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Contract

British Council Europe Examinations Contact Centre

British Council

F03: Contract award notice

Notice identifier: 2022/S 000-016807

Procurement identifier (OCID): ocds-h6vhtk-030f19

Published 20 June 2022, 1:43pm

Section I: Contracting authority

I.1) Name and addresses

British Council

Bridgewater House

Manchester

M1 6BB

Email

uk.procurement@britishcouncil.org

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

Buyer's address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

10

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

British Council Europe Examinations Contact Centre

Reference number

BC/02275

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

The primary objective of this requirement is to find a suitable service provider to manage and run the British Council Examinations Contact Centre to ensure consistency, efficiency, security, integrity, standardisation and scalability in the delivery process across the region. The service will be provisioned for the following markets in which British Council operates:- Austria- Belgium- Croatia- Germany- Lithuania- SloveniaThe British Council Contact Centre may be extended to additional countries during the Term by mutual agreement and in accordance with British Council needs and time scale

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,300,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

The excepted hub will reside in Europe.

II.2.4) Description of the procurement

The primary objective of this requirement is to find a suitable service provider to manage and run the British Council Examinations Contact Centre to ensure consistency, efficiency, security, integrity, standardisation and scalability in the delivery process across the region. The service will be provisioned for the following markets in which British Council operates:- Austria- Belgium- Croatia- Germany- Lithuania- SloveniaThe British Council Contact Centre may be extended to additional countries during the Term by mutual agreement and in accordance with British Council needs and time scale.

II.2.5) Award criteria

Price

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

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-002176](#)

Section V. Award of contract

Contract No

BC/02275

Lot No

1

Title

British Council Europe Examinations Contact Centre

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 June 2022

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

EuroAnswer SRL

Bucharest

Country

Romania

NUTS code

- RO - Romania

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: 18,751 EUR

Total value of the contract/lot: 18,751 EUR

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

British Council - London

London

Country

United Kingdom