

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/015180-2023>

Tender

## **Synergy Technology (including ERP) & Systems Integration Services**

Department for Work and Pensions

F02: Contract notice

Notice identifier: 2023/S 000-015180

Procurement identifier (OCID): ocds-h6vhtk-03bcfb

Published 26 May 2023, 11:38pm

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

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

Department for Work and Pensions

Quarry House, Quarry Hill

Leeds

LS2 &UA

#### **Email**

[JAMES.BRATHWAITE@DWP.GOV.UK](mailto:JAMES.BRATHWAITE@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>

Buyer's 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**

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

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

Ministry or any other national or federal authority

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

General public services

---

## **Section II: Object**

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

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

Synergy Technology (including ERP) & Systems Integration Services

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

- 72000000 - IT services: consulting, software development, Internet and support

#### **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 a best in class, Value for Money (VfM), shared Human Resources (HR) and Finance service which meet the needs of service users.

The Synergy Programme has been established to bring together a number of Departments and ALBs in line with the Shared Services Strategy for Government: this includes building a common operating model, establishing Business Process Services (BPS) using one technology and one commercial strategy.

The Synergy Programme comprises the following central Government Departments (Departments) and their ALBs (together the “Cluster Departments”).

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

The Authority (DWP) is currently the lead contracting authority for the Synergy Programme.

The prime driver of the Synergy Programme is to drive significant business transformation across the Cluster Departments. The Synergy Programme, together with the successful suppliers will jointly 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 five programme delivery phases. 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.

To meet the objectives of the Synergy Programme the Authority intends to:

- procure and adopt a cloud-based service leveraging the capabilities offered by a Software-as-a-Service (SaaS) ERP platform and associated technologies;
- procure a Systems Integration service to enable the transition (and support business change) to the SaaS ERP platform and associated technologies.

The Authority seeks to deliver value and efficiency across all transaction services, including the separation of technology from service centres.

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 (Human Resources) data to enable better informed decisions. The Synergy Programme will drive significant business transformation across four major Departments 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](https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025)) and Greening Government Commitments 2021 to 2025 - GOV.UK ([www.gov.uk](https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025))

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

The Cluster Departments have circa 250,000 employees between them and has 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 based on 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).

The Home Office have a direct contractual relationship with Oracle having already migrated on to an instance of their ERP SaaS (Software as a Service) platform as part of their METIS Programme.

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

This contract is divided into lots: No

## **II.2) Description**

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

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48217000 - Transaction-processing software package
- 48219300 - Administration software package
- 48411000 - Investment management software package
- 48440000 - Financial analysis and accounting software package
- 48441000 - Financial analysis software package
- 48450000 - Time accounting or human resources software package
- 48490000 - Procurement software package
- 72000000 - IT services: consulting, software development, Internet and support
- 72200000 - Software programming and consultancy services
- 72210000 - Programming services of packaged software products
- 72211000 - Programming services of systems and user software
- 72212450 - Time accounting or human resources software development services
- 72212451 - Enterprise resource planning software development services
- 72250000 - System and support services
- 72260000 - Software-related services
- 72261000 - Software support services
- 72265000 - Software configuration services
- 72267000 - Software maintenance and repair services
- 72300000 - Data services

- 72317000 - Data storage services
- 72500000 - Computer-related services
- 72510000 - Computer-related management services
- 72590000 - Computer-related professional services
- 72600000 - Computer support and consultancy services
- 72610000 - Computer support services
- 72900000 - Computer back-up and catalogue conversion services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79211110 - Payroll management services
- 79211120 - Sales and purchases recording services
- 79630000 - Personnel services except placement and supply services
- 79631000 - Personnel and payroll services

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

NUTS codes

- UK - United Kingdom

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

The Authority intends to commence a "bundled procurement" for Synergy Technology (including ERP) & Systems Integration Services through a Competitive Procedure with Negotiation (under Regulation 29 of the Public Contracts Regulations 2015).

By "bundled procurement" the Authority means that the Technology (including ERP) and SI suppliers work together in partnership from the outset to jointly propose a cohesive solution and delivery approach which meets the Authority's outcome-based requirements and demonstrate they are a compatible supplier partnership.

The Authority proposes conducting a single procurement process (with the application of a single evaluation methodology that will cover the different or "bundled" elements of the overall solution) to determine the fit for purpose 'bundle' of suppliers.

For the avoidance of doubt, the Authority does not propose a 'lotted' procurement or a prime contractor/subcontractor model.

The Authority will be conducting this procurement in accordance with the Public Contracts Regulations 2015 (as amended).

More specifically the Authority will be utilising the "Competitive Procedure with Negotiation" (CPN) procurement procedure.

The full suite of tender documentation, including specification and specific details of the "Competitive Procedure with Negotiation" relating to this procurement exercise can be found at the following link under Ref PQQ\_98908:

<https://dwp.bravosolution.co.uk/web/login.shtml>  
(<https://dwp.bravosolution.co.uk/web/login.shtml>)

#### **II.2.5) Award criteria**

Quality criterion - Name: Technical Envelope (Quality) / Weighting: 60%

Quality criterion - Name: Social Value / Weighting: 10%

Quality criterion - Name: Further details are contained in the procurement documents. / Weighting: N/A

Price - Weighting: 30%

#### **II.2.6) Estimated value**

Value excluding VAT: £933,651,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

144

This contract is subject to renewal

Yes

Description of renewals

Up to 24 months increment to be defined by the Authority.

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

The full suite of tender documentation, including specification and specific details of the "Competitive Procedure with Negotiation" relating to this procurement exercise can be found at the following link under Ref PQQ\_98908:

<https://dwp.bravosolution.co.uk/web/login.shtml>

<https://dwp.bravosolution.co.uk/web/login.shtml>

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The contract is based on a co-signatory model with a System Integrator and Technology (ERP) supplier providing services under the same contract. The Authority may extend each of these service elements by up to two further years from their initial terms (five years and ten years respectively).

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

---

### **Section III. Legal, economic, financial and technical information**

#### **III.1) Conditions for participation**

##### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

In accordance with Regulations 57, 58 and 60 of the Public Contracts Regulations 2015, tenderers will be assessed in accordance with the Public Contract Regulations 2015, on the basis of information provided in response to the Selection Questionnaire.

The full suite of tender documentation, including specification and specific details of the "Competitive Procedure with Negotiation" relating to this procurement exercise can be found at the following link under Ref PQQ\_98908:

<https://dwp.bravosolution.co.uk/web/login.shtml>  
(<https://dwp.bravosolution.co.uk/web/login.shtml>)

**III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

**III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

**III.2) Conditions related to the contract**

**III.2.2) Contract performance conditions**

Contract performance conditions may relate in particular to social and environmental considerations.

The full suite of tender documentation, including specification and specific details of the "Competitive Procedure with Negotiation" relating to this procurement exercise can be found at the following link under Ref PQQ\_98908:

<https://dwp.bravosolution.co.uk/web/login.shtml>  
(<https://dwp.bravosolution.co.uk/web/login.shtml>)

**III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

---

## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Competitive procedure with negotiation

#### IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

The procurement is covered by the Government Procurement Agreement: Yes

### IV.2) Administrative information

#### IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-010031](#)

#### IV.2.2) Time limit for receipt of tenders or requests to participate

Date

26 June 2023

Local time

5:00pm

#### IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

1 August 2023

#### IV.2.4) Languages in which tenders or requests to participate may be submitted

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 31 December 2024

---

### **Section VI. Complementary information**

#### **VI.1) Information about recurrence**

This is a recurrent procurement: No

#### **VI.3) Additional information**

Suppliers Instructions:

How to Express Interest in this Tender:

1. Register on the eSourcing 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 tender - Login to the portal with the username/password - Click the 'PQQs / ITTs Open To All Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender 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 PQQ /ITT 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 tender - 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 PQQ/ ITT - 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 use a reverse auction; (ii) to cancel this procurement at any stage; (iii) to not award any contract as a result of the procurement process commenced by publication of this notice; (iv) and in no circumstances will DWP be liable for any costs incurred by potential suppliers.

For the avoidance of doubt, the Authority's "Minimum Requirements" (as defined within PCR 2015) are set out in Schedule 2 (Services Description) of the Contract.

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

High Court

Strand London

WC2A 2L

Country

United Kingdom