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Contract

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

British Council

F03: Contract award notice

Notice identifier: 2023/S 000-031071

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

Published 20 October 2023, 3:03pm

### **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.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Other activity

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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 was felt by businesses across the globe. British Council was not immune to this impact and had to reduce costs, streamline processes, use more digital tools, and introduce much greater standardisation. A key lever being explored for this transformation was to partner with a third-party company with expertise in these areas to deliver some aspects of professional services. Four key global professional services functions (including their corresponding operations delivered from the shared service centre in India) were identified for this. These included the Human Resources (HR), Finance, Procurement and Digital and Technology (IT) services. Competitive dialogue route to procurement was followed to reach to a final selected bidder.

#### **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: £78,310,000

### **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
- 79621000 - Supply services of office personnel
- 80420000 - E-learning services
- 75112000 - Administrative services for business operations

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79212000 - Auditing services
- 72316000 - Data analysis services
- 72222200 - Information systems or technology planning services
- 66113000 - Credit granting services
- 48490000 - Procurement software package
- 72221000 - Business analysis consultancy services
- 72211000 - Programming services of systems and user software
- 72246000 - Systems consultancy services
- 72310000 - Data-processing services
- 72245000 - Contract systems analysis and programming services
- 79211110 - Payroll management services
- 79999200 - Invoicing services
- 79221000 - Tax consultancy services
- 72253200 - Systems support services
- 72250000 - System and support services
- 66600000 - Treasury services
- 72312100 - Data preparation services
- 79222000 - Tax-return preparation services
- 79600000 - Recruitment 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
- 72314000 - Data collection and collation 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
- 72222100 - Information systems or technology strategic review 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
- 72253100 - Helpdesk 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 was felt by businesses across the globe. The British

Council was not immune to this impact and had 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) is constituted which is touching 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 was to partner with a third-party company with expertise in these areas to deliver some aspects of professional services. Four key global professional services functions (including their corresponding operations delivered from the shared service centre in India) were identified for this exercise, namely Human Resources (HR), Finance, Procurement, Digital and Technology (D&T). A two-stage Competitive Dialogue route to procurement was followed wherein all interested suppliers had to must complete a Supplier Questionnaire (SQ). A shortlist of successful pre-qualified suppliers were invited for a dialogue and subsequently to submit Initial Tenders. These were negotiated and on conclusion final tenders were requested from the bidders. Tenders were evaluated and a successful supplier was selected to proceed to Contract Award.

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

Price

#### **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 £78.31m (a total of 7 years)

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## **Section IV. Procedure**

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

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

Competitive dialogue

#### **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 000-015731](#)

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

A contract/lot is awarded: Yes

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

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

29 August 2023

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

Number of tenders received: 4

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

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

Tata Consultancy Services UK Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £140,000,000

Total value of the contract/lot: £78,310,000

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## **Section VI. Complementary information**

### **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