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Tender

## **Systemic Strategic Management, Business Transformation and Development Consultancy**

Financial Services Compensation Scheme

F02: Contract notice

Notice identifier: 2021/S 000-009501

Procurement identifier (OCID): ocids-h6vhtk-02ac8e

Published 1 May 2021, 9:25am

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

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

Financial Services Compensation Scheme

Beaufort House, 15 St. Botolph Street

London

EC3A 7QU

#### **Contact**

Jean Mutudza

#### **Email**

[Jean.Mutudza@fscs.org.uk](mailto:Jean.Mutudza@fscs.org.uk)

#### **Telephone**

+44 2073758197

#### **Country**

United Kingdom

**NUTS code**

UK14 - Inner London – East

**Internet address(es)**

Main address

<https://www.fscs.org.uk>

Buyer's address

<https://www.fscs.org.uk>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Business-and-management-consultancy-and-related-services./CD88W55Z77>

Additional information can be obtained from the above-mentioned address

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**

Economic and financial affairs

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## **Section II: Object**

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

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

Systemic Strategic Management, Business Transformation and Development Consultancy

Reference number

FSCS411

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

- 79400000 - Business and management consultancy and related services

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

Services

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

The Scheme's ambitious priorities for the 2020s will only be achieved through the ongoing and systemic transformation of our strategy, environment and leadership. The Financial Services Compensation Scheme is looking to appoint a Service Provider to deliver a business transformation consultancy service that deals with our entire business system - as opposed to dealing with its different parts independently ? not only to establish our strategy formulation as a vital force but also to impart real energy to the strategic process. The Service Provider must practice outcomes based leadership and apply a holistic, synergistic, and balanced approach to business systems that supports an effective re-engineering of our Target Operating Model to successfully meet the challenges and opportunities of the decade ahead.

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

Value excluding VAT: £1,000,000

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKI4 - Inner London – East

Main site or place of performance

Inner London – East

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

Systemic Strategic Management, Business Transformation, and Development Consultancy – The Scheme's ambitious priorities for the 2020s will only be achieved through the ongoing and systemic transformation of our strategy, environment and leadership. We need a business transformation consultancy service that deals with our entire business system - as opposed to dealing with its different parts independently ? not only to establish our strategy formulation as a vital force but also to impart real energy to the strategic process. They must practice outcomes based leadership and apply a holistic, synergistic, and balanced approach to business systems that supports an effective re-engineering of our Target Operating Model to successfully meet the challenges and opportunities of the decade ahead.

Systemic Strategic Management, Business Transformation, and Development Consultancy

1. Systemic Strategic Management is understanding how different parts of a system can influence one another within a whole. Systemic thinking, unlike analytical thinking, requires multiple skill sets to establish a holistic view of our operating system and explain its behaviour. Consistent with systems philosophy, systemic thinking concerns an understanding of a system by examining the linkages and interactions between the elements that comprise the whole of the system. In practice this means exploring inter-relationships (context and connections), perspectives (each role has their own unique perception of the situation) and boundaries (agreeing on scope, scale and what might constitute an improvement). Systemic thinking is particularly useful in addressing complex problems like the rising costs of consumer protection and the prevention of future harm within the financial services sector.

2. Business Transformation is a systemic and integrated management approach which is business driven and values oriented. Business Transformation can provide an overarching framework for multiple management disciplines such as business process architecture, communications, change and project management, data, and insight, leadership, and strategy. Business Transformation is the critical bridge between partial installation and full implementation of transformation initiatives and is essential to the delivery of sustained benefit and culture change.

Systemic Strategic Management, Business Transformation, and Development Consultancy can include new end to end business processes, teams and relationships, creating and utilising new capabilities, enhancing employee competencies, interrupting existing patterns of thinking and instigating powerful, sustainable change in behaviour, attitudes and shared values in pursuit of the desired culture shift.

3. Successful delivery partners must be able to demonstrate thought leadership and the capacity and capability i.e. the right people, skills, tools, and approach to provide timely strategic services, advice, and guidance on:

a) Strategy – for today and tomorrow;

b) Environment - organisational design/ redesign, organisational development, business process transformation, analysis, and redesign of service improvement;

c) Leadership – building the leadership capability to deliver on our strategy for today and tomorrow.

4. Successful partners will be expected to utilise specialist practitioners and in collaboration with the FSCS People Team engage with clients across organisational boundaries to support a range of activities. Moreover, because complex adaptive systems are continually evolving, demonstrable experience and expertise in systems thinking is required to enable organisational and social learning – and adaptive management.

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £1,000,000

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

Duration in months

12

This contract is subject to renewal

Yes

Description of renewals

The contract will be for an initial term of 12 months years with the option for FSCS to extend by up to 12 months to make a maximum term of 2 years.

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

Variants will be accepted: No

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

Options: No

#### **II.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

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

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

#### **II.2.14) Additional information**

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/JHH36Z98X2>

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

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

##### **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**

Open procedure

#### **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

31 May 2021

Local time

2:00pm

##### **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: 6 (from the date stated for receipt of tender)

##### **IV.2.7) Conditions for opening of tenders**

Date

31 May 2021

Local time

2:00pm

Place

London

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

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

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Business-and-management-consultancy-and-related-services./CD88W55Z77>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/CD88W55Z77>

GO Reference: GO-2021430-PRO-18177568

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

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

The Royal Court of Justice

The Strand

London

Email

[procurement@fscs.org.uk](mailto:procurement@fscs.org.uk)

Telephone

+44 2073758197

Country



United Kingdom

**VI.4.2) Body responsible for mediation procedures**

The Royal Court of Justice

The Strand

London

Email

[procurement@fscs.org.uk](mailto:procurement@fscs.org.uk)

Telephone

+44 2073758197

Country

United Kingdom

**VI.4.4) Service from which information about the review procedure may be obtained**

Financial Services Compensation Scheme

Beaufort House, 15 St. Botolph Street

London

EC3A 7QU

Telephone

+44 2073758197

Country

United Kingdom