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Planning

Professional Contact Centre Staff Outsourcing – British Council MENA

British Council

F01: Prior information notice

Prior information only

Notice identifier: 2021/S 000-008140

Procurement identifier (OCID): ocds-h6vhtk-02a73d

Published 18 April 2021, 7:23am

Section I: Contracting authority

I.1) Name and addresses

British Council

London

Contact

Mai ElGhareeb

Email

Mai.ElGhareeb@britishcouncil.org

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.britishcouncil.org

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

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

I.4) Type of the contracting authority

Other type

Registered Charity

I.5) Main activity

Other activity

Registered Charity

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Professional Contact Centre Staff Outsourcing – British Council MENA

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

British Council is looking to engage a supplier for outsourcing call centre agents to operate the Regional Contact Centre for the British Council based in Egypt

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

- UKC - North East (England)
- UK - United Kingdom

II.2.4) Description of the procurement

British Council is looking to engage a supplier for outsourcing call centre agents to operate the Regional Contact Centre for the British Council based in Egypt

II.3) Estimated date of publication of contract notice

18 April 2021

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes