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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): ocids-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

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## **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

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**Award criteria**

| <b>Name</b>                | <b>Description</b>         | <b>Type</b> | <b>Weighting</b> |
|----------------------------|----------------------------|-------------|------------------|
| Annex 3_Supplier Response  | Annex 3_Supplier Response  | Quality     | 60%              |
| Annex 4 - Pricing Approach | Annex 4 - Pricing Approach | Price       | 40%              |

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**Other information**

## **Payment terms**

30 Days after submitting undisputed invoice

## **Conflicts assessment prepared/revised**

Yes

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## **Procedure**

### **Procedure type**

Open procedure

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## **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

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**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](mailto:Nur.Nabi@britishcouncil.org)

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

Organisation type: Public authority - sub-central government