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Tender

## Synergy Business Process Services

Department for Work and Pensions

F02: Contract notice

Notice identifier: 2024/S 000-028834

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

Published 9 September 2024, 4:14pm

### Section I: Contracting authority

#### I.1) Name and addresses

Department for Work and Pensions

Caxton House, Tothill Street

London

SW1H 9NA

#### Email

[synergycst.deliveryteam@dwp.gov.uk](mailto:synergycst.deliveryteam@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**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to 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 Arm's Length Bodies (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](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/commitments/greening-government-commits-2021-to-2025))

<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/commitments/greening-government-commits-2021-to-2025)).

The Synergy Programme has circa 280,000 employees between the Departments and their ALBs and the Departments have a commonality of currently using the same outsourced BPS Partner, Shared Services Connected Limited (SSCL).

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

Value excluding VAT: £958,700,000

#### **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
- 72000000 - IT services: consulting, software development, Internet and support
- 72250000 - System and support services
- 72260000 - Software-related services
- 72261000 - Software support services
- 72300000 - Data services
- 72317000 - Data storage 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 single procurement for Synergy Business Process Services (BPS) through a Competitive Procedure with Negotiation (under Regulation 29 of the Public Contracts Regulations 2015).

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 has not included 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. However, 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 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\_28942:

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

Suppliers will be required to register for the procurement event in order to access the documentation.

The Authority intends to undertake a remote procurement launch event to be conducted via MS Teams. This will take place on 17th September 2024 at 11:00 BST. The joining instructions of the event are contained within the 'SQ Instructions to Suppliers' document.

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

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

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

Quality criterion - Name: Price / Weighting: 30%

Price - Weighting: 30

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

Value excluding VAT: £958,700,000

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

Duration in months

120

This contract is subject to renewal

Yes

Description of renewals

Up to 36 months, increment(s) to be defined by the Authority. Please note, this up to 36 month extension option is included in the above duration of 120 months (i.e. the initial contract term is 84 months).

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

Maximum number: 4

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\_28942:

<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 Authority may extend the service by up to three further years from the date of expiry of the initial term.

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

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

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### **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\_28942:

<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\_28942:

<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

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## **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: [2024/S 000-010430](#)

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

Date

10 October 2024

Local time

12:00pm

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

5 November 2024

**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**

Duration in months: 12 (from the date stated for receipt of tender)

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## 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.

### VI.4) Procedures for review

#### VI.4.1) Review body

High Court

Strand

London

WC2A 2L

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Review procedures are as set out in the Public Contracts Regulations 2015. Proceedings under the Public Contracts Regulations 2015 are time limited, and any such proceedings must be brought in the High Court of England and Wales