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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

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

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>

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

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

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:

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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

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

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