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Tender

## **British Council Europe Examinations Contact Centre**

British Council

F02: Contract notice

Notice identifier: 2022/S 000-002176

Procurement identifier (OCID): ocds-h6vhtk-030f19

Published 25 January 2022, 2:38pm

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

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

British Council

Bridgewater House

Manchester

M1 6BB

#### **Email**

[uk.procurement@britishcouncil.org](mailto:uk.procurement@britishcouncil.org)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

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

Main address

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

Buyer's address

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

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

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

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

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**

Body governed by public law

### **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 Europe Examinations Contact Centre

Reference number

BC/02275

#### **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 service provider to manage and run the British Council Examinations Contact Centre to ensure consistency, efficiency, security, integrity, standardisation and scalability in the delivery process across the region. The service will be provisioned for the following markets in which British Council operates:- Austria- Belgium- Croatia- Germany- Lithuania- SloveniaThe British Council Contact Centre may be extended to additional countries during the Term by mutual agreement and in accordance with British Council needs and time scale

### **II.1.5) Estimated total value**

Value excluding VAT: 1,300,000 EUR

### **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

- UK - United Kingdom

Main site or place of performance

The excepted hub will reside in Europe.

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

The primary objective of this requirement is to find a suitable service provider to manage and run the British Council Examinations Contact Centre to ensure consistency, efficiency, security, integrity, standardisation and scalability in the delivery process across the region. The service will be provisioned for the following markets in which British Council operates:- Austria- Belgium- Croatia- Germany- Lithuania- SloveniaThe British Council Contact Centre may be extended to additional countries during the Term by

mutual agreement and in accordance with British Council needs and time scale.

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: 1,300,000 EUR

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The Contract awarded will be for a duration of 2 years with an option for up to 2 annual extensions (2+1+1).

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

## **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

1 March 2022

Local time

10:00am

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

English

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

Date

1 March 2022

Local time

10:00am

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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 - London

London

Country

United Kingdom