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Tender

Invitation to Tender (ITT)-For: Outsourcing and Management of TMG Call Centre Services in Japan

British Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-006490

Procurement identifier (OCID): ocids-h6vhtk-060e12

Published 26 January 2026, 10:33am

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Scope

Description

The primary objective of this ITT is to find a professional call centre company to support British Council ESAT-J in Japan to provide a standardized, efficient, security, integrity and scalability in the delivery process across Tokyo.

Total value (estimated)

- £2,181,818 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 1 April 2028
- Possible extension to 2 April 2028
- 2 years, 2 days

Description of possible extension:

Based on performance

Main procurement category

Services

CPV classifications

- 79512000 - Call centre

Contract locations

- JP - Japan

Submission

Enquiry deadline

2 February 2026, 12:00am

Tender submission deadline

21 February 2026, 12:00am

Submission address and any special instructions

<https://tap.tcsapps.com/tap2/#/bc-supplier-registration>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

4 March 2026

Award criteria

Name	Description	Type	Weighting
Annex 3_Supplier Response	Annex 3_Supplier Response	Quality	60%
Annex 4 - Pricing Approach	Annex 4 - Pricing Approach	Price	40%

Other information

Payment terms

30 Days after submitting undisputed invoice

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

[Ratio Analysis spreadsheet.xls](#)

Ratio Analysis spreadsheet

Contracting authority

British Council

- Public Procurement Organisation Number: PHTN-1551-GCQH

1-2 Kagurazaka

Tokyo

162-0825

Japan

Contact name: MohammadNur Nabi

Email: Nur.Nabi@britishcouncil.org

Website: <http://www.britishcouncil.org>

Organisation type: Public authority - sub-central government