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Tender

Professional Contact Center Staff Outsourcing – British Council MENA

British Council

F02: Contract notice

Notice identifier: 2021/S 000-008141

Procurement identifier (OCID): ocds-h6vhtk-02a73e

Published 18 April 2021, 8:01am

Section I: Contracting authority

I.1) Name and addresses

British Council

1 Redman Place, Stratford, London E20 1JQ

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.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to 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 Center Staff Outsourcing – British Council MENA

Reference number

BC/01749

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 center agents to operate the Regional Contact Center for the British Council based in Egypt

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- 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.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Start date

25 July 2021

End date

25 July 2025

This contract is subject to renewal

Yes

Description of renewals

up to two additional years with 12-months each after mutual consent from both parties.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

31 May 2021

Local time

10:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 31 August 2021

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

British Council

London

Country

United Kingdom