could meet all of the general requirements without partnering

☐

No, we would bid as part of an 'umbrella' organisation or as a consortium

☐

If 'No', which organisations would you bid with?

5. Describe how you are currently equipped to support people to make, complete and maintain their Universal Credit new claim. If you are not currently equipped, please describe how you would meet this requirement.

Response:

6. Describe how your delivery model would meet the general requirements in paragraph 4 of the request for information.

Response:

7. If relevant, describe how partnership working with other organisations may enable you to fulfil all the requirements?

Response:

8. Describe how you would market or publicise your telephony and digital support to potential Universal Credit claimants and how you would ensure people are served on the right channel according to their needs?

Response:

9. Describe your organisation's experience of tailoring services to customers. Where this includes working with Universal Credit or wider welfare benefits or vulnerable or disadvantaged customers, please elaborate.

Response:

10. What infrastructure and capabilities does your organisation currently have to provide telephony and digital support?

Response:

a) If you do not currently have these particular channel infrastructures and capabilities:

- how could you gain these?
- how long would it take?

Response:

11. What operating hours could you offer in delivering such a telephony or digital service?

Response:

12. Describe how you would monitor, track and evaluate performance and manage risk

Response:

13. Explain how you would measure your telephony and digital support delivery for value for money and wider impacts on society and how you would report on these aspects

Response:

14. Any new service would need to be ready to deliver by 1 April 2022. What challenges do you envisage to be able to meet this timescale?

Response:

-
- 15. How much funding do you estimate that you would need to:**
- i. set up and implement the telephony and digital support across England, Wales and Scotland?**
 - ii. deliver the telephony and digital support across England, Wales and Scotland?**

Response:

-
- 16. Please provide any additional information which you feel might be of value, including;**
- i. which aspects of this proposal appeals to you and why?**
 - ii. which aspects are less appealing and why?**
 - iii. what factors would discourage you from bidding for funding?**

Response:

Authorised representative and date

Name of authorised representative:

Position in organisation:

Date:

Thank you for taking the time to complete this request for information document.

Please send your response to ucfuture.support@dwp.gov.uk by 21 May 2021.