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Tender

Technical support services to the British Council's English Online platform

British Council

F02: Contract notice

Notice identifier: 2022/S 000-016234

Procurement identifier (OCID): ocids-h6vhtk-03460f

Published 14 June 2022, 11:11am

Section I: Contracting authority

I.1) Name and addresses

British Council

Bridgewater House, 58 Whitworth Street

Manchester

M1 6BB

Email

priyanka.alawattegama@britishcouncil.org

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

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 to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Registered charity

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Technical support services to the British Council's English Online platform

Reference number

BC/02428

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

English Online (<https://englishonline.britishcouncil.org/>) is the British Council's bespoke 100% online English language learning business, providing customers with a fully virtual English language learning environment. It features key learner needs such as flexible timetables, a relevant curriculum, progress tracking, assessment and certification and live online classes, delivered by British Council teachers. English Online is designed as an end-to-end global online business. Launched in September 2020, to date, English Online has engaged with over 40K English language learners from all over the world. The ambition is to scale this business to engage with over 250K learners by 2026. The British Council is seeking a technology supplier to deliver technical support, maintenance and development of the English Online platform. The English Online platform is a proprietary system that is owned by British Council.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support
- 72220000 - Systems and technical consultancy services

- 72200000 - Software programming and consultancy services
- 72250000 - System and support services
- 72230000 - Custom software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

Contract will be managed from Spain but the delivery can be global

II.2.4) Description of the procurement

English Online (<https://englishonline.britishcouncil.org/>) is the British Council's bespoke 100% online English language learning business, providing customers with a fully virtual English language learning environment. It features key learner needs such as flexible timetables, a relevant curriculum, progress tracking, assessment and certification and live online classes, delivered by British Council teachers. English Online is designed as an end-to-end global online business. Launched in September 2020, to date, English Online has engaged with over 40K English language learners from all over the world. The ambition is to scale this business to engage with over 250K learners by 2026. The British Council is seeking a technology supplier to deliver technical support, maintenance and development of the English Online platform. The English Online platform is a proprietary system that is owned by British Council.

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Contract is for 3 years with a provisional extension of 5 annual extensions

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10) Information about variants

Variants will be accepted: No

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

II.2.14) Additional information

the projected contract value is £6.5m during the contract inclusive of extension

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

15 July 2022

Local time

10:00am

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

3 August 2022

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Suppliers who wish to express an interest and take part in the tender process will be required to register on our e-Tendering portal In-Tend hosted at <https://in-tendhost.co.uk/britishcouncil>. Once registered, bidders must log-in to the website where they can view the project and access the bidders pack and submit their return. Bidders will also be required to demonstrate their capability and `means of proof` will be required. These conditions are outlined in the ITT.

VI.4) Procedures for review

VI.4.1) Review body

The High Court, Royal Court of Justice

Royal Court of Justice, Strand

London

WC2A 2LL

Country

United Kingdom