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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

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

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

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.

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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

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](#)

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

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.