Seeking the Next Generation of Innovators.

SSCL invite innovative transformational change suppliers to join its supply chain for Government Business Process Outsourcing (BPO) transformation programmes and projects.

Shared Services Connected Limited (SSCL) wishes to expand its network of potential strategic partners, to help enhance and transform our established UK Government Business Process capabilities, both for the benefit of existing customers and for forthcoming opportunities, including the UK Government’s Synergy Programme.

SSCL is fully committed to the Social Value Act 2012 and Public Policy Note 06/20. As such, we are particularly interested in responses from new businesses, entrepreneurs, start-ups, small and medium-sized enterprises (SMEs), voluntary, community and social enterprises (VCSEs), academia and mutuals who may be able to bring value, innovation and market leading technologies to SSCL’s future service offerings.

By collaborating with SSCL you will be at the pinnacle of change, working to support the UK Government to deliver vital services to its communities and the public. You will be part of an exciting opportunity, working with renowned BPO expertise with extensive public sector experience in a culture driven by our ethics and ambition to make a positive difference.

SSCL are seeking early engagement dialogue with prospective partners with established best in class capabilities in the following areas

* **Innovative Service Analytics:** Provide a capability for systematic analysis of service data to identify trends, patterns, and insights to help improve service delivery and customer experience. Develop innovative ways of measuring customer satisfaction, as well as Key Performance Indicators (KPIs), to drive operational efficiency.
* **Data and Insight:** Expertise and the latest ideas in the market on the process of extracting meaningful information from data, which can be used to make informed decisions.
* **Continuous Improvement and Innovation:** Expertise in delivering CI Programmes (Continuous Improvement), using industry recognised methodologies such as Lean Six Sigma to enhance and transform processes, products, or services. Demonstrate consulting competence to rapidly establish trust, inspire confidence and deliver efficiencies, which drive the customer experience and address customer issues or feedback.
* **Gainshare Enablement:** Demonstrate referenceable experience working with Market-leading partners to structure and develop collaborative programmes and commercial models where efficiency gains have been distributed among the parties or stakeholders to drive adoption, commercially incentivise change and align interests.
* **Consultancy and Enablement:** Expert consulting advice and support to support SSCL’s workstream leads to improve performance, develop equip teams with the necessary tools, knowledge, and skills to execute their tasks effectively.
* **Joint Governance:** Partners’ framework skills are needed to manage and regulate responsibilities and performance through a cooperative approach, including shared decision-making processes among different stakeholders.
* **Functional Specialisms:** Specialist service, consulting, design and technology providers with HR (Human Resources), Finance, Procurement, Resourcing and Contact Centre, specifically with pedigree providing services to public sector, secure or regulated client sectors.

If you share this vision and these values, and want to be part of this journey, SSCL invite you to register your interest and showcase your capabilities, services, and ideas. By doing so, you will have the opportunity to:

* Engage with SSCL in a pre-market dialogue with SSCL’s, procurement, bid and solutioning teams.
* Demonstrate your expertise and innovation in one or more of the areas we are seeking.
* Showcase your social value standards and ethics and how they align with both organisations.
* Potentially network with other interested partners and suppliers within SSCL’s BPO ecosystem.

To register your interest and showcase your service offering and capabilities, please complete the attached expression of interest questionnaire

**Expression of Interest Questionnaire**

Company Name:

Company No:

Registered Address:

Relevant Certifications, Accreditations or Trade Body Memberships:

Area of Expertise / Interest, please indicate below.

* Innovative Service Analytics
* Data and Insight
* Continuous Improvement and Innovation:
* Gainshare Enablement
* Consultancy and Enablement:
* Joint Governance:
* Functional Specialisms

Please attach Case Studies or Trade References to support your expression of interest in either PowerPoint, Word or PDF format, no more than 25 pages in total