

Annex 3 Supplier Response

For British Council Information Centre Services to the British Council

Company name: _____

Contact name: _____

Contact email address: _____

Contact Telephone number: _____

Instructions

1. Provide Company Name and Contact details above.
2. Complete Part 1 (Supplier Response) ensuring all answers are inserted in the space below each section of the British Council requirement / question. Note: Any alteration to a question will invalidate your response to that question and a mark of zero will be applied.
3. Complete Part 2 (Submission Checklist) to acknowledge and ensure your submission includes all the mandatory requirements and documentation. The checklist must also be signed by an authorised representative.
4. Submit all mandatory documentation to arifa.javed@britishcouncil.org.pk by the Response Deadline, as set out in the Timescales section of the RFP/ITT document.

Part 1 – Supplier Response

1.1 Responses will be scored according to the methodology as set out in Evaluation Criteria section of the tender document.

1.2 Each requirement within this document is preceded by an instruction to the bidder specifying its relevance as follows:

Mandatory (M): Responses that do not meet any mandatory requirement may not be considered;

Desirable (D): Responses will be awarded marks for each desirable requirement that they satisfy;

Optional (O): Responses will be awarded marks for each optional requirement that they satisfy, but are considered to be of lesser importance than desirable requirements met;

Mandatory Response (MR): Requirements labelled 'MR' specify information that must be provided in the bidder's response in order that the British Council can evaluate the bidder's proposal. Failure to respond to any MR requirement will result in lower marks being awarded to the bidder;

Information (I): Requirements labelled 'I' provides information to the bidder and therefore need not be responded to.

Requirements with relevance **M**, **D** or **O** should be answered with a **Yes / No / Partial** response.

1.3 If the requirement is partially met, any additional detail provided will enable the British Council to make a fuller assessment on the capability to meet the requirement.

1.4 Please indicate if there is an additional cost implication in meeting a requirement, what this might be and if it has been included in the response to Annex 4 (Pricing Approach).

1. Knowledge and Relevant Experience		
ID	Cat.	Requirement
1.1	MR	Please provide details of; a) Contact Centre Services that you are proposing for this services requirement? b) How would your organization add values to these services?
		Supplier Response:
1.2	D	Please provide brief CVs of personnel who will be involved in the delivery of this project?
		Supplier Response:

1.3	MR	Please provide evidence of; a) Quality Accreditation and Certification. b) Any other relevant certification that you deem fit for the proposal including but not limited to; I. Data and information Protection II. Customer Services
		Supplier Response:

2. Quality Assurance and Compliance		
ID	Cat.	Requirement
2.1	MR	What additional systems/platforms will be used to manage maintenance complexity and risk?
		Supplier Response:
2.2	MR	Please share your business continuity Plan (BCP Plan)
		Supplier Response:
2.3	MR	If we have new product or service will the system have accentuality/Adaptability to change in products and services?
		Supplier Response:
2.4	MR	Please detail the Quality Assurance and Compliance Support? a. How Would you as an organization apply communication to the project? b. What processes does your organization have in place to run the contract well? c. When things do not go right how do you communicate them to the client? d. What is the frequency of the meetings with clients, subcontractors? e. What information will you bring to these meetings?
		Supplier Response:
2.5	MR	What Key performance indicators will the service provider use to manage overall business along with any additional system? a. Please provide outline the process by which you will monitor and manage the quality of your services identifying the main criteria and key performance indicator that would use to ensure that the standards are maintained. b. Please outline the process by which you monitor and manage the quality of your services. c. Please describe how you would monitor the quality of each service delivered to the British Council should you be appointed. Please identify the criteria and key performance indicators that you would use to ensure that standards are maintained.

		Supplier Response:
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3. Methodology and Approach		
ID	Cat.	Requirement
3.1	MR	The contact centre solution including the business processes must have the functionality required to support the in-scope processes as highlighted in the ITT document. Kindly provide details of your proposed solution.
		Supplier Response:
3.2	MR	The extent to which the contact centre solution meets the functional requirements of the in-scope processes as highlighted in the ITT documents. Kindly provide details of the proposed solution?
		Supplier Response:
3.3	MR	Please provide organizational chart of the team proposed to work with us with the reporting lines.
		Supplier Response:
3.4	MR	The extent to which the proposed contact centre solution provides an acceptable addition to the British Council's technology portfolio and how effectively can be deployed in the British Council environment?
		Supplier Response:
3.5	MR	Can you please provide a complete overview of the process and methodology for providing the contact centre services including Customer Management Suit and any other Portal that you propose?
		Supplier Response:
3.6	MR	What governance model do you proposed to have in place? Please include details of how frequently you propose that your account manager meet with British Council representatives and how you propose the escalation process.
		Supplier Response:
3.7	MR	Please provide a sample of SLA or operational/working Level Management
		Supplier Response:

3.8	MR	How will the training and development be managed to ensure quality and consistency?
		Supplier Response:

4. Additional Requirement		
ID	Cat.	Requirement
4.1	MR	Kindly explain the overall business benefit profile of your proposal?
		Supplier Response:
4.2	MR	<ol style="list-style-type: none"> How will the supplier be ensuring EDI with regards to the following eight EDI standards? <ol style="list-style-type: none"> Age Disability Gender Race/Ethnicity Religion, Belief and Culture Sexual Orientation Work life Balance Equalities & Human Rights Please provide evidence that while hiring staff and services you not to discriminate against any of the primary equality grounds mentioned above and provide evidence of the measures and Standards in place to avoid any such happening All incidents and allegations involving discrimination, harassment, bullying etc. are securely recorded, stored and monitored and should conveyed to EDI working group in country or to EDI country lead/Coordinator Child Protection minimum requirements: Please provide references and evidence of the following; <ol style="list-style-type: none"> A child protection policy provided definition of abuse and detailing how to respond to incidents or allegation of abuse. A code of conduct describing appropriate behaviour of adults towards children, including guidelines. Staff member with special responsibilities for keeping children safe have relevant training and opportunity to update their knowledge and skills. Staff members with special responsibility Staff members with special responsibilities for keeping children safe have access to specialist advice. There is a written plan showing what steps will be taken to keep children safe (Child Safe Action Plan) which is regularly updated and monitored.
		Supplier Response:
4.3	MR	<ol style="list-style-type: none"> How will the supplier ensure Information Management, Information Security and Data Protection? Please describe the information security measures you would take to ensure confidentiality of British Council processes and confidential Material should you be appointed.

		Supplier Response:
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5. Commercial Proposal		
ID	Cat.	Requirement
5.1	MR	It is essential that the British Council enters into an arrangement where pricing is clearly defined and transparent.
		Supplier Response:
5.2	MR	Kindly provide details of the costs over 2-year period.
		Supplier Response:
Annex 4	I	Please complete Annex 4 (Pricing Approach)
		Supplier Response: N/A

Part 2 – Submission Checklist

Insert Yes (Y) or No (N) in each box in the table below to indicate that your submission includes all of the mandatory requirements for this tender.

Important Note: Failure to provide all mandatory documentation may result in your submission being rejected.

Submission Checklist	
Document	Y / N
1. Completed Annex 2 (Qualification Questionnaire) and all associated documentation requested as part of that document	
2. Supplier details (<i>see section 1.1 of Annex 2</i>)	
3. Bidding Model (<i>see Section 1.2 of Annex 2</i>)	
4. Contact details and Declaration (<i>see Section 1.2 of Annex 2</i>)	
5. Grounds for Mandatory Exclusion (<i>see Section 2 of Annex 2</i>)	
6. Grounds for Discretionary Exclusion (<i>see Section 3 of Annex 2</i>)	
7. Economic and Financial Standing (<i>see Section 4 of Annex 2</i>)	
8. Information about the Wider Group (<i>see Section 5 of Annex 2</i>)	
9. Technical and Professional Ability (<i>see Section 6 of Annex 2</i>)	
10. Modern Slavery (<i>see Section 7 of Annex 2</i>)	
11. Additional Questions-Self-Certification (<i>see Section 6 of Annex 2</i>)	
12. Completed Ratio Analysis spreadsheet (<i>see Section 4 of Annex 2</i>)	
13. Audited Financial Accounts-the most recent two years (<i>see Section 4 of Annex 2</i>)	
14. Completed tender response in Annex 3 (Supplier Response) and in accordance with the requirements of the RFP/ITT	
15. Completed pricing proposal in Annex 4 (Pricing Approach)	

16. This checklist signed by an authorised representative	
17. Appendix A to this checklist in relation to information considered by you to be confidential / commercially sensitive	

I confirm on behalf of the supplier submitting the documents set out in the above checklist that to the best of our knowledge and belief, having applied all reasonable diligence and care in the preparation of our responses, that the information contained within our responses is accurate and truthful.

Supplier:	
Date:	
Name (print):	
Position:	
Signature:	
Title:	

Appendix A to Submission Checklist

Table of Information Designated by the supplier as Confidential and / or Commercially Sensitive
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This table only needs to be completed if any information inserted as part of your tender response and in any accompanying documents is deemed by you to be confidential and/or commercially sensitive. Please note that the Confidentiality and Information Governance provisions of the RFP/ITT apply to any information designated as confidential and/or commercially sensitive.

No	Section of tender response which the supplier wishes to designate as confidential and / or commercially sensitive	Reasons as to why supplier considers this information confidential and/or commercially sensitive and why it should be exempt from disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004 or other relevant laws	Length of time during which supplier thinks that such exemption should apply