

Annex 3

Supplier Response

For the supply of Cleaning & Janitorial Services to the British Council

Company name:

(To be used on the Contract)

Company address:

(To be used on the Contract)

Company Reg:

(If Applicable)

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 _____ 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).

Quality of service delivery – 20%			
ID	%	Cat.	Requirement
Q01	10	M	Please demonstrate how you will manage quality assurance and deliver services in accordance with hygiene & health and safety standards? Also provide details of any quality certifications/quality marks in relevant area your company has achieved?
			<p>Supplier Response: <i>In order to satisfy the requirement, and the question associated with the requirement, you must include:</i></p> <ul style="list-style-type: none"> <i>a) Mechanisms of quality checks, hygiene, health & safety standards</i> <i>b) - Self-auditing and quality assurance</i> <i>c) - Details of the cycles and frequency of self-audits to be conducted.</i> <i>c) Details of quality certifications/quality marks achieved/ hygiene & health & safety standards</i>

Q02	10	M	Please demonstrate how will you ensure the quality of service delivery. How services are to be delivered, managed and supervised at each site and the rationale for the proposed approach?
			<p>Supplier Response:</p> <p><i>In order to satisfy the requirement, and the question associated with the requirement, you must include:</i></p> <ul style="list-style-type: none"> - <i>Management and supervision of planned works including supervision of subcontractors</i> - <i>How will you manage the stock control of materials required?</i> - <i>How you will manage your workforce?</i>

Experience/Track Record & References – 10%

ID	%	Cat.	Requirement
R01	10	M	Kindly provide details/evidence of experience/track record and references from at least 03 organisations where you have provided similar services?
			<p>Supplier Response:</p> <p><i>In order to satisfy the requirement, and the question associated with the requirement, you must include:</i></p> <ul style="list-style-type: none"> a) <i>Company Portfolio with relevant experience/overall expertise/capacity & capabilities.</i> b) <i>List of Clients</i> c) <i>Feedback of Clients/Organizations</i> d) <i>Disclosure of partner companies</i>

Compliance (as set out in the Invitation to Tender) - 30%

ID	%	Cat.	Requirement
MA01	15	M	Please demonstrate how you will provide the appropriate tools & equipment and governance controls to ensure an effectively managed and operated contract in line with the service requirements? Also provide details of reporting mechanism & helpdesk management.
			<p>Supplier Response:</p> <p><i>In order to satisfy the requirement, and the question associated with the requirement, you must include:</i></p> <ul style="list-style-type: none"> a) <i>procedures & tools in place i-e uniforms/cleaning equipment and expertise for pest control, carpet cleaning, window cleaning, sewerage cleaning etc.</i> b) <i>- Monitoring and reporting arrangements in place in order to ensure that services are carried out in line with the Service Information.</i> <ul style="list-style-type: none"> - <i>Details of the location of the offices the Contract will be managed from</i> - <i>How the Supplier will ensure the effective administration of the contract to follow process</i>

			<p>and avoid backlogs,</p> <ul style="list-style-type: none"> - How the Supplier will manage service failures notified to them, detailing the processes for complaints resolution and conducting remedial actions - The Supplier shall explain their approach to managing and reporting performance through the contract. <p>c) - The communication strategy/helpdesk that you will put in place for this Contract to ensure that all parties receive consistent communications, and that communications are handled and issued in a manner appropriate to the wide range of audiences</p> <ul style="list-style-type: none"> - The communications and governance processes they will put in place to ensure the smooth running of the Contract. - The Supplier shall describe the processes they will put in place for managing customer satisfaction, service failures and complaints. <p>d) - How will the helpdesk record calls, allocate the correct service response, service category, trade and monitor progress through to resolution.</p>
MA 02	10	M	Do you have any mechanism to induct cleaners/resources & do background checks? Ensuring the correct allocation of competent supplier staff or subcontractors, tracking of progress, appropriate training and ultimate completion of works. Also ensuring to fulfil minimum wage criteria, EOBI as per governing law.
			<p>Supplier Response:</p> <p><i>All Suppliers must answer this question.</i></p> <p><i>In order to satisfy the requirement, and the question associated with the requirement, you must include:</i></p> <p>a) <i>Proposed resourcing (including how the Supplier will ensure that tasks are managed and delivered by personnel with appropriate skills, experience capabilities and knowledge)</i></p> <p><i>- Details of</i></p> <ol style="list-style-type: none"> <i>I. Any qualifications the individuals hold</i> <i>II. Experience/skills of resources deployed</i> <i>III. Criminal Record/Background check/Police Clearance</i> <i>IV. Expertise & Relevant training</i> <i>V. Compliance to minimum wage criteria & EOBI as per governing laws</i>
MA 04	5	D	What is the mechanism & process of waste management in your organisation?
			<p>Supplier Response:</p> <p><i>In order to satisfy the requirement, and the question associated with the requirement, you must include:</i></p> <ol style="list-style-type: none"> <i>a) Proposed waste collection & waste management methods</i> <i>b) Waste Management of Recyclable materials</i>

Commercial – 40 %			
ID	%	Cat.	Requirement

Annex 4	40	MR	Please complete Annex 4 (Pricing Approach)
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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 1 (Qualification Questionnaire) and all associated documentation requested as part of that document	
2. Completed Ratio Analysis spreadsheet (<i>see section 3 of Annex 2</i>)	
3. Audited Financial Accounts (the most recent two years) (<i>see section 3 of Annex 2</i>)	
4. Completed tender response in Annex 3 (Supplier Response) and in accordance with the requirements of the RFP/ITT	
5. Completed pricing proposal in Annex 4 (Pricing Approach)	
6. This checklist signed by an authorised representative	
7. 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