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Tender

## **BBC - Business Process Outsourcing**

The British Broadcasting Corporation (BBC)

F02: Contract notice

Notice identifier: 2022/S 000-009194

Procurement identifier (OCID): ocds-h6vhtk-032a85

Published 6 April 2022, 9:39am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

The British Broadcasting Corporation (BBC)

Broadcasting House, Portland Place

London

W1A 1AA

#### **Contact**

Mark Brice

#### **Email**

[mark.brice@bbc.co.uk](mailto:mark.brice@bbc.co.uk)

#### **Telephone**

+44 1234567890

#### **Fax**

+44 1234567890

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.bbc.co.uk/supplying/>

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://bbc.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://bbc.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

Broadcasting

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**Section II: Object**

## **II.1) Scope of the procurement**

### **II.1.1) Title**

BBC - Business Process Outsourcing

Reference number

PROC 2020 72 MB

### **II.1.2) Main CPV code**

- 75112000 - Administrative services for business operations

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

BPO (Business Process Outsourcing), Payroll and AMS (Application Management Services) services.

(PQQ documents will only be available under NDA, please visit BravoSolution reference: pqq\_30070 for more information)

### **II.1.5) Estimated total value**

Value excluding VAT: £170,000,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 75100000 - Administration services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

## **II.2.4) Description of the procurement**

The tender for BPO (Business Process Outsourcing), Payroll and AMS (Application Management Services) services is being published in the year that the BBC celebrates its centenary, and our mission remains vital – to serve all audiences through impartial, high-quality and distinctive output and services which inform, educate and entertain.

This contract will allow the BBC to access specialist outsourced services which aligns to our ambitions of being a simpler and leaner organisation that can focus on its audiences.

The BBC is acting on behalf of the BBC Group including the commercial subsidiaries within BBC Commercial Holdings Limited.

The scope of the services in this tender are largely in line with the BBC's current outsource contract (that is due to end in June 2024):

Business Process Outsourcing - outsourced activities across Finance, Purchase to Pay, Order to Cash, Contingent Workers, Expenses and Advances, Artist & Contributors and the Payments & Treasury function.

Payroll – providing UK and International payroll services to BBC staff and freelancers, ensuring systems are secure and agile to accommodate legislative changes and to enable payments and deductions in line with BBC policies.

Application Management Services - providing application management services and change delivery services for the BBC application landscape for Finance, Procurement and HR based on SAP (including ECC6, S4 Hana, SRM, Ariba, BW/BPC, Successfactors, Concur), and other BBC systems, including ACON for artist and contributors. The AMS services underpins smooth operational day to day running of the BBC.

The Contract will have an initial term of six (6) years which will begin from the service commencement date. Prior to this will be a maximum one (1) year transition period.

The BBC may extend the contract beyond the initial term, with the maximum extension period being four (4) years in total.

If the BBC utilises all extensions, from Service Commencement to extension period expiry the contract would last a maximum ten (10) years.

The total value of this contract will be dependant of a number of factors including: exercising extensions, transition to the new contract, major projects or system upgrades and changes to the scope of services during the contract life.

The contract value range does not represent committed spend but instead represents the

maximum spend that could be made over the contracts total term. The total value range includes anticipated spend from BBC Commercial Holding Limited.

Further details will be provided at Invitation to Submit Initial Tender phase, to the shortlisted applicants.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

132

This contract is subject to renewal

No

#### **II.2.9) Information about the limits on the number of candidates to be invited**

Maximum number: 4

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

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The BBC may extend the contract beyond the initial term, with the maximum extension period being four (4) years in total.

#### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Where there is more than one economic operator, the BBC reserves the right to require a grouping of economic operators to take a particular legal form or to require a single economic operator to take primary liability or to require that each party undertakes joint and several liability.

Please register your interest in this project by taking the following steps: 1 - Register your company on the Jaggaer eSourcing portal (this is only required once): 1.1 Go to <https://bbc.bravosolution.co.uk> 1.2 - Click the link on the login page to register. 1.3 Accept the terms and conditions and click 'Continue'. 1.4 - Enter your correct business and user details. 1.5 - Note the username you chose and click 'Save' when complete. 1.6 - You will shortly receive an email with your temporary password. 2 - Express an interest in the tender: 2.1 - Login to the portal with the username/password. 2.2 - Click the 'PQQs/ITTs Open to all Suppliers' link. (These are Pre-Qualification Questionnaires or Invitations to Tender open to any registered supplier). 2.3 - Click on the relevant PQQ/ITT to access the content. 2.4 - Click the 'Express Interest' button at the top of the page. This will move the PQQ/ITT into your 'My PQQs/My ITTs page. (This is a secure area reserved for your projects only. 2.5 - You can now access any attachments by clicking 'Buyer Attachments' in the 'PQQ/ITT Details' box. 3. Responding to the tender: 3.1 - Click 'My Response' under PQQ/ITT Details', you can choose to 'Create Response' or to 'Decline to Respond' (please give a reason if declining). 3.2 - You can now use the 'Messages' function to communicate with the buyer and seek any clarification. 3.3 - Note the deadline for completion, and then follow the onscreen instructions to complete the PQQ/ITT. There may be a mixture of online and offline actions for you to perform (there is detailed online help available). 3.4 You must then submit your reply using the 'Submit Response' button at the top of the page. If you require any further assistance, please consult the online help, or contact the Jaggaer eSourcing help desk.

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

6 May 2022

Local time

1:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

27 June 2022

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 4 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

In the case of technology requirements, the BBC may involve its technology partner (Atos IT Solutions and Services Limited) to assist in the scoping and drafting of invitations to tender and/or the evaluation of tenders. However, the final decision as to which is the most economically advantageous (by reference to the award criteria) will be made by the BBC. The awarding authority reserves the right not to award a contract and to annul the procurement process at any stage. Tenders and all supporting documents must be priced in sterling and all payments will be made in sterling. The contract shall be subject to English law. The awarding authority does not bind itself to accept the lowest, or any tender and reserves the right to accept part of a tender unless the tenderer expressly stipulates otherwise in the tender document.

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Business and Property Courts of England and Wales – TCC

Rolls Building, 7 Rolls Building, Fetter Lane

London

EC4A 1NL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

As stated in the Public Contracts Regulations 2015. The applicable review time limits shall be as stated in Regulations 92 and 93 Public Contracts Regulations 2015.