

Prospectus 6

Procurement



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Organisation Overview

About PwC UK and our Managed Services

PwC works with government departments, agencies and public bodies to run, improve and modernise essential public services. We enable you to focus on your priorities and achieve sustainable outcomes.

Our UK Managed Services function brings together operational delivery, programme management and enabling technology to support the delivery of complex, high-volume and regulated services. Within Procurement, we partner with you to run and support commercial and procurement activity with discipline, transparency and control, combining day-to-day operational delivery with continuous improvement to deliver value for money over time.

Under the RM6295 Outsourced Services Framework, we provide managed and outsourced services across citizen experience, process administration and corporate functions. Our delivery models flex at call off, ranging from surge and stabilisation support through to ongoing Procurement Managed Services (PMS) and operate-to-transform arrangements.

Procurement within Managed Services

Procurement and commercial services play a critical role in enabling public services, managing spend, ensuring compliance and supporting delivery at pace. Public sector procurement functions are often required to operate under fluctuating demand, complex stakeholder environments and increasing regulatory scrutiny.

Within PwC's Managed Services, procurement is delivered as an accountable service offering, designed to flex in response to demand while maintaining strong governance, assurance and control. Our services can be mobilised to stabilise operations, respond to peaks or provide ongoing managed capability.

2 Specialisms and capabilities in procurement

Our value in Procurement Managed Services

PwC delivers PMS that enable public sector organisations to run complex commercial activity with pace, confidence and control. We take ownership of defined outcomes, operating as a managed service or alongside in-house teams.

Our key value drivers include:

- Delivery of complex procurements within sensitive stakeholder environments
- Reduction in third-party spend through demand rationalisation and supplier management
- Improved compliance and assurance aligned to client and legal requirements
- Access to experienced teams to address capability and capacity gaps
- Technology-enabled delivery to reduce cycle times and cost to serve
- Secure and resilient delivery, Security Check-cleared UK teams

Our Procurement services

We deliver end-to-end PMS across the full lifecycle. Our services can be commissioned for defined procurements, contract portfolios or ongoing operations.

Our services include:

- End-to-end sourcing and tender delivery
- Surge support for time-critical or high-volume activity
- Category and pipeline management
- Contract and supplier management
- Commercial governance, assurance and compliance
- Procurement operating model stabilisation

What we deliver

We design a delivery model aligned to your operating context, demand profile and risk environment, taking accountability for outcomes within agreed governance, performance and assurance frameworks. Our mobilisation approach typically includes discovery, rapid deployment of skilled teams, integration with client governance, agreement of KPIs and structured knowledge transfer.

3 Key Personnel



Tom Montagu
Director, Procurement
Managed Services, PwC UK

Tom is a Director in PwC UK's Managed Services business and leads the delivery of large-scale procurement and commercial managed services for central government clients.

He is accountable for the end-to-end operation of procurement services delivered under RM6295, including mobilisation, ongoing service delivery, governance, assurance and performance management. Tom has led complex procurement operations within highly regulated and politically sensitive environments, taking ownership of outcomes across sourcing, contract award, contract management and continuous improvement.



John Pinnington
Director, Procurement
and Commercial Services,
PwC UK

John is a Director in PwC UK's Managed Services business with deep experience delivering procurement and commercial managed services across the public sector. He leads operational procurement delivery within managed service environments, with accountability for contract and supplier management, governance, compliance and performance oversight. John has extensive experience running procurement activity at scale, managing complex pipelines and ensuring delivery aligns with client governance and regulatory requirements.

4 Service quality, controls, assurance and resilience

5 Case studies

Procurement controls and assurance

Procurement services are delivered through control frameworks aligned to client governance requirements and the Procurement Act. Controls are proportionate to the scale, complexity and risk, ensuring compliance, transparency and value for money.

Controls are embedded across procurement activity and include agreed client approval routes and delegated authority, compliance checks aligned to policy and regulation, audit trails and documentation, and risk and issue management with defined escalation procedures. Governance and assurance are held jointly with the client to provide oversight and enable decision making.

Quality management and issue handling

Service quality is monitored against agreed KPIs covering delivery timeliness, compliance, throughput, customer satisfaction and value outcomes. Performance is reviewed through regular reporting.

We use structured performance management approaches to surface issues early, including routine delivery reviews and operational huddles. Issues are logged and addressed through agreed escalation routes, with corrective actions implemented to prevent recurrence and drive improvement.

Data protection and security

Procurement services are delivered using a secure by design approach aligned to ISO 27001, Cyber Essentials Plus, UK GDPR and public sector security requirements. Data is stored and managed in line with client requirements.

Access to systems and information is controlled through role-based permissions. Audit trails are maintained for procurement decisions, approvals and documentation. Incidents are managed through defined incident response procedures.

Capacity management and resilience

We operate a scalable delivery model to manage peaks in demand and unplanned surges. Capacity can be flexed rapidly using PwC resources.

We work with clients to understand future procurement demand, using pipeline visibility and anticipated, policy or funding changes to enable proactive capacity planning, early risk identification and resilient service delivery, supported by business continuity and disaster recovery arrangements.

Home Office: Commercial and procurement surge support

PwC delivers Procurement Managed Services aligned to client governance and the Procurement Act, supporting procurement and contract management across multiple directorates and programmes.

Services operate within established frameworks and provide end-to-end support, including sourcing, evaluation, contract award and commercial management, and pipeline management. Robust governance, reporting and performance oversight underpin delivery. The service has identified over £500m of savings, achieving £35m in the first six months.

This engagement demonstrates our ability to mobilise quickly, manage sustained demand and deliver compliant services at pace within a complex, politically sensitive central government environment.

Ministry of Justice: Commercial consultancy and support

PwC delivers procurement and commercial support to the Ministry of Justice, providing managed capability to support end-to-end commercial activity. Operating within the Ministry's procurement and commercial frameworks, we provide structured delivery, compliance assurance and performance oversight. This enables the Ministry to manage procurement activity effectively while maintaining transparency and control.

6 Added value and social value

Value-added services

Our “value-added services” will depend on what is already within the scope of the engagement and may include:

- A dedicated partner as a sounding board
- Peer-learning and lessons-learned opportunities with other clients who have completed similar programmes
- Skills transfer
- Coaching and support opportunities for individuals, especially from under-represented groups

Social value capabilities

As a professional services firm, some of the ways we aim to deliver social value include:

- Skills-based volunteering tailored to the scale and scope of the engagement
- Employability and digital skills training for different cohorts through schools, community groups and social enterprises
- Skills development for small businesses and social enterprises, for example coaching sessions and mentoring
- Training and mentoring for client personnel from under-represented groups
- Delivering mental health awareness training to client teams to support wellbeing

7 Key Delivery Partners and Subcontractors

PwC leads delivery and retains full accountability for Procurement services under the RM6295 Framework. Where required, we work with specialist delivery partners or contingent commercial resources to complement our capability, selected based on the needs of each call-off.

All partners operate within PwC's governance, quality and security framework, ensuring a cohesive, compliant and transparent service for Buyers.

Contacts



Jeanette Smith
Relationship partner,
PwC UK
jeanette.smith@pwc.com
+44 7510 591112



Nick Jones
Relationship manager,
PwC UK
nicholas.g.jones@pwc.com
+44 7483 171931

For enquiries on procuring through framework agreements contact uk_tender_tracker@pwc.com