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Tender

British Council MENA Contact Centre Hosting Solution

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F02: Contract notice

Notice identifier: 2021/S 000-001921

Procurement identifier (OCID): ocds-h6vhtk-028ed7

Published 31 January 2021, 8:45pm

Section I: Contracting authority

I.1) Name and addresses

British Council MENA Contact Centre Hosting Solution

Egypt

Cairo

Contact

Asma Badawy

Email

asma.badawy@britishcouncil.org

Country

Egypt

NUTS code

00 - Other NUTS code

Internet address(es)

Main address

www.britishcouncil.org

Buyer's address

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

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

British Council MENA Contact Centre Hosting Solution

Reference number

BC/01636

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: No

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: 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

3 March 2021

Local time

10:00am

Place

Online

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

Egypt

Country

Egypt

Internet address

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