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Planning

Payroll, HR and LMS Services

Government Legal Department

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-012771

Procurement identifier (OCID): ocds-h6vhtk-04fc97

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Scope

Reference

GLD016 2025

Description

Background To GLD

The Government Legal Department is the largest provider of legal services across government, working on high profile matters that are frequently scrutinised in Parliament and the media. Our work includes:

- Developing and drafting legislation
- Providing legal advice on policies
- Securing our economic and trade relationships
- Ensuring value from commercial contracts worth billions of -pounds

- Providing the Civil Service's employment law advice

- We are at the heart of delivering the Government's priorities and our success depends on our people.

GLD is a non-ministerial government department, sponsored by the Attorney General. We are headed by the Treasury Solicitor, our Permanent Secretary and employ over 3000 people, including over 2000 legal professionals. Our offices include London, Leeds, Bristol, Croydon and Manchester as well as overseas. We provide specialist legal services including Litigation, Employment and Commercial Law as well as advising most Government Departments on the policies and services they deliver.

GLD also depends on a range of vital corporate services. These are essential to the smooth and efficient running of the Department and provide the foundation to enable GLD to deliver outstanding legal services. Our corporate functions include Strategy, HR, Finance, Digital, Data and Technology, Communications, Security, Commercial and Project delivery.

Our vision is to be an outstanding legal organisation and a brilliant place to work where everyone can thrive and fulfil their potential. This is an exciting time for GLD, with cutting edge legal work on global issues and a transformation agenda which is ensuring the Department exemplifies the Modern Civil Service.

The Requirement

GLD's HR Department provide HR and payroll support for over 3000 GLD employees and approximately 100 employees in the Attorney General's Office (AGO) and HM Crown Prosecution Inspectorate (HMCPI). GLD is looking for a Human Capital Management Platform which will support the delivery of that service.

What do we need?

We need the system to provide the following web-based modules:

Human Resource Management functionality to hold 4000 records. Through this module, GLD require easy to access records and support for efficient people management processes, for example absence management.

Payroll Management supporting an internal payroll team to efficiently and accurately deliver, report and audit the monthly payroll for three organisations (GLD, AGO and HMCPI). The module should also include efficient pensions administration for GLD pensions schemes.

Management information: a suit of reports with the flexibility to create accurate bespoke

reporting that can be integrated into GLD's overall MI reporting and provide interactive dashboards supporting leaders and line managers to make informed decisions about their people.

Line managers and employees self-service for key functions, for example, the recording and approval of annual leave, recording sickness absence, updating personal records, etc. This should be supported by a mobile application providing access to payslips etc.

Learning Management System supporting comprehensive learning journeys for all employees, from structured early career programmes and mandatory learning to bespoke and user-defined learning pathways. The LMS should support the efficient management, reporting and evaluation of all learning of e-learning and instructor led training.

Integrated document management / employee records storage should enable easy access and storage of key documents and records by HR and, as appropriate, line managers.

Gen AI chatbot function to support the HR team in efficiently and accurately managing routine HR queries about policy, terms and conditions and individual entitlements. The chatbot should allow escalation to the HR team as appropriate and provide MI for reporting and audit.

Flexi time monitoring supporting the efficient monitoring and management of flexible working.

Workforce planning and analytics should be available to provide an overview of the current structure, cost and demographic of the workforce and inform future organisational design and succession planning.

Important Considerations

GLD administers different terms and conditions for different employee groups, i.e., legal employees and Senior Civil Servants. The system will need to contain flexibility to efficiently manage these differences.

GLD is responsible for the provision of professional development support for approximately 6000 legal professionals engaged across Government Departments. The significant majority are employed by GLD. The LMS should be accessible for those employed in GLD and, by invitation, legal professionals in other Government Departments.

Skeleton HR records are required for GLD's agency and contractor populations. This group are not included in payroll and do not require a full systems licence.

What the service must deliver

The system must organise employee records within an organisational structure.

The system must allow GLD to send automated correspondence to employees and line managers, supporting processes such as absence management and probation.

Self-service access for payslip, annual leave, and updating personal information.

Contract dates (estimated)

- 1 July 2026 to 30 April 2029
- 2 years, 10 months

Main procurement category

Services

CPV classifications

- 79631000 - Personnel and payroll services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

15 May 2025

Engagement process description

Please express an interest by emailing bids@governmentlegal.gov.uk where we will send you the complete pack for the RFI.

Key information

- Supplier engagement session via MS Teams on 6th May 2025
- Further selected engagement on 14th and 15th May 2025
- Written responses by 15th May 2025
- Future procurement decisions - Summer 2025

Note the contract start dates are not bindable and information collected will support a business case.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

Government Legal Department

- Public Procurement Organisation Number: PGPQ-1671-NQQJ

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London

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Contact name: Stephen Newton

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Region: UKI32 - Westminster

Organisation type: Public authority - central government