



# Government Project Delivery website delivery partner

Early market engagement session 3 | 15 April 2026

# GPD and NISTA

## Government Project Delivery

A "High Profile Group" mandated by MPM and GovS 001 to oversee the project delivery system

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Part of 13 Functions which make up the operating model of the civil service

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Aimed at supporting AOs in the proper stewardship of public resources to maximise delivery and VfM

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### Primary objectives

- Set and assure standards for project delivery
- Develop project delivery capability
- Give expert advice
- Drive continuous improvement and performance in project delivery
- Set cross-government strategies
- Develop and deliver project delivery services

## Common Ground

Both require and have an interest in a strong project delivery functional system across government

## National Infrastructure and Service Transformation Authority

An "Agency and other Public Bodies" mandated by an Memorandum of Understanding

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A joint unit of HM Treasury and the Cabinet Office

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Aimed at ensuring strategies for infrastructure and service transformation deliver UK growth

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### Primary objectives

- Oversee 10year infrastructure strategy
- Identify and coordinate infrastructure needs
- Unlock barriers and streamline delivery of major projects
  - Set standards and improve capability
  - Provide effective assurance for the GMPP
    - Lead expertise on private finance

# The scale of GPD

→ **c. 17%**  
of those working in functions

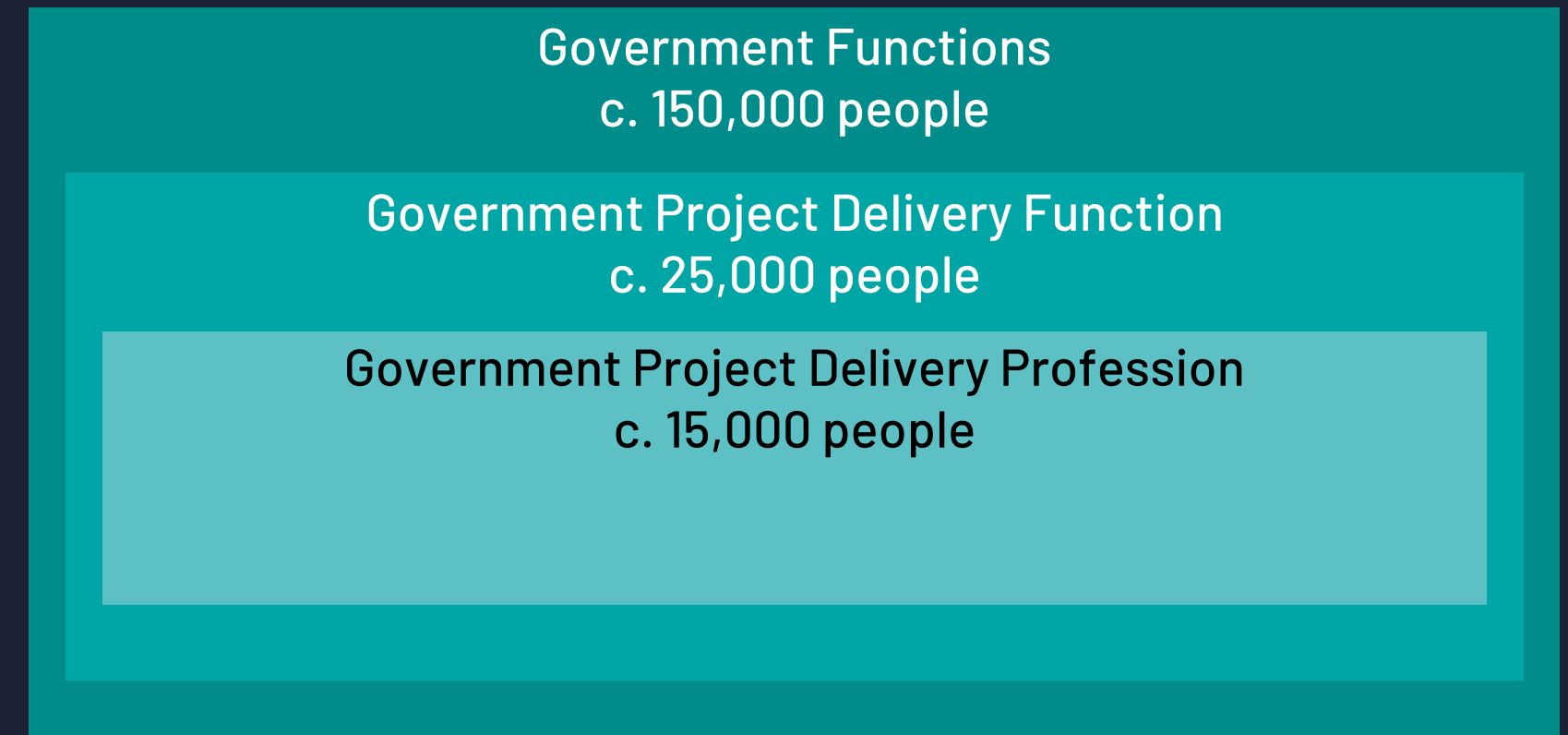
We are the second largest function in the civil service, making up c. 17% of those working in functions and c. 5% of all civil servants

→ **474**  
organisations across government


Our systems, services and people support the work of 24 ministerial departments, 20 non-ministerial departments, 427 agencies and 3 devolved administrations


→ **c. 75%**  
of the function outside of London and South East


The majority of the people working in our function are international, in Scotland, Wales, Northern Ireland or in in regions of England outside of London and the South East





# What GPD is expected to do


 **Set and assure standards**  
Set the expectations for what needs to be done and why in the Function


 **Develop capability**  
Through functional leadership requirements, developing skills and supporting resource management


 **Give expert advice**  
Support organisations to make decisions and assess deliverability, manage risk and ensure delivery

 **Drive continuous improvement**  
Drive improvement, innovation, insight and thought leadership

 **Develop and deliver services**  
Providing specialist and commonly needed products and services

 **Manage relationships**  
Support the function through relationships, user and third party engagement and communications

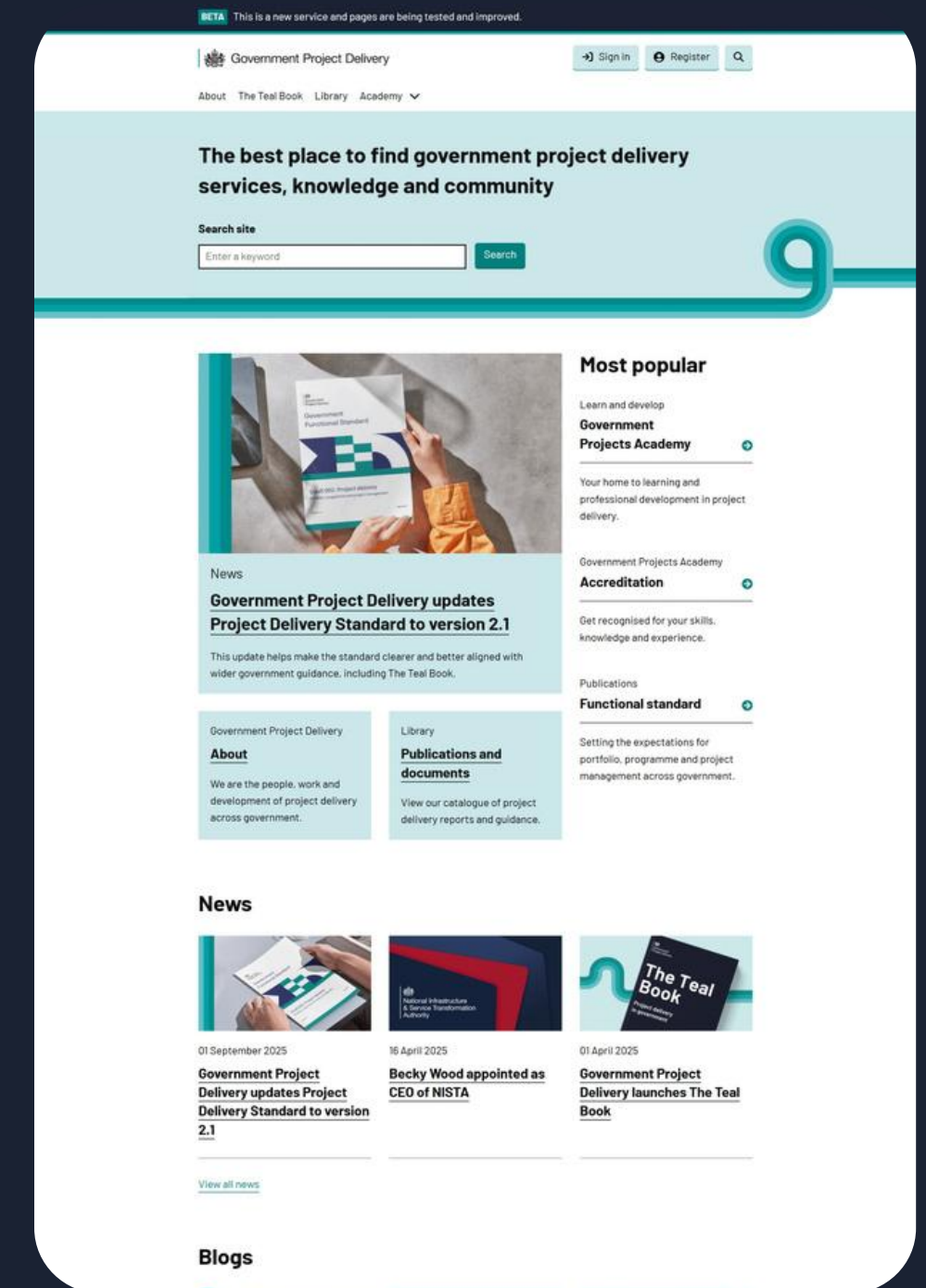
 **Manage knowledge and information**  
Support the exchanging of knowledge and information to share experience and build corporate memory

 **Support the management of standards**  
Supporting the centre of government in developing, managing and maintaining standards

# The role of the website

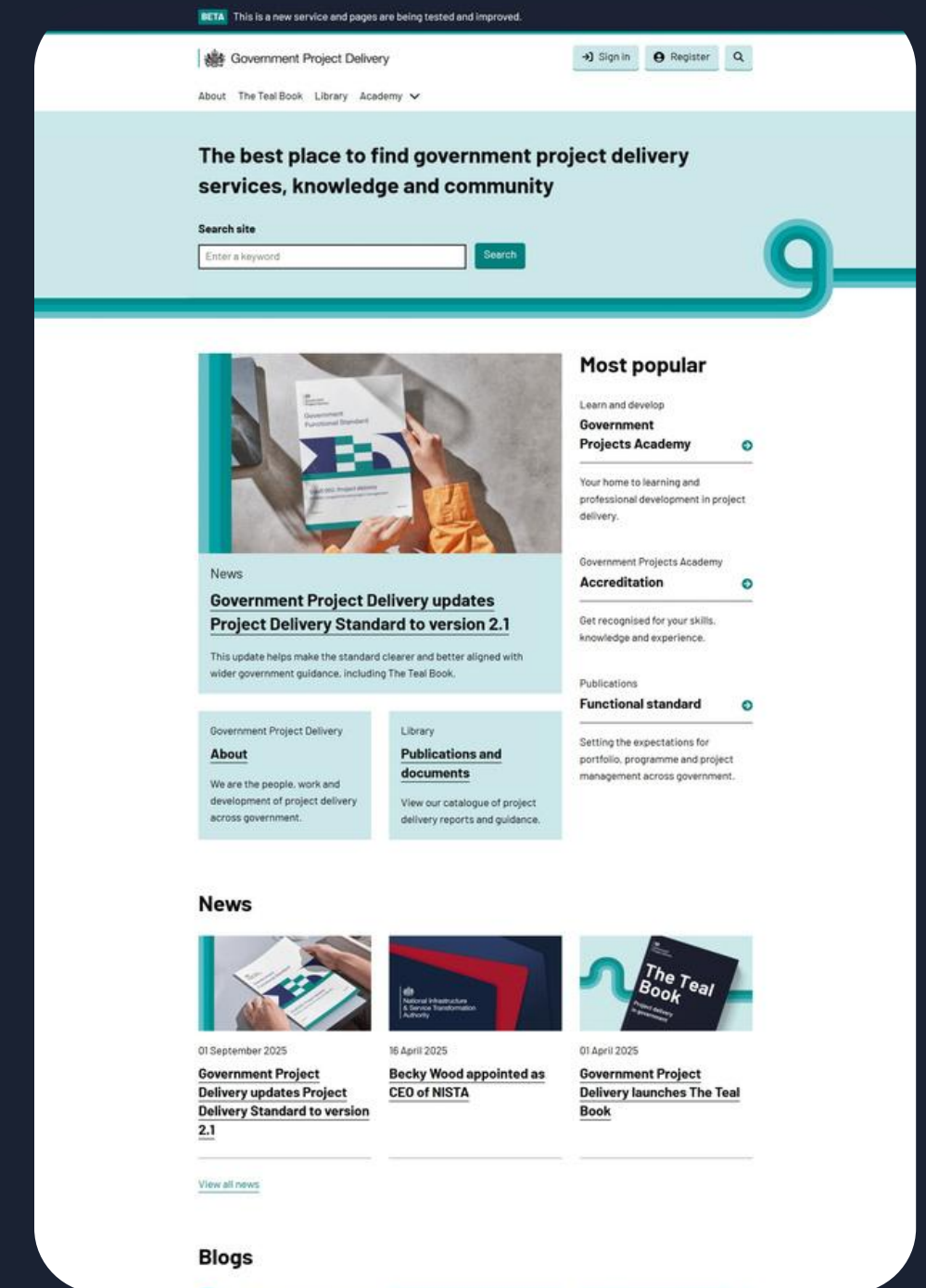
Central digital platform for the project delivery function and profession. It is the single front door for project delivery services, knowledge and community across central government. It:

- supports around 14,000 registered users with about 20,000 unique visitors and 50,000 page views a month
- hosts core guidance and tools, including The Teal Book, Functional Standard, Project Delivery Capability Framework and the Government Projects Academy
- supports private spaces (for example Fast Stream cohorts) and transactional services such as assessment and interview booking



# Supports the function to operate

- **elevates the profession** – provides a single, authoritative channel for learning and development that strengthens skills, fosters talent and promotes cohesion
- **empowers the function** – provides authoritative guidance on how to deliver, supporting consistency, improved ways of working and reduced duplication
- **strengthens collaboration, knowledge sharing and engagement** – offers a people finder and hosts blogs, news and events to connect teams across organisational boundaries
- **improves efficiency** – automates and shortens central functional and professional processes, reducing time and effort for users



# Service objectives



## Reputable

Net Promoter Score (NPS) of +5 or higher, based on user feedback



## User experience

- average click path to key content is no more than 4 steps
- 80% of users find content within two search attempts
- 90% of searches lead to a result click
- bounce rate is below 40% on the homepage and landing pages
- 80% of users complete key tasks without needing help or abandoning the process (such as registration, forms, event booking)
- at least 75% of users rate their experience on the website as good or very good in feedback surveys



## Content

- 95% of known services and products are represented on the site
- pages have an engagement score above 60% In addition:
- all pages are updated within the last year
- all pages are business-relevant and meet a user need



## Accessible

- assessed as WCAG AA compliant
- users who rely on assistive technologies are able to use the site
- site is compatible with Edge, Chrome, Safari and Firefox on standard desktop and mobile screens



## Reliable

- website uptime of 99.9% or higher
- age load times do not exceed 1.5 seconds for standard operations
- unplanned downtime does not exceed 4 hours, no more than twice a year



## Secure

- no critical, high or medium risks are identified independently against the OWASP Top 10 web application security risks
- no critical, high or medium risks are identified as part of infrastructure and firewall penetration and reviews.

# History

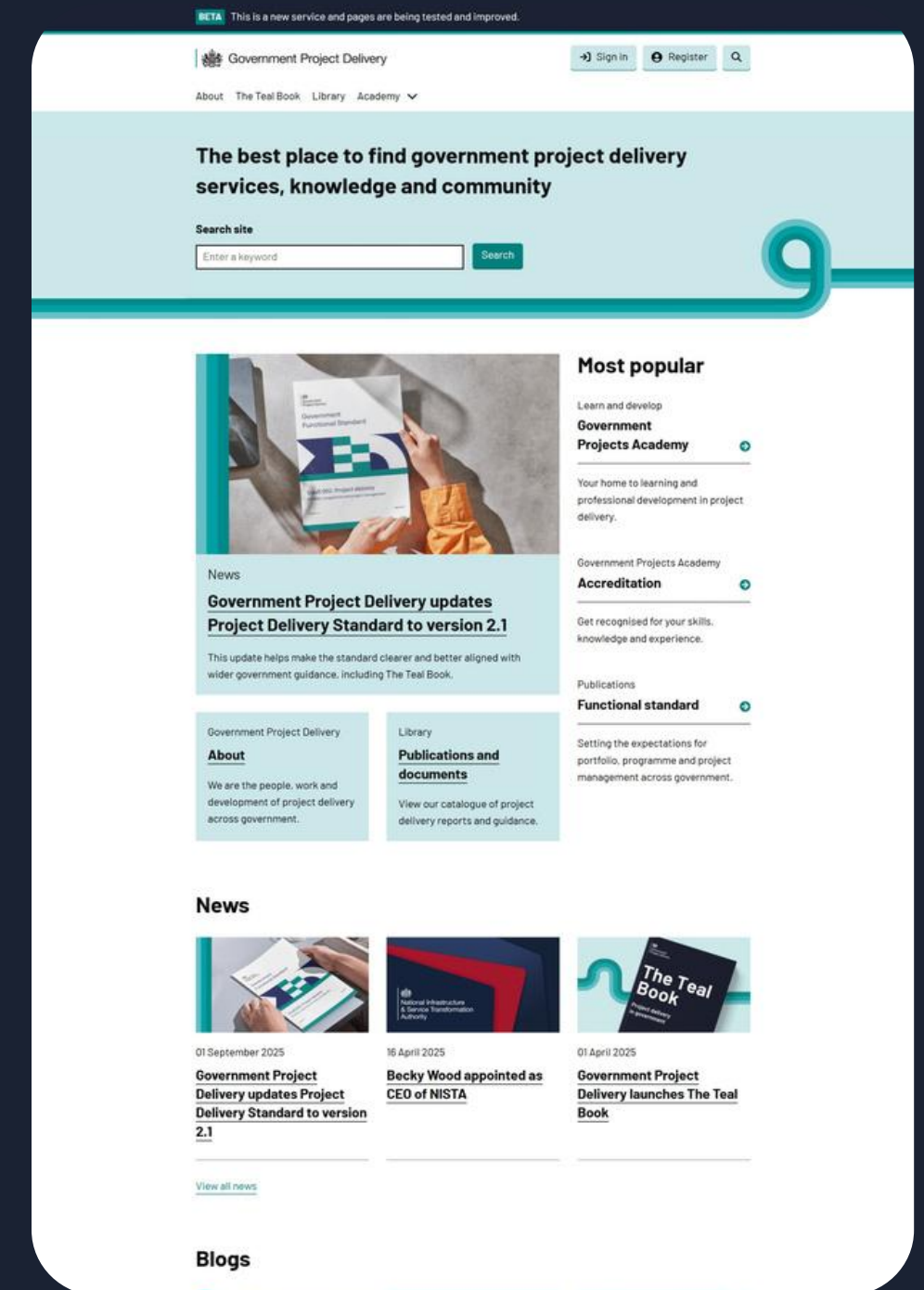
## The origins

- Born as an extranet
- Originally built on Umbraco
- Migrated to WordPress
- Discovery completed



# What have we achieved this financial year?

- Expanded the services available through the site
- Increased opportunities to give feedback
- Improved how content is found and performs online
- Expanded self-serve and automation
- Tailored journeys for specific users



# Aims for this financial year

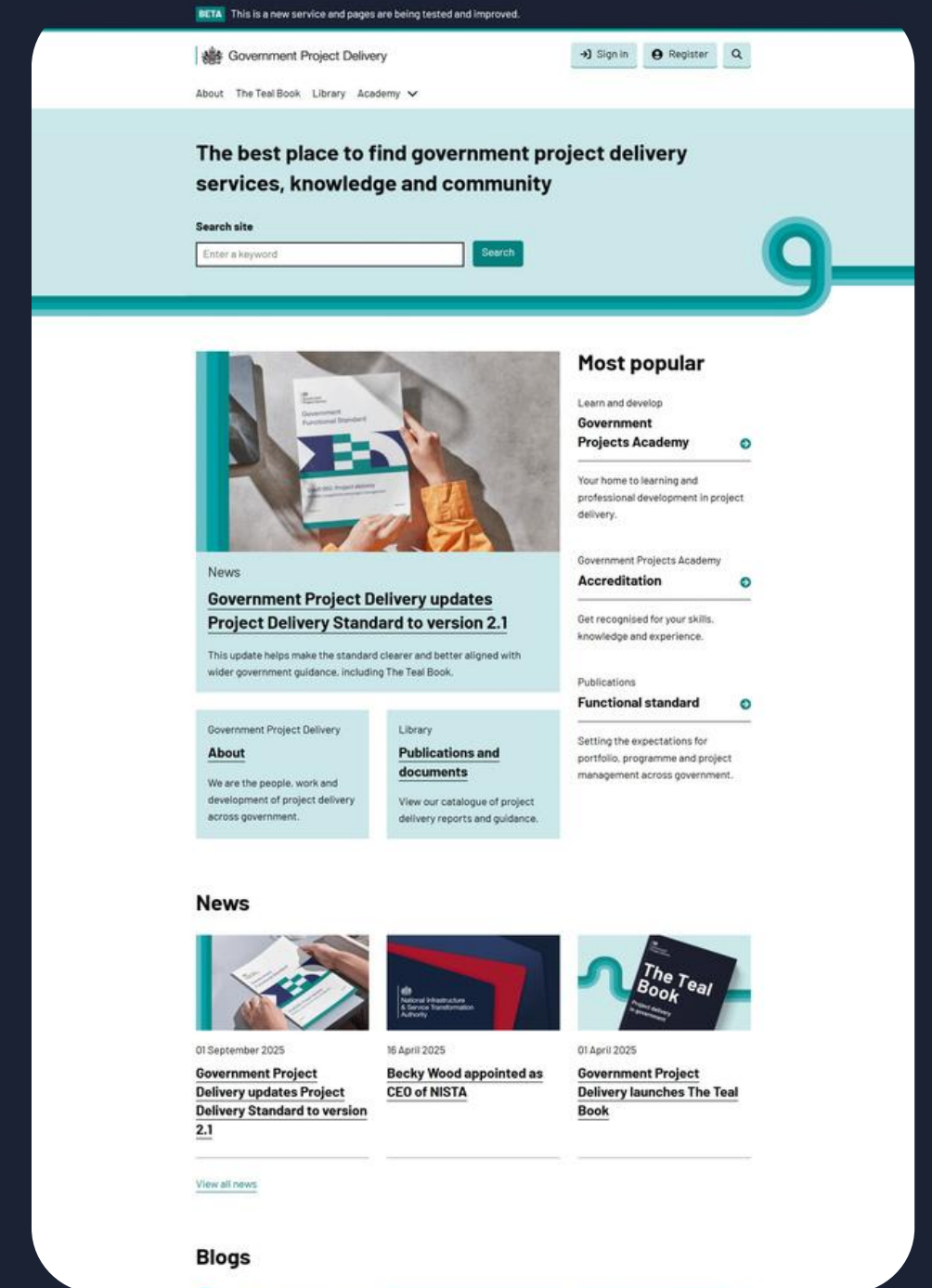
→ Increase platform stability and readiness for growth

→ Further support mentoring and function development

→ Increase events capability

→ Increase reach and improve user experience

→ Increase reliability and security



# High level requirements



## **Migrate the service to the cloud, staying on WordPress**

from the incumbent's local hosting to the cloud, introducing hot disaster recovery



## **Managing hosting, security, accessibility and availability**

delivering associated service objectives and aligned to the service's risk appetite



## **Develop and deploy known functionality**

from unresolved discovery findings and emerged business needs discovery



## **Conduct a 'delta' discovery**

to understand any new user and business needs following the launch of the website and previous discovery



## **Implement smaller and larger requirements**

In pursuit of continuous improvement from user feedback and the delta discovery



## **Improve easiness to use the design system**

making pages and transactions easier to self design

# Ideal working relationship



## Quality of governance and management

to support prioritising, overseeing, decision making, assuring and reviewing performance.



## Quality of planning

to support predictable delivery of functionality and by when



## Quality of deployments

to introduce functionality on live without downtime and minimal to no bugs for introduced or other functionality



## High challenge

to ensure we are doing the right thing in the right way



## Develop with the design system

so new work aligns to the design system as default with clear logic to why a new component or pattern is needed



## Compliance with TCOP and Service Standard

as principles to guide the delivery of the contract and high level decision making

# Overview for the opportunity

→ **Framework**  
Digital Outcome and Specialists 7 Lot 1

→ **Award**  
Start of September 2026

→ **Out to the market**  
End of May 26

→ **Mobilisation**  
Start of October 2026

→ **Duration**  
2 years with a 1 year option extension

→ **Migration to cloud complete**  
Must be complete by end of January 2027

→ **Cost**  
Well funded and advertised when going to the market. Mixture of fixed and, time and materials

→ **Quality**  
Expectations are high, proportionate to the value, KPIs and SLAs

# Procurement approach



## Early market engagement

- 3 sessions open to anyone on DOS 7 Lot 1
- anonymous survey to influence requirements and contractual value



## Competitive selection process

Not chosen yet- likely two-stage without filtering



## Assessment methods

Not chosen yet- likely:

- conditions of participation assessment
- tendering stage



## Tools used

Digital marketplace/ Apply to supply and eSourcing