

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023674-2021>

Contract

Systemic Strategic Management, Business Transformation and Development Consultancy

Financial Services Compensation Scheme

F03: Contract award notice

Notice identifier: 2021/S 000-023674

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

Published 23 September 2021, 12:14pm

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

Procurement@fscs.org.uk

Telephone

+44 2073758175

Country

United Kingdom

NUTS code

UKI4 - Inner London – East

Internet address(es)

Main address

www.fscs.org.uk

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.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £1,000,000

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

Quality criterion - Name: Quality / Weighting: 90

Cost criterion - Name: Price / Weighting: 10

II.2.11) Information about options

Options: No

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

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.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-009501](#)

Section V. Award of contract

Contract No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

10 September 2021

V.2.2) Information about tenders

Number of tenders received: 12

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

V.2.3) Name and address of the contractor

Ernst & Young Europe LLP

1 More London Place

London

SE1 2AF

Country

United Kingdom

NUTS code

- UKI - London

National registration number

OC300001

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £1,000,000

Total value of the contract/lot: £1,000,000

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=628279944>

GO Reference: GO-2021923-PRO-18956362

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 2073758175

Country

United Kingdom