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Planning

Synergy Technology (including ERP) & Systems Integration Services

Department for Work and Pensions

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-036281

Procurement identifier (OCID): ocds-h6vhtk-039384

Published 21 December 2022, 6:03pm

Section I: Contracting authority

I.1) Name and addresses

Department for Work and Pensions

Caxton House, Tothill Street

London

SW1H 9NA

Email

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>

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

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 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 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, Business Process Services, 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. 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 it is envisaged that a cloud-based service will be adopted leveraging the capabilities offered by a Software-as-a-Service (SaaS) ERP platform and associated technologies. Delivering 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) 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>

The Synergy Programme has circa 250,000 employees between the Departments and has a commonality of currently using the same outsourced Business Process Service (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.

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 seek Expressions of Interest (EoI) from the market. 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)

- 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.

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 a single shared evaluation methodology that will cover the different elements of the overall solution) to determine the fit for purpose ‘bundle’ of suppliers.

The Authority is still developing the contracting model, however, the intent is that the single procurement itself will result in modular and separable contracts for the suppliers that constitute each ‘bundle’ (e.g. the ERP and SI services respectively). Those contractual elements that are key to the cohesive and collaborative nature of the ‘bundled’ solution will form a set of jointly agreed schedules between the suppliers (e.g. Implementation Plans, Dependencies Registers and clear Responsibilities etc.)

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

The Authority intends to commence a “bundled procurement” for Technology (including ERP) and SI suppliers through a Competitive Procedure with Negotiation (under Regulation 29 of the Public Contracts Regulations 2015). This will be determined at the discretion of the Authority.

Suppliers interested in this opportunity are encouraged to join a Supplier Briefing Event to be held via Microsoft Teams in mid-January. Two attendees per supplier will be permitted to join the Microsoft Teams event and the final date and timings will be confirmed and communicated by the Authority as soon as possible in January. This will provide a further overview of the opportunity and approach. Please refer to section VI.3) Additional information below for further instructions on how to register for the event.

Following the Supplier Briefing Event, registered suppliers will then be asked to submit an EoI. Please refer to section VI.3) Additional information below for further instructions on how to submit an EoI. The Expression of Interest itself will give suppliers the opportunity to state their own respective interest, and also where they may already be forming potential 'bundles'.

We encourage potential suppliers to submit clarification questions prior to the Supplier Briefing Event so that the Authority can prepare the information presentation accordingly. Following the Supplier Briefing Event there will be a further opportunity to submit clarification questions prior to the EoI deadline. Please refer to section VI.3) Additional information below for further instructions on how to submit a clarification question.

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 seek Expressions of Interest (EoI) from the market. 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 March 2023

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

Section VI. Complementary information

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. This Expression of Interest (EOI) is identified as a Pre-Qualification Questionnaire open to any registered supplier - Click on the Synergy Technology exercise to access the content. Click the 'Express Interest' button at the top of the page. - This will move the EOI 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. Please note that this process is not being conducted as a formal PQQ but we are using the PQQ functionality within the eSourcing portal to facilitate the EOI exercise.

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.