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Tender

## **Strategic Partner - Target Operating Model for Digitisation**

Stoke on Trent City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062595

Procurement identifier (OCID): ocds-h6vhtk-05a84e ([view related notices](#))

Published 6 October 2025, 3:39pm

### **Scope**

### **Reference**

CDO/2025/268

### **Description**

This procurement will follow a two-stage process under a below-threshold open competition. Stage 1 will involve the use of a Procurement Specific Questionnaire (PSQ) to assess supplier suitability. Shortlisted suppliers will then be invited to submit a full tender response in Stage 2.

Engagement of a strategic partner to co-develop and implement a comprehensive Target Operating Model (TOM) for business support and administrative functions across the organisation. The initiative will focus on streamlining internal operations, reducing manual processing, and modernising service delivery through ethical and effective use of automation.

The partner would be engaged in 2 phases; to review and identify the opportunities and then to support the deployment of relevant technology into the organisation.

The outcome expected in the first phase would be a target operating model identifying where AI and digital could automate processes or services.

### **Total value (estimated)**

- £100,000 excluding VAT
- £125,000 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 November 2025 to 1 May 2026
- 6 months, 1 day

### **Main procurement category**

Services

### **CPV classifications**

- 72220000 - Systems and technical consultancy services
- 79410000 - Business and management consultancy services

### **Contract locations**

- UKG23 - Stoke-on-Trent
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## **Participation**

### **Conditions of participation**

Legal and financial capacity conditions of participation

Capacity conditions are included within the tender questionnaire

Technical ability conditions of participation

Equivalent qualifications and standards are included within the tender questionnaire

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

### **Enquiry deadline**

16 October 2025, 12:00pm

### **Tender submission deadline**

17 October 2025, 12:00pm

### **Submission address and any special instructions**

For full access to tender documents go to <https://procontract.due-north.com/Procurer/Advert/View?advertId=e88c0235-74a0-f011-813a-005056b64545&fromAdvertEvent=True>

## **Tenders may be submitted electronically**

Yes

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## **Award criteria**

This procurement will follow a two-stage process under a below-threshold open competition.

Stage 1 will involve the use of a Procurement Specific Questionnaire (PSQ) to assess supplier suitability.

Shortlisted suppliers will then be invited to submit a full tender response in Stage 2.

The contract will be awarded to the Most Advantageous Tender (MAT), evaluated against the following criteria:

Technical and change management expertise

Value for money and return on investment

Commitment to capability building and co-delivery

Full details of the evaluation methodology and scoring will be provided in the Stage 2 Invitation to Tender (ITT) documents.

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## **Procedure**

### **Procedure type**

Below threshold - open competition

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## Contracting authority

### Stoke on Trent City Council

- Public Procurement Organisation Number: PDQZ-1442-RZTZ

Civic Centre, Glebe Street

Stoke-on-Trent

ST4 1HH

United Kingdom

Email: [categorymanagement@stoke.gov.uk](mailto:categorymanagement@stoke.gov.uk)

Region: UKG23 - Stoke-on-Trent

Organisation type: Public authority - sub-central government