

Annex 5 Scope of Work

For Question Paper Distribution Services & Confidential Material Rooms

1. Sorting and Dispatch of Question Papers:

1.1 The British Council will inform of all consignments with 48hrs' notice by formal email or letter.

1.2 After receipt of consignment at the regional CMRs all Materials/Papers will be sorted by date, session (am/pm), subject and venue wise. Sorting needs to be done within 7 working days and the Service Provider shall ensure provision of sufficient resources (15 to 20 people to be available in each city, Karachi, Lahore and Islamabad) to ensure the sorting is complete within the agreed number of days. We would also need resources for a daily basis script dispatching. Minimum 2 maximum 5 per city.

1.3 Once sorted all material would be logged in and signed by minimum two British Council staff members before moving it into the strong room and shall be securely stored by date, session (am/pm), subject and venue wise. The strong rooms are self-contained units within each regional CMR and consist of a small, secure room with lockable steel cabinets for exam paper storage. The Supplier shall comply with all access controls and entry restrictions as per British Council instructions.

1.4 After verifying/checking the Material with consignment note. The sorted consignment is to be further dispatched to various locations (enlisted in the Annex 5, page 7), as the exams are scheduled for multiple days, before the commencement of each exam's session. This could include all types of exams (School exams, IELTS and professional exams) that the British Council conducts.

1.5 Any discrepancies between consignment notes and actual content must be brought to the attention of the British Council staff immediately. All such discrepancies would be confirmed in writing by at least two staff members.

1.6 The Service Provider staff (not drivers) to be trained by British Council staff and should have skills and knowledge with sound English language skills fit for purpose. A briefing session shall be held at the commencement of the sorting activity with British Council providing guidance to those nominated for the activity. Only nominated staff shall be trained and allowed to participate in the sorting activity. British Council shall supervise all sorting activity.

2. Distribution of Exam materials (door to door delivery) to and from venues before and after the exams take place:

2.1 Dispatch of Question Papers/Material to local centers/venues, and outreach centers/venues (details of exact venues will be shared with the Service Provider before the start of every session tentatively one month in advance) at least two-three days before the start of the session, it can include

weekends as well. List of cities mentioned in the Annex 5, page 7.

2.2 Any late/unexpected dispatch would be dealt with the same way as the main consignment and the same workflow would be adopted

2.3 Throughout the session, the Service Provider staff will prepare 24 hrs in advance individual venue consignments in two tier Locked Boxes/suitcases (dual-lock boxes/suitcases to be provided by the Service Provider) containing question paper for each session i.e., am/pm in the presence of British Council Staff member/s. Same Locked Boxes/suitcases will be collected/delivered every next day from specified strong rooms for onwards movement/dispatch to the specified venue.

2.4 All Exams materials to reach venues minimum of 2 hours and maximum of 3 hours before the start time of the exam: for example, 07.00 for 09.00 exams, 11:00 for 13.00 exam.

2.5 All Locked Boxes/suitcases containing Exam's materials will be transported in hard-sided, locked vehicles. The vehicle must have a tracker to map out journey details like time taken, route adopted and number of stoppages etc. The vehicle will have a mobile phone in order to report problems.

2.6 The Service Provider will have a backup vehicle/s in case of emergencies or breakdowns.

2.7 Handing over/Taking over of exam materials with proper receipting (to be proposed by the Service Provider) from venues after the exams will take place in Locked Boxes/suitcases locked by the Supervisor/BC Staff of each venue.

2.8 Exam material will be transported in the hard-sided, locked vehicles, leaving the venue 30 - 60 minutes after the end of each exam (final timing to be confirmed on the day of exam).

2.9 Multiple vehicles will be required, and the Service Provider shall provide an agreed number of vehicles in all three regions - North, South & Central. Complete information of number of vehicles required with details of cities/venues shall be shared with the Service Provider 2 to 3 weeks before every session.

2.10 Locked Boxes/suitcases will be transported to the BC specified strong room and handed over to members of British Council staff with proper receipting process.

2.11 Agreed documentation and receipting process would be followed under all circumstances, this will be in line with British Council compliance requirements.

3. Packing dispatching within Pakistan

3.1 The Service Provider will provide dual-locked suitcases and numeric pad locks and packaging materials for question paper movement within the country. The suitcases should be of firm material which is not easily broken, and this should remain the same throughout the exam session. Number of suitcases and the quantity of packing materials to be estimated by the British Council based on number of venues and number of candidates relevant to the venue. British Council

shall share estimated volumes 1 month prior to the start of each exam session. The suitcases need to have a feature of ensuring dual lock mechanism. Sample to be pre-approved by the British Council.

3.2 British Council staff will supervise the packing of the material by the Service Provider staff.

4. Outward clearing of Exam materials to the UK

4.1 The Service Provider will provide sufficient number packaging materials, before the start of the dispatch. The Boxes should be of international quality (7 ply cartons) and this should remain the same throughout the exam session. Number of Boxes and the quantity of packing materials to be estimated by the Service Provider based on number of venues, weight of consignment and number of candidates relevant to each venue.

4.2 The packed material in solid cartons (7ply) will be handed over to Service Provider staff (with proper receipting) to deliver to the UK by the Service Provider itself. Outbound shipments to be cleared as per the contract by the Service Provider at the airport.

4.3 The Service Provider shall provide a shipment tracking system which must provide alerts related to the shipment journey (i.e. where it has reached on its way to UK, for how long it stayed at a specific location/port, what was the reason for the stoppage, was consignment checked physically by opening boxes and packets, if it was checked was it done in the presence of the staff of the Service Provider and so on) are disseminated to the relevant BC office

4.4 In parallel the latest tracking information must always be available with the Service Provider until consignment reaches its main destination in the UK. Primarily this will be the exam boards: Cambridge International, UK and Pearson, UK

5. Resources

5.1 An agreed number of Service Provider staff (not drivers) from each city (Karachi Lahore and Islamabad) to be trained by British Council staff. These resources will be involved in sorting the question papers on arrival at strong rooms.

5.2 The Service Provider needs to train their Staff about the process and policies followed for the said project and develop training manual as well and will share training manual with British Council will arrange refresher training for service provider's staff about paper sorting, compliance requirements and other policies before the start of every examination session. The service provider needs to ensure that trained staff should follow the process and policies.

6. Technology

6.1 Vehicles Tracking and Monitoring System:

The vehicle must have a tracker to map out journey details like time taken, route adopted and

number of timed stoppages as well and can be monitored in the British Council with no lack time.

6.2 Inventory Tracking System:

The Service Provider will propose an appropriate inventory tracking system to track the exam materials(Name/Number/Location of exam materials).

7. Confidential Material Room (CMR) - dedicated space in Karachi Lahore & Islamabad

- 7.1 The Supplier shall provide three CMR's, one each in Karachi, Lahore and Islamabad, which shall be a dedicated space for British Council to store exams question papers and confidential materials. This should ideally be located in a central location of each respective city from where British Council office and exams venues can be accessed easily. Each CMR should be a standalone facility with an all-inclusive rental, which shall include all utilities, cleaning, maintenance, security and other associated charges.
- 7.2 The total area of the CMR space is approximately 2,000 – 2,500 sqft inclusive of civil and electrical work as per agreed space design, including woodwork, windows installation and walls construction, washrooms, fiber optic internet connection & telephone line and 2-Armed Security Guards that will be deployed 24/7 for the safety and security of the CMR per session(April - June) & (Sep - Nov). The requirement of the size may be changed (increased) with the period of time and both parties to mutually agree.
- 7.3 An intruder alarm system - zone-wise installation of alarms to allow independent setting/de- setting, double/ Balanced reed magnetic switch at the access doors, dual technology space detectors for inside doors. Smoke sensors with alarm sounding capability, key-pad operation to set / unset the Zone alarms that should not be visible when the door is open, alarms should activate sounders outside CMR or should be aligned with building alarm sounders, and the alarm system should be synchronized with an auto dialer phone set to alert the building security when alarm is active.
- 7.4 Security, Hardware, Storage and Furniture including:
- Heavy Duty Door Closures
 - Heavy Iron Door
 - 4 Mini - Digital safe vault for storing key cabinets.
 - Cabinets - 176 compartments based on the size of compartments in the Islamabad CMR Made of blocks, slabs and with tiles with Iron Doors for the purpose of filing cabinets with two security bars on each cabinet. This is equivalent to 29 cabinets. Can be changed upon requirement and discussion.
- 7.5 Computer Equipment:
- One HP 600G4PD SFF i58500 16GB/256 PC - 3yr Warranty, 22-inch LED Display & HP Laser Printer. Computer will come with Microsoft Windows 10 installed only
 - 5 Computer tables with chairs (One for DVR Room and Four for CMR)

- CCTV and Data wiring from all cameras to DVR and Computer Desks with Internet Connection and Network Switch.

7.6 Close-Circuit TV Camera System:

- CCTV Cameras should be installed to cover all strategic areas of the CMR which includes the Doors, the key box cabinets etc. The Cameras should be capable of providing an identifiable image (at 100% height of the screen of a monitor.)
- Included: Proper illumination through Infra-red Lamps or any other source should be maintained 24/7 with High-Definition Night vision capability
- Un-interrupted Power Supply (UPS) should be available to support the Cameras and Recorders in case of power outage.
- CCTV Monitoring: 42-inch LED TV connected to DVR mounted in CMR with 100 Ft. HDMI Cable.
- Network Video Recorder: 16 Port PoE Network Video Recorder with LAN and WAN ports to enable surveillance from LAN and internet.
- All the recordings in CMR should be compliant with the corporate record retention schedule.
- CCTV System should be Rack-mounted in the Server Room.

7.7 Access Control System:

- A combination of Access Control Card and PIN Code for access to CMR and should be unique for each authorized staff. (CMR & CCTV room). A dual entry protocol to be ensured.
- System Failure: Included To cater to any system failure, an Electronic lock to control/ over-ride the access control system and the keys to such a lock should be kept secure in a locked safe outside the CMR. This needs to be in custody of British Council staff.
- Emergency Exit: An emergency exit handle or Break-glass unit to leave the room in the event of a system failure/ emergency with an automatic Log / Quick release Unit registering such events of emergency evacuation.
- An alarm sounder at the entrance door that is open/ forced open for more than 30 seconds to record it. An audible tone should be heard in close vicinity to alert security staff.

7.8 Air Conditioning - Three 2 Ton inverters and two 1.5 Ton inverters. (5 inverters w/ installation) required.

7.9 Electric Power Supply - Separate Power DB with breakers to all appliances with power wiring

7.10 Health & Safety:

- Ten 5 KG CO2 Fire Extinguishers
- Necessary equipment's covering health & safety requirements should be available in the CMR such as: First Aid Kit, Necessary Medicine, BP Apparatus, 4 Protective Helmets, 2 Safety Ladder &

Harness, Water Dispenser.

- Six Emergency lights to cover entire CMR and CCTV Room.
- Contingency for heavy rain to be in place and clearly briefed to all staff members.

8. Quetta Storage Room

- 8.1 The Quetta Storage Room shall be a small, dedicated space to store exam question papers and other confidential material within Quetta city.
- 8.2 Safe keeping of the stationery items round the year, preferably in a locked cabinet.
- 8.3 Inventory management and reporting (for replacement/ refilling etc., on need basis)
- 8.4 The space provided should have a locked cabinet in a locked room, large enough to hold British Council's equipment and materials, which may include Handheld security scanners, IELTS Headphones, transmitters, stands, clocks, stationary and other relevant material which is required to conduct IELTS exam.
- 8.5 British Council staff and invigilators shall require access to this location, however dual lock and access control is required.
- 8.6 The exam related material (Handheld security scanners, IELTS Headphones, transmitters, stands, clocks, stationary and other relevant material) will be dropped 2 days before the exam session to exam venue and will also pick it up in the evening of the test date by British Council authorized staff. Calendar will be shared in advance, at least a week before the commencement of the exam session. This is a monthly requirement in coordination with British Council staff / British Council invigilators available at Quetta.
- 8.7 Any damages to the equipment and material during storage and transport will be a liability of the Service Provider and the Service Provider will bear the cost only.
- 8.8 Material to be transported in a secure vehicle.

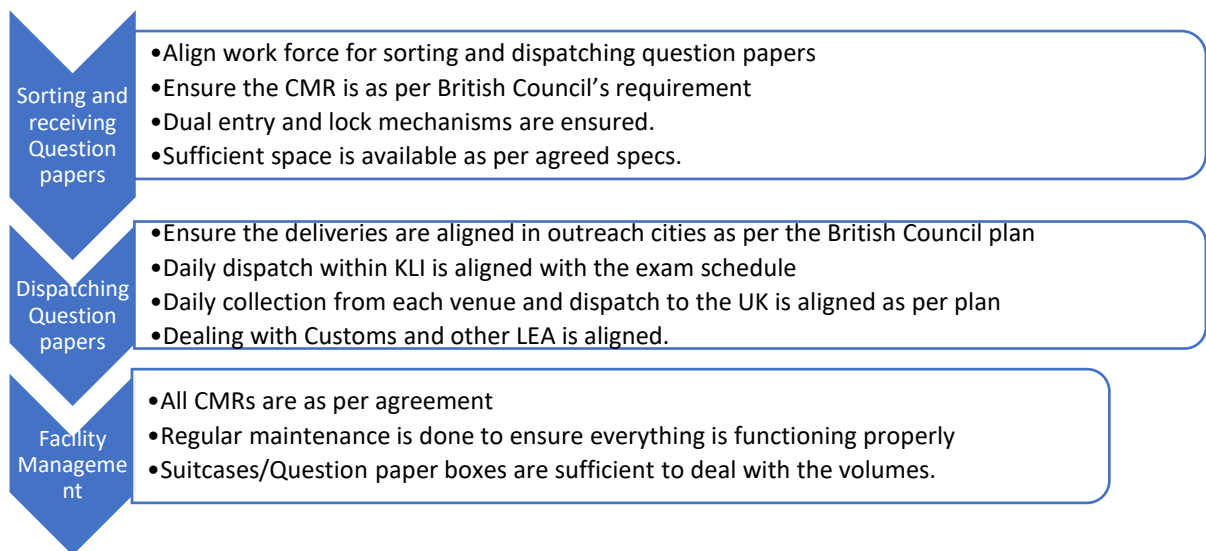
9. Suitcase/ Boxes

- 9.1 The boxes will be able to support a load of 90-110kg.
- 9.2 The boxes can withstand an external weight of 160kg.
- 9.3 The boxes are water-resistant
- 9.4 Dimensions of the boxes to be agreed with British Council team
- 9.5 The handle made of stainless steel has been incorporated in the design.

- 9.6 6-inch wheel (2 ½ clearance from the ground), rubber tire for smooth movement
- 9.7 A mat for a smoother inlay.
- 9.8 Dual locks capacity with padlocks and separate locks. Pad lock size: 45 mm, any brand.

The above scope shall be delivered by the Service Provider as agreed and detailed in Annex 1 of this agreement and may be amended from time to time by written mutual consent and documented via addendum to the contract

10. Summary



11. List of Cities where we operate(this may change with period of time) and there are multiple venues in major cities.

Sindh: Karachi, Hyderabad, Rashidabad, Sukkur, Larkana

Baluchistan: Quetta

Punjab: Lahore, Multan, Faisalabad, Sialkot, Gujranwala, Gujrat, Sialkot, Jhelum, Kharian, Hassanabdal, Wah Catt, Rawalpindi, Murree, Jhang, Sargodha, Muridkay, Sahiwal, G.D.Khan, Bahawalpur, Rahimyar Khan, Sadiqabad, Mandi Bahauddin

Khyber Pakhtunkhwa: Nowshera, Peshawar, Abbottabad

Kashmir: Muzaffarabad, Mirpur

Capital: Islamabad