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Planning

Professional Services Business Process Outsourcing

British Council

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-030081

Procurement identifier (OCID): ocids-h6vhtk-02fcf7

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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

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.britishcouncil.org

Buyer's address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Registered Charity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Professional Services Business Process Outsourcing

Reference number

BC/02196

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 transformation of the professional services support functions, is greater use of third-party services (outsourcing) to leverage other organisations' capabilities. Currently, four key global professional services functions (including their corresponding operations delivered from the shared service centre in India) have been prioritised to explore the outsourcing opportunity. 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)

- 66000000 - Financial and insurance services
- 72000000 - IT services: consulting, software development, Internet and support
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

This is a global requirement

II.2.4) Description of the procurement

This Pre-Procurement Early Market Engagement exercise that the British Council is conducting is focussed on informing internal and external assurance and decision making processes in respect to launching a formal tender for outsourcing of select business processes or services from the 4 key professional workstreams (HR, Finance, Procurement and Digital & Technology) as well as to inform consultations with our staff and trade unions before any final decisions on outsourcing are made. These professional services support 10,000+ British Council employees spread across 100+ countries. Through this procurement exercise, an early engagement with the market is envisaged to provide a brief overview on various aspects of these workstreams along with an initial view of the potential in-scope areas. The purpose of articulating these requirements to the market is to enable British Council to gain initial supplier awareness, engagement and opinion around market possibilities, risks and issues not previously considered and to inform our procurement strategy. Using this market perspective, we will then take a decision as to whether to proceed to a formal tender process. In the event that a formal tender is launched, it is likely that British Council will conduct a Competitive Dialogue Process in line with Public Contract Regulations 2015. The information below provides a brief overview on various aspects of these workstreams and further detailed information could be accessed on the In-tend site, refer section II.2.14. 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, 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 outsourcing 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. Service Providers should note that this document is for information only and does not commit British Council to launch a formal procurement in the market.

II.2.14) Additional information

The annual contract value will be between GBP20m to GBP40m excluding VAT and the contract duration is expected to be 7-10 years

II.3) Estimated date of publication of contract notice

15 March 2022

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

If you are interested in expressing an interest for this PIN, please go to <https://intendhost.co.uk/britishcouncil> . You may then have to register your company before you can express an interest for this project and get access the Supplier Information Pack which contains the instructions to register for the online supplier webinar