

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 authorized representative.
4. Submit all mandatory documentation to <https://in-tendhost.co.uk/britishcouncil> 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 20%			
ID	%	Cat.	Requirement
1.1	5	MR	Please provide details of; a) Technical resources that you are proposing for all four outputs of the baseline requirements? b) How would your organization add value to these requirements?
			Supplier Response:
1.2	5	MR	Please provide brief CVs of personnel who will be involved in the delivery of the complete baseline exercise by output.
			Supplier Response:

1.3	4	MR	<p>Please provide evidence of;</p> <ul style="list-style-type: none"> a) Quality Accreditation and Certification. b) Any other relevant certification that you deem fit for the proposal including but not limited to; <ul style="list-style-type: none"> I. NoC for carrying out surveys and MoU with EAD II. Data and information Protection III. Similar previous projects completed c) Examples of similar previous work <p>Supplier Response:</p>
1.4	2	MR	<p>Kindly explain the overall business benefit profile of your proposal?</p> <p>Supplier Response:</p>
1.5	2	MR	<ol style="list-style-type: none"> 1. How will the supplier be ensuring EDI with regards to the following eight EDI standards? <ol style="list-style-type: none"> a. Age b. Disability c. Gender d. Race/Ethnicity e. Religion, Belief and Culture f. Sexual Orientation g. Work life Balance h. Equalities & Human Rights 2. Please provide evidence that while hiring staff and services you do not 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 3. All incidents and allegations involving discrimination, harassment, bullying etc. are securely recorded, stored and monitored and should be conveyed to EDI working group in country or to EDI country lead/Coordinator 4. Child Protection minimum requirements: Please provide references and evidence of the following; <ol style="list-style-type: none"> a. A child protection policy provided definition of abuse and detailing how to respond to incidents or allegation of abuse. b. A code of conduct describing appropriate behaviour of adults towards children, including guidelines. c. 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 d. Staff members with special responsibilities for keeping children safe have access to specialist advice. e. 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. 5. Safeguarding: Please provide references and evidence of how you protect staff and members of the community from sexual harassment.

			Supplier Response:
1.6	2	MR	<p>1. How will the supplier ensure Information Management, Information Security and Data Protection?</p> <p>2. Please describe the information security measures you would take to ensure confidentiality of British Council processes and confidential Material should you be appointed.</p>
			Supplier Response:

2. Quality Assurance and Compliance 10%			
ID		Cat.	Requirement
2.1	2	MR	What additional systems/platforms will be used to manage complexity and risk?
			Supplier Response:
2.2	2	MR	Please share your business continuity Plan (BCP Plan)?
			Supplier Response:
2.3	2	MR	<p>The baseline exercise will collect data from individuals. How will sensitivity to safety and confidentiality protocols be ensured? Kindly provide measures that you propose to take to i) ensure safety of respondents ii) safety of enumerators iii) protection of data</p> <p>Do staff contracts include protocols to ensure protection from sexual harassment and penalties for such behaviour?</p>
			Supplier Response:
2.4	2	MR	<p>Please detail the Quality Assurance and Compliance Support?</p> <p>a. How Would you as an organization apply communication to the project?</p> <p>b. What processes does your organization have in place to run the contract well?</p> <p>c. When things do not go right how do you communicate them to the client?</p> <p>d. What is the frequency of the meetings with clients, subcontractors?</p> <p>e. What information will you bring to these meetings?</p>
			Supplier Response:

2.5	2	MR	<p>What Key performance indicators will be used to manage overall baseline exercise along with any additional tasks?</p> <ol style="list-style-type: none"> 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. Please outline the process by which you monitor and manage the quality of your services. Please describe how you would monitor the quality of each output delivered to the British Council should you be appointed. <p>Please identify the criteria and key performance indicators that you would use to ensure that standards are maintained.</p>
			Supplier Response:

3. Methodology and Approach 30%

ID	%	Cat.	Requirement
3.1	2	MR	The baseline must provide detailed information in response to the objectives and key areas noted in the ITT. Kindly provide details of how your proposed methodology will address these.
			Supplier Response:
3.2	3	MR	The baseline exercise will provide data from districts, aggregated to provincial level, and use appropriate sample to ensure robust results. Kindly provide details of the proposed sampling methodology to be used for each of the outputs. What level of representativeness will be needed and ensured?
			Supplier Response:
3.3	2	MR	Please provide organizational chart of the team proposed to work with us with the reporting lines.
			Supplier Response:
3.4	3	MR	The data collection process will require training and fielding capable teams as well use of appropriate methods to ensure accuracy and quality of data to be collected. Kindly provide details of how data will be collected and how you will ensure quality of data?
			Supplier Response:

3.5	10	MR	Can you please provide a complete overview of the process and methodology for providing the data in real time (using dash boards any other Portal that you propose)? How will data be secured?
			Supplier Response:
3.6	5	MR	What governance model do you proposed to have in place? Please include details of how frequently you propose that your research manager meet with British Council representatives and how you propose the escalation process.
			Supplier Response:
3.7	3	MR	What operational model do you propose to have in place? Please include in details of how plan to manage things on ground and what are the resources and structures you plan to engage to conduct the baseline exercise in Punjab and KP?
			Supplier Response:
3.8	2	MR	How will the training and development be managed to ensure quality and consistency?
			Supplier Response:

6. 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 for the complete baseline exercise against the deliverables
		Supplier Response:
Annex 4	MR	Please complete Annex 4 (Pricing Approach) to be submitted separately

		Supplier Response: N/A as the response shall be as per Annex 4
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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