

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034138-2025>

Tender

Synergy Programme Delivery Partner

Department for Work and Pensions

F02: Contract notice

Notice identifier: 2025/S 000-034138

Procurement identifier (OCID): ocds-h6vhtk-055118

Published 20 June 2025, 3:32pm

Section I: Contracting authority

I.1) Name and addresses

Department for Work and Pensions

Caxton House, Tothill Street

London

SW1H 9NA

Email

Synergy.ProgrammeDeliveryPartnerProcurement@dpw.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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Synergy Programme Delivery Partner

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 procure a new client-side Delivery Partner, to support the deployment, embedding and operational delivery of the ERP solution and end to end business processes.

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 Partner will be expected to deliver outcomes against five separate categories:

Programme Delivery:

The Supplier will review and validate the overall programme delivery framework using their strategic delivery expertise and industry best practice. This includes ensuring that governance structures, benefits realisation approaches, risk management, and transition planning are robust, integrated, and aligned with the programme's objectives. The Supplier will contribute expert insight to confirm that the programme is appropriately structured and managed to enable successful delivery across departments.

Implementation:

The Supplier will apply their implementation expertise to review and validate all readiness, transition, and post-go-live arrangements. This includes evaluating cutover strategies, readiness assessments, hypercare models, stakeholder engagement plans, and continuous improvement processes to ensure alignment with delivery risk, compliance, and operational performance expectations.

Business Change:

The Supplier will review and validate all business change-related activities, drawing on best practice to ensure the approach to user adoption, communication, behavioural change, and stakeholder engagement is appropriate and effective. This includes evaluating change impact assessments, stakeholder readiness, communications planning, and mechanisms for cultural change and long-term adoption success.

Readiness Assessment (including learning and training):

The Supplier will be responsible for developing and delivering the full readiness and learning offer for the Synergy Programme. This includes conducting training needs analysis (TNA) and HAP assessments, creating a blended learning strategy, designing and delivering department-specific learning materials, ensuring alignment with business change and go-live timelines, and establishing a centralised knowledge repository. The Supplier will ensure the workforce is equipped with the capabilities required to adopt and sustain ERP-enabled processes.

Synergy Shared Services Hub (SSSH) Enablement:

The Supplier will review and validate the design and establishment of the Synergy Shared Services Hub (SSSH), ensuring that the proposed operating model, governance structures, transition approach, and capability planning align with best practice for public sector shared services. Their expertise will help ensure the SSSH is scalable, strategically aligned, and capable of delivering the intended benefits across departments.

II.1.5) Estimated total value

Value excluding VAT: £8,000,000

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
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 80521000 - Training programme 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 Programme Delivery Partner through a Software Design and Implementation Services procedure under the Public Contracts Regulations 2015.

The Synergy Programme is looking to procure a new client-side Delivery Partner, to support the deployment, embedding and operational delivery of the ERP solution and end to end business processes. The Partner will be expected to deliver outcomes against five separate categories:

1. Programme Delivery
2. Implementation
3. Business Change

4. Readiness Assessment (including learning and training)

5. Synergy Shared Services Hub (SSSH) Enablement.

The Programme would benefit from technical expertise needed to implement the ERP and end-to-end business processes effectively. This is required for the Common and Local Design, providing Technical Business Change expertise will ensure users are able to adopt the new technology, as well as new processes, and this will be embedded by appropriate technical learning provisions. The effective development of the SSSH will enable a more integrated and cost-effective ERP environment, and the Programme Delivery capability will ensure strategic alignment across all these areas, providing oversight in respect of planning, risk and governance, and enabling the Programme to maximise the Benefits of the ERP implementation.

The Authority proposes conducting a single procurement process to award a single contract for the Synergy Programme Delivery Partner. 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 RM6193 Software Design and Implementation Services framework.

The full suite of tender documentation, including specification and specific details of the RM6193 Software Design and Implementation Services procedure relating to this procurement exercise can be found at the following link under Ref ITT_22252:

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

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

II.2.5) Award criteria

Quality criterion - Name: Technical Envelope (Quality) / Weighting: 65%

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

Quality criterion - Name: Price / Weighting: 25%

Price - Weighting: 25

II.2.6) Estimated value

Value excluding VAT: £8,000,000

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

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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 Invitation to Tender.

The full suite of tender documentation, including specification and specific details of the RM6193 Software Design and Implementation Services procedure relating to this procurement exercise can be found at the following link under Ref ITT_22252:

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

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 RM6193 Software Design and Implementation Services procedure relating to this procurement exercise can be found at the following link under Ref ITT_22252:

<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

Restricted procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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

Date

27 June 2025

Local time

12:00pm

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

20 June 2025

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: 3 October 2025

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