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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 000-006498

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

Published 26 January 2026, 10:45am

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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

[ITT Open Procedure_Call Centre ESAT-J_7Jan26 - UK4.docx](#)

ITT

[Annex 1 \(Terms and Conditions of contract\).docx](#)

Annex 1 Terms and Conditions of contract

[Annex 2_Procurement Specific Questionnaire.docx](#)

Annex 2_Procurement Specific Questionnaire

[Annex 3_Supplier Response.doc](#)

Annex 3_Supplier Response

[Annex 4 - Pricing Approach.xls](#)

Annex 4 - Pricing Approach

[Annex 5 - Detailed Scope Document.docx](#)

Annex 5 - Detailed Scope Document

[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