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Planning

## **Synergy Business Process Services**

Department for Work and Pensions

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-010430

Procurement identifier (OCID): ocids-h6vhtk-044e97

Published 28 March 2024, 5:42pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Department for Work and Pensions

Caxton House, Tothill Street

London

SW1H 9NA

#### **Email**

[les.mather@dwp.gov.uk](mailto:les.mather@dwp.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Internet address(es)**

Main address

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

## **I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

## **I.3) Communication**

Additional information can be obtained from the above-mentioned address

## **I.4) Type of the contracting authority**

Ministry or any other national or federal authority

## **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Synergy Business Process Services

#### **II.1.2) Main CPV code**

- 79400000 - Business and management consultancy and related services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Authority is seeking to engage the market to work with The Synergy Programme and its stakeholders to ensure the delivery of best in class, Value for Money (VfM), shared Human Resources (HR) and Finance Business Process Service (BPS) solution, which meet the needs of service users.

The Synergy Programme has been established to bring together the individual Department plans in line with the Government Business Service (GBS) published Shared Services Strategy for Government: this includes building a common operating model, BPS, single technology, and single commercial strategy.

The Synergy Programme comprises the following central Government Departments (Departments) and their ALBs.

- Ministry of Justice (MoJ);
- Department for Work and Pensions (DWP);
- Department for the Environment, Food and Rural Affairs (DEFRA); and
- Home Office (HO).

DWP are currently the lead contracting authority for The Synergy Programme.

The prime driver of The Synergy Programme is to drive significant business transformation across four cluster Departments and their ALBs. The Synergy Programme, together with the successful suppliers will further develop a new Common Operating

Model (COM) and introduce a new user-centric service including common data standards.

The COM design will continually evolve throughout the delivery of the Programme. As a result, benefits will also continue to evolve over time. This will help identify additional benefits for the Programme and provide more robust data and narrative to justify the current benefits profile.

The Synergy Programme will achieve its objectives for transformation of the back office services through investing in the development of a COM to drive a high level of convergence, the introduction of a high-performing, user-centric Future Shared Services Organisation (FSSO), development of standardised processes and introduction of common data standards.

The COVID pandemic, and the challenging fiscal environment that has followed as a result, has heightened the drive and need for more effective and efficient delivery by all Government Departments. Key to this ambition will be the ability to capture, manage and improve the quality of Finance and HR data to enable better informed decisions. The Synergy Programme will drive significant business transformation across four major Departments and their ALBs in support of this ambition. Additionally, the government has set out ambitious objectives to put sustainability at the heart of our government services. Greening government: ICT and digital services strategy 2020 to 2025 - GOV.UK ([www.gov.uk](http://www.gov.uk)) and Greening Government Commitments 2021 to 2025 - GOV.UK ([www.gov.uk](http://www.gov.uk))

<https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025>.

The Synergy Programme has circa 250,000 employees between the Departments and their ALBs and the cluster Departments have a commonality of currently using the same outsourced BPS Partner, Shared Services Connected Limited (SSCL).

SSCL provide the current technology solution, the Single Operating Platform (SOP), shared by DWP, DEFRA and the MoJ. SOP is built around an Oracle eBusiness Suite 12.2.6 instance recently migrated from on premise to being hosted since October 2020 on a PaaS (Platform as a Service) Oracle Cloud Infrastructure (OCI) (these licences being procured directly by the Departments).

The Authority intends to undertake a procurement in-line with section II.2.4) Description of the procurement below. This prior information notice has been issued to update on the latest strategy, obtain insights from the market on specific topics via a Request for Information (RFI) and seek Expressions of Interest (Eoi) through pre-procurement market engagement.

Nothing in this prior information notice is intended to commit the Authority to a subsequent

procurement.

### **II.1.5) Estimated total value**

Value excluding VAT: £100

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

The Authority intends to commence a transformation of existing business process services into a new Synergy Business Process Service solution (Synergy BPS), delivered by a best-in-class BPS partner using the new Synergy Technology Platform which is in the process of being procured separately from a technology and systems integration consortium to help drive improvement and innovation in the Synergy shared services strategy.

The Synergy BPS is intended to deliver modern and innovative value for money services which maximise positive user experience. The BPS supplier will also be challenged to continuously evolve, improve and optimise service delivery over the course of the contract.

The Authority does not intend to include the support of the existing SOP platform and the provision of service utilising the SOP within the scope of this procurement. The BPS services which are the subject of this procurement will be delivered utilising the Synergy Technology Platform (comprised of an Enterprise Resource Planning (ERP) solution and systems integration services which are also out of scope as it is being procured under a separate agreement). The BPS supplier will be expected to work with the technology provider and systems integrator to develop the design of the BPS solution.

The Authority proposes conducting a single procurement process to award a single contract for the Synergy BPS. It is anticipated that bidding as a consortium, or as a prime

contractor with the use of a range of subcontractors, will be permitted to encourage the delivery of the best overall solution.

The Authority intends to engage with potential BPS suppliers with a view to:

- updating the market on the scope and objectives of the Synergy BPS procurement,
- understanding supplier mobilisation and implementation timelines and approaches, and
- validating the proposed pricing and incentivisation mechanisms.

Informed by the feedback from this pre-procurement market engagement process, the Authority will then finalise the approach, solution and procurement documentation, which will all be at the discretion of the Authority.

The Authority will issue the RFI and EoI within the DWP Bravo e-sourcing portal. Please refer to section VI.3) Additional information below for further instructions on how to register for the event.

Registered suppliers will also be asked to provide responses to specific questions through this RFI process.

The Authority intends to undertake a remote supplier briefing event to be conducted via MS Teams. The date, timing and instructions of the event will be confirmed through the e-sourcing portal to those registered suppliers.

The deadline for receipt of RFI and EOI responses is 25 April 2024.

#### **II.2.14) Additional information**

The Authority intends to undertake a procurement in-line with section II.2.4) Description of the procurement above. This prior information notice has been issued to update the market, validate the approach and seek EoI. Nothing in this prior information notice is intended to commit the Authority to a subsequent procurement.

#### **II.3) Estimated date of publication of contract notice**

31 July 2024

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## Section IV. Procedure

### IV.1) Description

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

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## Section VI. Complementary information

### VI.3) Additional information

Supplier instructions:

How to register for this Pre-procurement Market Engagement Exercise:

1. Register on the e-sourcing portal (this is only required once):

<https://dwp.bravosolution.co.uk> & click the link to register - Accept the terms & conditions & click 'continue' - Enter your correct business & user details - Note your chosen username & click 'Save'. You will receive an email with your password (keep this secure)

2. Express an Interest in the market engagement exercise - Login to the portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are events open to any registered supplier) - Click on the relevant exercise to access the content. - Click the 'Express Interest' button at the top of the page. - This will move the market engagement event into your 'My PQQs/ My ITTs' page. (A secure area reserved for your projects only) -You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ ITT Details' box

3. Responding to the market engagement - Click 'My Response' under 'PQQ/ ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining) - You can now use the 'Messages' function to communicate with the buyer and seek any clarification - Note the deadline for completion. Follow the onscreen instructions to complete the market engagement questions - There may be a mixture of online & offline actions to complete (detailed online help available). To submit your reply use the 'Submit Response' button (top of the page).

For further assistance please consult the online help, or the eTendering help desk.

DWP expressly reserves the rights(i) to cancel this market engagement at any stage; (ii)to not commence a procurement process for the scope identified in this notice; (iii) and in no circumstances will DWP be liable for any costs incurred by potential suppliers.

