DWP & HMRC

Transforming Large-Scale Framework Evaluation Across Government With AWARD®

Overview

DWP and HMRC procured a new Social and Economic Research Framework to provide government with fast, compliant access to specialist research suppliers. The programme supports policy development, service improvement and evidence-based decision making.

Client: Department for Work & Pensions (DWP), HM Revenue & Customs (HMRC)
Project: Social & Economic Research Framework
ITT Responses: 123 Completed Tenders
Evaluators: 70 Across Multiple Locations
Commerce Decisions' Role: Evaluation Design, AWARD® Configuration, Bid Management, Evaluator Training & Evaluation Support

Key Challenges

- Relatively small procurement team managing a large-scale framework procurement.
- Large volume of bidder documentation requiring review and scoring.
- Tight timescales to evaluate 123 completed Invitations to Tender.
- Requirement for a transparent and auditable evaluation process.
- 70 evaluators working across multiple locations.

Why Commerce Decisions

- Proven expertise in major government procurements.
- Structured, transparent and auditable evaluation processes.
- Faster procurement without compromising governance or quality.

Commerce Decisions AWARD®

Outcomes

Faster Evaluation
Structured workflows enabled assessment of 182 PQQs and 123 ITT responses at speed.

Defensible Decisions
Complete traceability provided a clear audit trail for every score, comment & procurement decision.

Better Supplier Feedback
Detailed debrief reports provided clear and consistent feedback to all bidders.

Reduced Procurement Cycle Time
The evaluation process was significantly faster and more efficient than traditional methods.

Stronger Decision Confidence
Consistent scoring and evaluation enabled confident procurement outcomes.

> ""I would recommend the AWARD® software. It significantly reduced the procurement cycle time and made the whole process far more efficient."
> **Colin Browne, Deputy Framework Manager, DWP**