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Tender

## **British Council MENA Contact Centre Hosting Solution**

British Council

F02: Contract notice

Notice identifier: 2021/S 000-001920

Procurement identifier (OCID): ocds-h6vhtk-028ed6

Published 31 January 2021, 7:49pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

British Council

Egypt

Cairo

#### **Contact**

Asma Badawy

#### **Email**

[asma.badawy@britishcouncil.org](mailto:asma.badawy@britishcouncil.org)

#### **Country**

Egypt

#### **NUTS code**

00 - Other NUTS code

### **Internet address(es)**

Main address

[www.britishcouncil.org](http://www.britishcouncil.org)

### **I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

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

Other type

Registered Charity

### **I.5) Main activity**

Other activity

Registered Charity

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

British Council MENA Contact Centre Hosting Solution

Reference number

BC/01635

### **II.1.2) Main CPV code**

- 79512000 - Call centre

### **II.1.3) Type of contract**

Services

### **II.1.4) Short description**

The primary objective of this requirement is to find a suitable supplier that can provide appropriate Space, technology, infrastructure, security and data protection according to the British Council standards and accommodates a minimum of 40 employees and up to 100 employees or more for running the Regional Contact Centre for the British Council in Egypt and planned to service other countries within the region/globally through various

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 79512000 - Call centre

### **II.2.3) Place of performance**

NUTS codes

- 00 - Other NUTS code

### **II.2.4) Description of the procurement**

The primary objective of this requirement is to find a suitable supplier that can provide appropriate Space, technology, infrastructure, security and data protection according to the British Council standards and accommodates a minimum of 40 employees and up to 100 employees or more for running the Regional Contact Centre for the British Council in Egypt and planned to service other countries within the region/globally through various

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Start date

22 April 2021

End date

21 April 2024

This contract is subject to renewal

Yes

Description of renewals

option for extension for up to two additional years with 12-months each after mutual consent from both parties

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **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

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## **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: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

2 March 2021

Local time

10:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Tender must be valid until: 31 May 2021

#### **IV.2.7) Conditions for opening of tenders**

Date

2 March 2021

Local time

12:00am

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

British Council

Cairo

Country

Egypt