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Contract

## **BBC - Business Process Outsourcing**

The British Broadcasting Corporation (BBC)

F03: Contract award notice

Notice identifier: 2023/S 000-020920

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

Published 20 July 2023, 11:59am

### **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

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

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

Buyer's address

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

**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.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £170,000,000

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

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

- 75100000 - Administration services

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

NUTS codes

- IN - India
- PH - Philippines

- 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.

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

Quality criterion - Name: Quality / Weighting: 45

Cost criterion - Name: Cost / Weighting: 55

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

Options: Yes

Description of options

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#### **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 IV. Procedure**

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

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

Competitive procedure with negotiation

#### **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: [2022/S 000-009194](#)

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## **Section V. Award of contract**

### **Title**

Business Process Outsourcing

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

28 June 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 7

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

TATA Consultancy Services Limited

Mumbai,

400 021

Country

India

NUTS code

- IN - India

National registration number

BR007627

The contractor is an SME

No

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £170,000,000

#### **V.2.5) Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £1

Short description of the part of the contract to be subcontracted

Ernst & Young LLP: UK and International Payroll Services

Canon (UK) Limited: Document Management Services

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## **Section VI. Complementary information**

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

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.