This is a published notice on the Find a Tender service: <a href="https://www.find-tender.service.gov.uk/Notice/008140-2021">https://www.find-tender.service.gov.uk/Notice/008140-2021</a>

#### 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