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Tender

## **UK\_2022\_Professional Services Business Process Outsourcing**

British Council

F02: Contract notice

Notice identifier: 2022/S 000-015731

Procurement identifier (OCID): ocds-h6vhtk-02fd58

Published 8 June 2022, 10:33am

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

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

British Council

1 Redman Place

London

E20 1JQ

#### **Contact**

Brian D'Mello

#### **Email**

[brian.dmello@britishcouncil.org](mailto:brian.dmello@britishcouncil.org)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.britishcouncil.org](http://www.britishcouncil.org)

Buyer's address

<https://in-tendhost.co.uk/britishcouncil>

**I.3) Communication**

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

<https://in-tendhost.co.uk/britishcouncil>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/britishcouncil>

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

Registered charity

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## Section II: Object

### II.1) Scope of the procurement

#### II.1.1) Title

UK\_2022\_Professional Services Business Process Outsourcing

Reference number

BC/02414

#### II.1.2) Main CPV code

- 66000000 - Financial and insurance services

#### II.1.3) Type of contract

Services

#### II.1.4) Short description

The impact of the Covid-19 pandemic has been felt by businesses across the globe. British Council is not immune to this impact and needs to reduce costs, streamline processes, use more digital tools, and introduce much greater standardisation. A key lever being explored for this transformation is to partner with a third-party company with expertise in these areas to deliver some aspects of professional services. Currently, four key global professional services functions (including their corresponding operations delivered from the shared service centre in India) have been identified for this. These include the Human Resources (HR), Finance, Procurement and Digital and Technology (IT) services

#### 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
- 72600000 - Computer support and consultancy services
- 79631000 - Personnel and payroll services

- 71620000 - Analysis services
- 72240000 - Systems analysis and programming services
- 72610000 - Computer support services
- 79211120 - Sales and purchases recording services
- 79999000 - Scanning and invoicing services
- 72317000 - Data storage services
- 66110000 - Banking services
- 80420000 - E-learning services
- 75112000 - Administrative services for business operations
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79212000 - Auditing services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 66113000 - Credit granting services
- 48490000 - Procurement software package
- 72221000 - Business analysis consultancy services
- 72310000 - Data-processing services
- 72211000 - Programming services of systems and user software
- 72246000 - Systems consultancy services
- 79621000 - Supply services of office personnel
- 72245000 - Contract systems analysis and programming services
- 79211110 - Payroll management services
- 79999200 - Invoicing services
- 79221000 - Tax consultancy services
- 72253100 - Helpdesk services
- 72253200 - Systems support services

- 72250000 - System and support services
- 66600000 - Treasury services
- 72312100 - Data preparation services
- 79222000 - Tax-return preparation services
- 48444100 - Billing system
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 79414000 - Human resources management consultancy services
- 72611000 - Technical computer support services
- 72311100 - Data conversion services
- 72315000 - Data network management and support services
- 72312000 - Data entry services
- 72313000 - Data capture services
- 79994000 - Contract administration services
- 66000000 - Financial and insurance services
- 79600000 - Recruitment services
- 79421000 - Project-management services other than for construction work
- 79421200 - Project-design services other than for construction work
- 72212331 - Project management software development services
- 72220000 - Systems and technical consultancy services
- 72222000 - Information systems or technology strategic review and planning services
- 72316000 - Data analysis services
- 79620000 - Supply services of personnel including temporary staff
- 72251000 - Disaster recovery services
- 79418000 - Procurement consultancy services
- 79211200 - Compilation of financial statements services
- 72000000 - IT services: consulting, software development, Internet and support

- 72314000 - Data collection and collation services
- 72253000 - Helpdesk and support services

### II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

The contract will be managed from the UK, however the service delivery may be done globally

### II.2.4) Description of the procurement

The impact of the Covid-19 pandemic has been felt by businesses across the globe. The British Council is not immune to this impact and needs to: streamline processes, use more digital tools and introduce greater standardisation to be more efficient and effective. The British Council's Strategy 2025 lays out these desired goals for the organisation by the year 2025. To enable this change, a Global Transformation Programme (GTP) has been constituted which will touch all areas of the organisation in some shape or form. Professional Services (PS) Transformation is one of the workstreams within the Global Transformation Programme (GTP) and is a key enabler of this change for the organisation. The corporate functions of Finance, Human Resources, Digital and Technology (D&T), Procurement, Marketing and Estates are within the scope of the PS Transformation programme (others may be added subsequently). A key lever being explored for this transformation is to partner with a third-party company with expertise in these areas to deliver some aspects of professional services. Currently, four key global professional services functions (including their corresponding operations delivered from the shared service centre in India) have been identified for this.

- Human Resources (HR)
- Finance
- Procurement
- Digital and Technology (D&T)

Overview of the workstreams:

**Human Resources (HR):** Human Resources currently incorporates approximately 300 FTEs and operates with a mix of centralised (including shared services) and regional/in-country support to the organisation. As part of this anticipated procurement exercise, British Council HR function would seek to onboard a service provider who is fully integrated into the global HR function to enable the function to achieve its strategic objectives.

**Finance:** The finance function is organised across 8 regions with c.600+ FTEs, comprising approximately 140 entities with 30 subsidiaries operating alongside our branches; in some countries there is a dual entity structure. The finance function is structured along functional lines, with the aim of embedding the 'three lines of defence' model at its heart, clearly separating the financial control (first line) and risk and assurance (second line) functions, with the aim to ensure the integrity of our results and the strength of our controls. Many regions have clustered finance, with remote

delivery and we have a shared service centre operating from India. Procurement: Procurement operations in the British Council cover a wide variety of activity, and covers all areas of operations, from offices, to Exam's delivery and Teaching Centres, and Arts and Culture activities. As a function, Procurement currently incorporates approximately 90+ FTEs and operates in 5 Regions: United Kingdom, South Asia, East Asia, Sub-Saharan Africa, and Middle East & Northern Africa (MENA). There are an additional 3 regions (EU, Wider Europe, and Americas) without regional procurement cover. Whilst these 3 regions are subject to the global procurement policy, procurement events are managed within their own organisational structure. Digital and Technology (IT Services): British Council digital and technology function requires the provision of third-party services and staff augmentation for its global IT support services from a Service Provider who is fully integrated into their global D&T directorate. As a directorate, Digital & Technology currently incorporates approximately 400 FTEs across Digital, Global Information Services (GIS), and Information Governance and Risk Management (IGRM). This headcount is mostly concentrated within the UK, India and Poland, while a minor spread within the rest of the world.

#### **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

60

This contract is subject to renewal

Yes

Description of renewals

The contract will be for 5 years with an option to extend for a further two 12 month periods.

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

Envisaged minimum number: 3

Maximum number: 4

Objective criteria for choosing the limited number of candidates:

As stated in the procurement documents

**II.2.10) Information about variants**

Variants will be accepted: No

**II.2.11) Information about options**

Options: Yes

Description of options

The contract will be for 5 years with an option to extend for a further two 12 month periods.

**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**

The total contract value including extensions is estimated to be £140m - £150m

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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**

Competitive dialogue

### **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.2.1) Previous publication concerning this procedure**

Notice number: [2021/S 000-030177](#)

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

Date

18 July 2022

Local time

10:00am

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

1 September 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: 9 (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

If you are interested in bidding for this tender, please login at <https://in-tendhost.co.uk/britishcouncil> and register your company details and then follow the steps below. If your company is already registered, please log in and follow the steps below. From the home screen, click on 1. Log in 2. Click on Tenders 3. Click on Current Tenders 4. In the search field input BC/02414 and press Enter 5. Click on View Details 6. Click on Express Interest. Once you express an interest you will have access to the following five documents: 1. Instructions to Bidders 2. Selection Questionnaire (SQ) 3. Ratio Analysis Form 4. SQ Part 3 Evaluation Guidance 5. Non-Disclosure Agreement (NDA). Bidders who want to participate in this process, will need to complete and submit a signed NDA. Please arrange for the confidentiality agreement to be signed by an authorised signatory of the Receiving Party on the fifth page and include that signatory's full name and job title in the space provided. Please also ensure that the Receiving Party's full legal name is included in the signature block and in the Parties section (along with the registered address and company number). The confidentiality agreement should not be dated on the front page at this time. Please return the signed NDA via In-Tend. Once the British Council has counter-signed the NDA, the British Council will give the Bidder access to the rest of the Procurement Documentation via In-Tend. This will include: 1. Detailed Scoping Document (DSD) 2. Activity Mapping Document 3. Market Engagement Summary Document 4. Draft Contract

### VI.4) Procedures for review

#### VI.4.1) Review body

The High Court Royal Courts of Justice

Royal Courts of Justice Strand

London

WC2A 2LL

Country

United Kingdom

