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Tender

WhatsApp Solution for British Council Mena

British Council

F02: Contract notice

Notice identifier: 2024/S 000-003327

Procurement identifier (OCID): ocids-h6vhtk-043643

Published 1 February 2024, 11:01am

Section I: Contracting authority

I.1) Name and addresses

British Council

Tariq Bin Zayed Road, Behind Dubai TV, Dubai

Dubai

PO Box 1636

Contact

Mohit Jham

Email

menaprocurement@britishcouncil.org

Country

United Arab Emirates

NUTS code

AE - United Arab Emirates

Internet address(es)

Main address

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 electronically via

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

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

WhatsApp Solution for British Council Mena

Reference number

BC/03349

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

The British Council is looking for a service provider who can provide business solution to enhance their customer service capabilities by leveraging the popularity and efficiency of WhatsApp. WhatsApp being a widely used messaging platform and with its user-friendly interface and widespread adoption, incorporating WhatsApp into our customer service strategy will provide several advantages including real time communication and convenience for customers.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- AE - United Arab Emirates

Main site or place of performance

KSA, UAE, Kuwait, Qatar, Oman, Bahrain, Jordan, Iraq, OPT, Lebanon, Libya, Morocco, Algeria, Tunisia and Egypt

II.2.4) Description of the procurement

The British Council is looking for a service provider who can provide business solution to enhance their customer service capabilities by leveraging the popularity and efficiency of WhatsApp. WhatsApp being a widely used messaging platform and with its user-friendly interface and widespread adoption, incorporating WhatsApp into our customer service

strategy will provide several advantages including real time communication and convenience for customers.

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The contract is for 24 months with an option for extension for additional two periods of 12 months each

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

If you are interested in expressing an interest and/or bidding for this project, please go to <https://in-tendhost.co.uk/britishcouncil> . You may then have to register your company before you can express an interest for this project and get access the 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: Yes

IV.2) Administrative information

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

Date

29 February 2024

Local time

2:30pm

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

English

IV.2.7) Conditions for opening of tenders

Date

29 February 2024

Local time

3:00pm

Place

If you are interested in expressing an interest and/or bidding for this project, please go to <https://in-tendhost.co.uk/britishcouncil> . You may then have to register your company before you can express an interest for this project and get access the documents.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

If you are interested in expressing an interest and/or bidding for this project, please go to <https://in-tendhost.co.uk/britishcouncil> . You may then have to register your company before you can express an interest for this project and get access the documents.

VI.4) Procedures for review

VI.4.1) Review body

British Council

London

Country

United Kingdom