



Invitation to Tender (ITT)

For: Janitorial & Cleaning Services

Date: 9th July 2021

1 Overview of the British Council

1.1 The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

1.2 We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body

1.3 The British Council employs over 10,500 staff worldwide. It has its headquarters in the UK, with offices in London, Manchester, Belfast, Cardiff and Edinburgh. Further information can be viewed at www.britishcouncil.org.

2 Introduction and Background to the Project / Programme

2.1 British Council is seeking for reliable and capable suppliers for Housekeeping/Janitorial and cleaning services of British Council offices and Libraries in Lahore & Karachi (Pakistan).

2.2 The Service Provider shall deliver the following services:

- i. Housekeeping and cleaning services of high industry standards using environmentally friendly cleaning products
- ii. Provide manpower for helpdesk, janitorial & kitchen staff.
- iii. Provide cleaning equipment & tools to carry out the required services.

2.2 The purpose and scope of this ITT and supporting documents is to explain in further detail the requirements of the British Council and the procurement process for submitting a tender proposal.

3 Tender Conditions and Contractual Requirements

This section of the ITT sets out the British Council's contracting requirements, general policy requirements, and the general tender conditions relating to this procurement process ("**Procurement Process**").

3.1 Contracting requirements

3.1.1 The contracting authority is the British Council which includes any subsidiary companies and other organisations that control or are controlled by the British Council from time to time (see: <http://www.britishcouncil.org/organisation/structure/status>).

3.1.2 The appointed supplier will be expected to deliver the goods and/or provide services at the British Council offices immediately after signing of contract.

3.1.3 The British Council's contracting and commercial approach in respect of the required goods and/or services is set out at Annex 1 (Terms and Conditions of contract) ("**Contract**"). By submitting a tender response, you are agreeing to be bound by the terms of this ITT and the Contract without further negotiation or amendment.

3.1.4 The Contract awarded will be for a duration of 03 years with an option for an extension for up to an additional 1-year based on the performance of the vendor & British Council approvals.

3.1.5 In the event that you have any concerns or queries in relation to the Contract, you should submit a clarification request in accordance with the provisions of this ITT by the Clarification Deadline (as defined below in the Timescales section of this ITT). Following such clarification requests, the British Council may issue a clarification change to the Contract that will apply to all potential suppliers submitting a tender response.

3.1.6 The British Council is under no obligations to consider any clarifications / amendments to the Contract proposed following the Clarification Deadline, but before the Response Deadline (as defined below in the Timescales section of this ITT). Any proposed amendments received from a potential supplier as part its tender response shall entitle the British Council to reject that tender response and to disqualify that potential supplier from this Procurement Process.

3.2 General Policy Requirements

3.2.1 By submitting a tender response in connection with this Procurement Process, potential suppliers confirm that they will, and that they shall ensure that any consortium members and/or subcontractors will, comply with all applicable laws, codes of practice, statutory guidance and applicable British Council policies relevant to the goods and/or services being supplied. All relevant British Council policies that suppliers are expected to comply with can be found on the British Council website (<https://www.britishcouncil.org/organisation/transparency/policies>). The list of relevant policies includes (but it is not limited to): Anti-Fraud and Corruption, Child Protection Policy, Equality, Diversity and Inclusion Policy, Fair Trading, Health and Safety Policy, Environmental Policy, Records Management, and Privacy.

3.3 General tender conditions ("Tender Conditions")

3.3.1 Application of these Tender Conditions – In participating in this Procurement Process and/or by submitting a tender response it will be implied that you accept and will be bound by all the provisions of this ITT and its Annexes. Accordingly, tender responses should be on the basis of and strictly in accordance with the requirements of this ITT.

3.3.2 Third party verifications – Your tender response is submitted on the basis that you consent to the British Council carrying out all necessary actions to verify the information that you have provided; and the analysis of your tender response being undertaken by one or more third parties commissioned by the British Council for such purposes.

3.3.3 Information provided to potential suppliers – Information that is supplied to potential suppliers as part of this Procurement Process is supplied in good faith. The information contained in the ITT and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue but the British Council will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the British Council.

3.3.4 Potential suppliers to make their own enquires – You are responsible for analysing and reviewing all information provided to you as part of this Procurement Process and for forming your own opinions and seeking advice as you consider appropriate. You should notify the British Council promptly of any perceived ambiguity, inconsistency or omission in this ITT and/or any in of its associated documents and/or in any information provided to you as part of this Procurement Process.

3.3.5 Amendments to the ITT – At any time prior to the Response Deadline, the British Council may amend the ITT. Any such amendment shall be issued to all potential suppliers, and if appropriate to ensure potential suppliers have reasonable time in which to take such amendment into account, the Response Deadline shall, at the discretion of the British Council, be extended.

3.3.6 Compliance of tender response submission – Any goods and/or services offered should be on the basis of and strictly in accordance with the ITT (including, without limitation, any specification of the British Council's requirements, these Tender Conditions and the Contract) and all other documents and any clarifications or updates issued by the British Council as part of this Procurement Process.

3.3.7 Format of tender response submission – Tender responses must comprise the relevant documents specified by the British Council completed in all areas and in the format as detailed by the British Council in Annex 3 (Supplier Response). Any documents requested by the British Council must be completed in full. It is, therefore, important that you read the ITT carefully before completing and submitting your tender response.

3.3.8 Modifications to tender response documents once submitted – You may modify your tender response prior to the Response Deadline by giving written notice to the British Council. Any modification should be clear and submitted as a complete new tender response in accordance with Annex 3 (Supplier Response) and these Tender Conditions.

3.3.9 Rejection of tender responses or other documents – A tender response or any other document requested by the British Council may be rejected which:

- contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes to the format of the tender documentation provided;
- contains hand written amendments which have not been initialled by the authorised signatory;
- does not reflect and confirm full and unconditional compliance with all of the documents issued by the British Council forming part of the ITT;
- contains any caveats or any other statements or assumptions qualifying the tender response that are not capable of evaluation in accordance with the evaluation model or requiring changes to any documents issued by the British Council in any way;
- is not submitted in a manner consistent with the provisions set out in this ITT;
- is received after the Response Deadline.

3.3.10 Disqualification – If you breach these Tender Conditions, if there are any errors, omissions or material adverse changes relating to any information supplied by you at any stage in this Procurement Process, if any other circumstances set out in this ITT, and/or in any supporting documents, entitling the British Council to reject a tender response apply and/or if you or your appointed advisers attempt:

- to inappropriately influence this Procurement Process;
- to fix or set the price for goods or services ;
- to enter into an arrangement with any other party that such party shall refrain from submitting a tender response;
- to enter into any arrangement with any other party (other than another party that forms part of your consortium bid or is your proposed sub-contractor) as to the prices submitted; or
- to collude in any other way
- to engage in direct or indirect bribery or canvassing by you or your appointed advisers in relation to this Procurement Process; or
- to obtain information from any of the employees, agents or advisors of the British Council concerning this Procurement Process (other than as set out in these Tender Conditions) or from another potential supplier or another tender response,

the British Council shall be entitled to reject your tender response in full and to disqualify you from this Procurement Process. Subject to the “Liability” Tender Condition below, by participating in this Procurement Process you accept that the British Council shall have no liability to a disqualified potential supplier in these circumstances.

3.3.11 Tender costs – You are responsible for obtaining all information necessary for preparation of your tender response and for all costs and expenses incurred in preparation of the tender response. Subject to the “Liability” Tender Condition below, you accept by your participation in this procurement, including without limitation the submission of a tender response, that you will not be entitled to claim from the British Council any costs, expenses or liabilities that you may incur in tendering for this procurement irrespective of whether or not your tender response is successful.

3.3.12 Rights to cancel or vary this Procurement Process - By issuing this ITT, entering into clarification communications with potential suppliers or by having any other form of communication with potential suppliers, the British Council is not bound in any way to enter into any contractual or other arrangement with you or any other potential supplier. It is intended that the remainder of this Procurement Process will take place in accordance with the provisions of this ITT but the British Council reserves the right to terminate, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice to all potential supplier in writing. Subject to the “Liability” Tender Condition below, the British will have no liability for any losses, costs or expenses caused to you as a result of such termination, amendment or variation.

3.3.13 Consortium Members and sub-contractors – It is your responsibility to ensure that any staff, consortium members, sub-contractors and advisers abide by these Tender Conditions and the requirement of this ITT.

3.3.14 Liability – Nothing in these Tender Conditions is intended to exclude or limit the liability of the British Council in relation to fraud or in other circumstances where the British Council’s liability may not be limited under any applicable law.

4 Confidentiality and Information Governance

4.1 All information supplied to you by the British Council, including this ITT and all other documents relating to this Procurement Process, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your tender response) unless the information is already in the public domain or is required to be disclosed under any applicable laws.

4.2 You shall not disclose, copy or reproduce any of the information supplied to you as part of this Procurement Process other than for the purposes of preparing and submitting a tender response. There must be no publicity by you regarding the Procurement Process or the future award of any contract unless the British Council has given express written consent to the relevant communication.

4.3 This ITT and its accompanying documents shall remain the property of the British Council and must be returned on demand.

4.4 The British Council reserves the right to disclose all documents relating to this Procurement Process, including without limitation your tender response, to any employee, third party agent, adviser or other third party involved in the procurement in support of, and/or in collaboration with, the British Council. The British Council further reserves the right to publish the Contract once awarded and/or disclose information in connection with supplier performance under the Contract in accordance with any public sector transparency policies (as referred to below). By participating in this Procurement Process, you agree to such disclosure and/or publication by the British Council in accordance with such rights reserved by it under this paragraph.

4.5 The Freedom of Information Act 2000 (“FOIA”), the Environmental Information Regulations 2004 (“EIR”), and public sector transparency policies apply to the British Council (together the “**Disclosure Obligations**”).

4.6 You should be aware of the British Council's obligations and responsibilities under the Disclosure Obligations to disclose information held by the British Council. Information provided by you in connection with this Procurement Process, or with any contract that may be awarded as a result of this exercise, may therefore have to be disclosed by the British Council under the Disclosure Obligations, unless the British Council decides that one of the statutory exemptions under the FOIA or the EIR applies.

4.7 If you wish to designate information supplied as part of your tender response or otherwise in connection with this tender exercise as confidential, using any template and/or further guidance provided at Part 2 (Submission Checklist) of Annex 3 (Supplier Response), you must provide clear and specific detail as to:

- the precise elements which are considered confidential and/or commercially sensitive;
- why you consider an exemption under the FOIA or EIR would apply; and
- the estimated length of time during which the exemption will apply.

4.8 The use of blanket protective markings of whole documents such as “commercial in confidence” will not be sufficient. By participating in this Procurement Process you agree that the British Council should not and will not be bound by any such markings.

4.9 In addition, marking any material as “confidential” or “commercially sensitive” or equivalent should not be taken to mean that the British Council accepts any duty of confidentiality by virtue of such marking. You accept that the decision as to which information will be disclosed is reserved to the British Council, notwithstanding any consultation with you or any designation of information as confidential or commercially sensitive or equivalent you may have made. You agree, by participating further in this Procurement Process and/or submitting your tender response, that all information is provided to the British Council on the basis that it may be disclosed under the Disclosure Obligations if the British Council considers that it is required to do so and/or may be used by the British Council in accordance with the provisions provision of this ITT.

4.10 Tender responses are also submitted on the condition that the appointed supplier will only process personal data (as may be defined under any relevant data protection laws) that it gains access to in performance of this Contract in accordance with the British Council 's instructions and will not use such personal data for any other purpose. The contracted supplier will undertake to process any personal data on the British Council's behalf in accordance with the relevant provisions of any relevant data protection laws and to ensure all consents required under such laws are obtained.

5 Tender Validity

5.1 Your tender response must remain open for acceptance by the British Council for a period of ninety days from the Response Deadline. A tender response not valid for this period may be rejected by the British Council.

6 Payment and Invoicing

6.1 The British Council will pay correctly addressed and undisputed invoices within 30 days in accordance with the requirements of the Contract. Suppliers to the British Council must ensure comparable payment

provisions apply to the payment of their sub-contractors and the sub-contractors of their sub-contractors. General requirements for an invoice for the British Council include:

- A description of the good/services supplied is included.
- The British Council Purchase Order number is included.
- It is sent electronically via email in PDF format to BC.Invoices@britishcouncil.org or by post to:
The British Council, British Deputy High Commission, Procurement Department, Shahra e Iran, Clifton, Karachi, Pakistan

7 Specification

Scope of Work

The Service provider shall be required to provide housekeeping, Janitorial services 7 Days a week to **British Council**. The Service Provider will be directly responsible for agreeing operational service levels and ensuring that adequate performance levels are maintained. The representatives of the service provider will be directly reporting to the Site Facility / Admin Management Team of **British Council**.

British Council will have responsibilities to define policies, procedures and standards, and provide advice to the Service Provider from time to time as required. Service Provider shall agree the manpower requirement with respect to the defined scope of services.

This contract will cover two locations i-e Lahore & Karachi with following details:

Sr No	Location	Address	Details
01	Main Office & Library - Lahore	65 Mozang Road, Lahore	64000 Sqft and covered area of 27,000 sqft
02	Main Office & Library - Karachi	Shahrah-e-Iran, Clifton, Karachi	1100 square meter with covered area of 11836 square feet
03	Main Office – Islamabad	Ramna 5, Diplomatic Enclave, Islamabad	1074 square meter or 11560 square feet

The further details are:

S No	Location	Details
1	Lahore	<p>Site: Main office: 65 Mozang Road, Lahore</p> <p>Library: 65 Mozang Road, Lahore</p> <p><u>Service Required:</u></p> <p>Housekeeping, cleaning services and Covid19 related hygiene and disinfectant services.</p> <p>Cleaning Materials, equipment, consumable (tissue paper, toilet rolls, etc).</p> <p>Provision of manpower: Office assistant Janitorial Staff Supervisor Kitchen Staff Gardner</p> <p>Operating Hours Office:</p> <p>Back Office timings: 09:00 to 17:00 (Monday till Friday). Office must be ready for use till 08:30 every morning and must be left cleaned by 18:00.</p> <p>Library timings: 10:00 – 20:00 (Tuesday till Sunday). Library must be ready for use till 9:30 every morning and must be left cleaned by 21:00.</p> <p>Overtime in case working on weekends, Holidays or late hours Overtime payment shall be as per company's labour charges as per Pakistan Labour</p>

2	Karachi	<p>Site: Main office: British Council, Shahrah-e-Iran, Clifton, Karachi</p> <p>Library: British Council, Shahrah-e-Iran, Clifton, Karachi</p> <p><u>Service Required:</u></p> <p>Housekeeping, cleaning services and Covid19 related hygiene and disinfectant services.</p> <p>Cleaning Materials, equipment, consumable (tissue paper, toilet rolls, etc)</p> <p>Provision of manpower: Office assistant Janitorial Staff Supervisor Kitchen Staff Gardener</p> <p>Operating Hours</p> <p>Back Office timings: 09:00 to 17:00 (Monday till Friday). Office must be ready for use till 08:30 every morning and must be left cleaned by 18:00.</p> <p>Library timings: 10:00 – 20:00 (Tuesday till Sunday). Library must be ready for use till 9:30 every morning and must be left cleaned by 21:00.</p> <p>Overtime in case working on weekends, Holidays or late hours Overtime payment shall be as per company`s labour charges as per Pakistan Labour Law. Rates to be incorporated in Proposal separately.</p>
3	Islamabad	<p>Site: Main office: British Council, Diplomatic Enclave, Ramna 5, Islamabad</p> <p><u>Service Required:</u></p> <p>Housekeeping, cleaning services and Covid19 related hygiene and disinfectant services.</p> <p>Cleaning Materials, equipment, consumable (tissue paper, toilet rolls, etc)</p> <p>Provision of manpower: Office assistant / Janitorial Staff</p> <p>Operating Hours</p> <p>Office timings: 09:00 to 17:00 (Monday till Friday). Office must be ready for use till 08:30 every morning and must be left cleaned by 18:00.</p> <p>Overtime in case working on weekends, Holidays or late hours Overtime payment shall be as per company`s labour charges as per Pakistan Labour Law. Rates to be incorporated in Proposal separately.</p>

The SLA will include - Housekeeping and Cleaning Services

General:

- 100% manpower should be available on site as per approved deployment, (there should be provision of reliever to cover up the manpower shortage & absenteeism). Staff can work on shift basis as proposed by the company to ensure the presence of janitorial staff during the office timings.
- The Service Provider to ensure that fulltime staff are security cleared, their Biodata including CNIC, phone numbers etc. is available including police record with company and submitted to British Council Security department from as when required.
- Replacement staff or additional support staff Biodata to be made available prior to deployment, all staff to display official company ID at all times while on British Council premises.
- The service provider should adhere to the local laws of employment & minimum wage, social security & EOBI registration as applicable by Government/constitution.
- Additional staff maybe required on need basis/special projects which shall be mutually agreed & communicated.
- Service Provider shall bring in its own equipment for cleaning and shall be responsible for maintaining these equipment's at all time. All costs for purchase/repair/spares/maintenance etc for these equipment's will be borne by Service Provider.
- Service Provider shall be responsible for the safekeeping of these equipment's at the British Council site and shall not take out these equipment's any time during the term of contract other than for repairs. In case such repairs take more than a week, Service Provider shall arrange to provide alternate equipment to British Council.

Sr. No	Particulars	Service Level Description
1	Uniforms	<ul style="list-style-type: none"> • The company must provide uniform to all janitorial staff including shoes, Jackets in winters, T shirts in Summer with PPEs (personal protective equipment) as well.
2	Materials	<ul style="list-style-type: none"> • All material used for cleaning must be provided by the company. Appropriate stock to be maintained and available on site. • Materials will be based on actual consumption. Stock consumption to be validated by BC prior to invoicing. • Price list to be agreed, maintained, and updated on a quarterly basis.
3	Equipment	Vacuum Cleaner Wet & Dry Carpet Vacuum cleaner Glass cleaning kits Wet and Dry mopping sets Ladders Any other
4	Staffing	<p><u>Staffing for Lahore</u></p> <ul style="list-style-type: none"> • Janitorial Staff 06 (at least 2 female & 2 male) • Supervisor / Office attendant 01 • Gardner 01 <p><u>Staffing for Karachi</u></p>

		<ul style="list-style-type: none"> • Janitorial Staff 05 (at least 02 male & 02 female staff) • Supervisor 01 • Gardener 01 <p><u>Staffing for Islamabad</u></p> <ul style="list-style-type: none"> • Janitorial Staff / office attendant 01 <p>Supervisor should have:</p> <ul style="list-style-type: none"> • Exposure to event management • Good at PC literacy • Good communications skills <p>Housekeeping/Janitorial staff:</p> <ul style="list-style-type: none"> • Should have basic knowledge of Housekeeping chemicals and their delusions etc. • Should have experience in operating vacuum cleaners etc.
5	Cleaning, Dusting / polishing of all furniture, sills, workstations	<ul style="list-style-type: none"> • All chairs and soft furnishings, workstations must be clean, dry and free from dust. All workstations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In addition, they must be free from finger marks and smears. • All telephones should be free from dust and smears. • Light fittings must be free from dust. • All blinds and curtains should be free of stains, marks, and dust. • All signages, including emergency signage should be clean, dry and free of stains, marks and dust. • Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and placed in their original locations. Liners should be used in all containers.
6	Cleaning and disinfection after persons suspected /confirmed to have COVID-19 have been in the facility:	<ul style="list-style-type: none"> • If an unwell employee or visitor is suspected or confirmed to have COVID-19, follow the facilities cleaning and disinfection recommendations. • Close off areas visited by the ill persons. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection. • Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment (like tablets, touch screens, keyboards, remote controls, and machines) used by the ill persons, focusing especially on frequently touched surfaces.

7	Polishing / vacuum cleaning / cleaning of floors	<ul style="list-style-type: none"> • All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. The dressing must be complete and intact without evidence of powdering, discoloration or build up. Chewing gum and other sticky substances shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover. Special care shall be utilized to ensure that all methods formulated agents and tools are not injurious to the surfaces being cleaned and redressed. • All carpets, carpet tiles, mats and mat wells must be free from grit, dust, and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals. • The pile in the main entrance areas must be evenly brushed and opened against the flow of incoming visitors. • Care is to be exercised when staff is still on the premises. Wet floors should be sign-posted. Trailing cables and open sockets should be made safe. • All cleaning methods used must be of a sufficient quality to meet these standards.
8	Cleaning of all toilets	<ul style="list-style-type: none"> • Replenishing of soap, towels, toilet rolls etc • General cleaning of staff kitchens and tea points • Cleaning walls, ceilings, internal glass surfaces • Cleaning of internal and external windows. • The clearing of gutters/roofs to remove debris (where applicable). • The removal of graffiti and other stains to the internal / external of Premises (where applicable). • Cleaning/litter picking of external areas. • Shampooing of carpet and chairs. • Service provider needs to conduct Housekeeping audit for every 6 months through internal certified company specialists. • Any other as and when required by British Council team
9	Walls, Ceilings, Doors, Windows, Corridors and Lobbies	<ul style="list-style-type: none"> • All walls, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, Verdigris stains, runs, and cobwebs to full height. • All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents. • Treads and risers are to be treated same as floors. • Walls and high-level surfaces and fittings must be free from dust, cobwebs and marks to the full height.

10	Kitchenette Areas, Cafeteria and Vending Area	<ul style="list-style-type: none"> • The floor, walls, ceilings, doors, Window Frames should be clean as per the specifications for other areas. • Fridges within the areas should be kept clean inside and out, and defrosted when appropriate. • Microwaves within the kitchen and kitchenette areas are required to be cleaned inside and out. • Water Dispensers should be kept cleaned. <p>Areas behind, below, and around vending machines shall be included in all cleaning ongoing requirements</p>
11	External Areas	<ul style="list-style-type: none"> • Entrances, service areas, paving, paths, grounds, and the outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning. Empty all waste bins and replace in their original locations. • All areas protected by screening, netting, protective cages etc shall have the protection removed temporarily to remove graffiti, debris, dirt dust, weeds and litter. The protection must be replaced to the original standard prior to invasion. • The Service Provider shall report any defects encountered during carrying out external areas' maintenance tasks to British Council.
12	Telephone sanitizing Service	<p>The Service Provider shall sanitize telephone equipment using a suitable method to prevent cross-contamination from one handset.</p>
13	Server Room, Communication Room and Audio-Visual Room	<ul style="list-style-type: none"> • This specification relates to the special cleaning in the communications and equipment areas within the premises. • These areas must be free from dust, static electricity and be left clinically clean. There must be no evidence of dust, run marks, removable stains, finger marks or cobwebs on any surface. • Under no circumstances must any computer or computer related equipment be disturbed in any way other than the cleaning actions • The Service Provider must ensure that only the appropriate cleaning material is used for power sockets, and computers. • Hard floor areas must be entirely free from dust and left clean and dry. • Where possible items that are removable are not to be cleaned within the area, they are to be removed dirty, cleaned outside the area and returned in a clean anti-static state. • All non-computer equipment and furniture must be suction cleaned free from dust and left free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted. • The use of water for cleaning in these areas is forbidden.

14	Carpet cleaning	<ul style="list-style-type: none"> • The Service Provider shall clean complete carpet area as per the cycle decided by British Council. • The Service Provider shall provide all equipment, supplies, and manpower for completing this activity. • Service Provider shall have the provision of both dry and wet shampooing as per the requirement of British Council. • Service Provider shall begin the cleaning operation by removing all movable furnishings from the carpeted areas, placing the furnishing in appropriate temporary locations and shall conclude the operation by replacing furnishings to their original locations once the carpet is dry. • Appropriate time should be given for the drying of the shampooed area and till such time the area should be barricaded. • All paper, gum, rubber bands, staples, paper clips and other debris shall be removed from the carpeted area. • Service Provider to use appropriate industrial wide commercial standard material pre-approved by British Council. • All spots and stains shall be treated with an approved spot cleaning solution and a soft bristle brush and shall continue until as much of the spot or stain as possible has been removed. • Clean all carpet area throughout the premises, unless otherwise stated. Access to locked areas is to be arranged after permissions. • Leave carpet clean, dry, and free from any stains. There must be no evidence of any tea coffee stains, • Service Provider shall take precautions against furniture damage and post shampooing splash, clean-up walls etc. • Service Provider shall redo the shampooing of the area that is done unsatisfactorily at no additional cost. • Carpet shampooing will be done on need basis
15	Window cleaning	<ul style="list-style-type: none"> • Clean all glazing throughout the premises, unless otherwise stated. Access to locked areas is to be arranged with the British Council representative • Leave glazing clean, dry, and free from smears. There must be no evidence of run marks, stains or finger marks on glass, window ledges, sills, paintwork or surrounds. • Service Provider shall redo the cleaning of the glass/ area that is done unsatisfactorily at no additional cost.
16	Periodic & Reactive Cleaning	<ul style="list-style-type: none"> • The Service Provider is required to carry out any periodic deep cleaning activity not included in the routine cleaning activities to achieve the service standards. This can include, but is not limited to, deep cleaning of the communal and public areas and

		<p>deep cleaning activities that require more frequent cleaning than routine cleaning including kitchens, vending points and cafeteria.</p> <ul style="list-style-type: none"> • A reactive service is required to maintain the full and safe use of the facilities. Tasks can include, but are not limited to, responding to spillages, replenishing consumables and monitoring the cleanliness of the sanitary facilities. • Remove spills and treat to minimize damage to floor coverings and reduce the risk of staining. Use only approved specialist materials within the indicated timescales for the removal and treatment of spills.
17	Gardening	<ul style="list-style-type: none"> • All office planting works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance. • All plant specimens shall be maintained so that they are in healthy growth. • All plant specimens shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice. • A fully detailed asset register detailing all plant specimens shall be kept by the Service Provider detailing type, location, condition and frequency of visit for all plants on display at each location. • All pots/ containers shall be cleaned and replaced where necessary. • All plant specimens, which have or appear to be dying shall be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement
18	Pest Control	<ul style="list-style-type: none"> • The Service Provider is to provide a total pest control service for the Premises in order to keep British Council Premises free from mosquitos, rodents, bugs, insects etc. • The Service Provider shall provide a full action plan for dealing with the range of pests encountered within the Premises. The Service Provider is required to carry out a detailed survey of the site. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part. • The Service Provider shall determine the site conditions and make a list of all the pests identified during the site visit. All Health & Safety issues must be addressed, regarding access, dangers regarding the type of pest and possible treatments, and therefore the relevant legislation that has to be adhered to. • British Council requires a pest control service that would control, if not eradicate all pests from site, including the removal of dead creatures. British Council will look for the Service Provider to use the most effective and humane methods possible. • Within the Pest Control service, the Service Provider shall provide a pigeon and bird control service, to minimize the presence of pigeons and other birds at the Premises, and to clean the exteriors of Premises

		<p>to keep the Premises regularly free of bird droppings (where applicable).</p> <ul style="list-style-type: none"> • Service Provider should possess PAKISTAN PEST CONTROL Certification and shall provide the same (PPC Number) to British Council. • A pre-arranged number of regular inspections will be carried out by the Service Provider sufficient to meet all statutory and best practice requirements. • Emergency call outs and follow up treatments should be regarded as additional to routine inspections. • The Service Provider may include a routine inspection during an emergency call out or follow up only if additional follow up visits may be required to reinforce control measures. These will often occur at the beginning of a contract to rid premises of existing infestations and following emergency call outs to ensure that actions taken prevent infestations from developing. • Legislation restricts what pesticides can be used, where and how. Only adequately trained personnel may use pesticides or make decisions about how they are used. The Service Provider is required to comply with all National, local or other statutory or governmental directives, orders, acts, laws, codes, regulations, or rules relating to Biological Agents. Selection of the appropriate pesticide is the Service Provider's responsibility. Methods are to be efficient but carried out in a humane way. • Service Provider shall provide material data sheets of the pesticides/chemical used in Company premises. • Certificates must be provided showing each of the technician's qualifications and aptitudes in the Pest Control techniques and processes (where applicable).
19	Sewer cleaning	<ul style="list-style-type: none"> • Service Provider shall carry out the Tank Cleaning on regular intervals depending upon the usage of the Tank/ contamination. • Service Provider shall clean the tank on Half yearly basis for any: <ul style="list-style-type: none"> ○ Deposits ○ Sediments ○ Algae Growth • Service Provider shall carry out these activities as per standard operating procedures which shall include but not be limited to the following activities. <ul style="list-style-type: none"> ○ Draining the contents ○ Ventilation of the Tank for any gases ○ Vacuuming ○ Pressure Wash ○ Manual Scrubbing ○ Suck out

20	Waste Management	<ul style="list-style-type: none"> • Kitchen Waste: <ul style="list-style-type: none"> ○ All food waste from the Cafeteria and the Pantries are to be collected and stored at the designated areas at regular intervals. • Paper Waste: <ul style="list-style-type: none"> ○ All paper waste to be removed as and when required and at regular intervals. • Renovation Debris: <ul style="list-style-type: none"> ○ Renovation Debris is to be stored at designated space at designated area. • The Service Provider undertaking the renovation work would remove the debris when it amasses to a volume equivalent to a tempo load. • If the Service Provider fails to remove the debris, it is to be removed by the Building Management Team, at the Service Provider's cost. • Service Provider should ensure that 100% of recyclable waste is being recycled
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The consumables/cleaning items shall be charged as per actual consumption as per below price list:

S. No.	Item Description	UOM	Unit Price PKR
1	Toilet Roll	Roll	
2	Hygiene Paper- brown	Pkt	
3	Dishwashing Liquid (475 ML)	Btl	
4	Hand Wash Liquid	BTL	
5	Window Cleaner BTL	BTL	
6	Harpic 750ml	BTL	
7	Roomi Air Freshener	Pkt	
8	Air Freshener (Bottle)	No's	
9	Kingtox Spray (Insect Killer)	No's	
10	Liner (Garbage Bag)	KG	
11	Gloves	Pkt/Pair	
12	Germ Disinfectant (Sanitizer)	Bottle	
13	Sponge Scotch Brite Cloth	Pkt/5	
14	Scotch Brite Sponge	Each	
15	Face Mask	Box	
16	Duster	Pkt	
17	Vim Powder	No's	
18	Mop Refill 600g	No's	
19	Mop Refill 450g	No's	
20	Hard Floor Scrubbing Brush	No's	
21	Naphthalene Ball (Roomi)	Pkt	
22	Dry Mop Refill with handle	Pkt L & S	
23	Wash Mitt	No's	
24	Broom	No's	
25	ALL Purpose Cleaner	BTL	
26	Dispenser for soap and sanitiser	Unit	
26	Harpic Tablet	Pcs	

27	Surf	Kg	
28	CAROLINE PHENYL (500 ML)	BTL	
29	Sweep Cleaner	BTL	
30	Johnson Baby Oil	BTL	
31	Spot & Stain Remove for Carpet	BTL	
32	Revive - All	BTL	
33	Bleach	Btl	
34	Scotch Brite Mop	No's	
35	Floor Wiper	No's	
36	Dettol Cleaner	BTL	
37	White Blech Powder	Kg	
38	Hand sanitiser	BTL	
39	Wipes	Pcs	
40	Sanidol	BTL-30KG	
41	Spray Tank for Disinfectant Spray	1	
42	Recycled good quality paper cups	Units	

Key Performance Indicators (KPI):

Service Delivery	Staff uniforms, PPEs, cleanliness, and hygiene standard	10.0%
	Consumables materials quality, inventory, and efficient usage	12.5%
	Equipment quality and effectiveness	10.0%
	General cleaning and housekeeping as mentioned in above SAL point 5,7,8,9,10,11,12,13,14,15,16 & 19	25.0%
	COVID19 related disinfectant and sanitisation	7.5%
	Ground Services	5.0%
	Meeting room setup	5.0%
	Waste management	5.0%
	Gardening services	5.0%
	Pest Control	5.0%
	Health & Safety and Security compliance	10.0%
	TOTAL	100%

Finance	Invoices submitted on time	Yes or No
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	Invoices quantifiable and accurate	Yes or No
	Variable costs within budget and prior approved	Yes or No

Contract Management	Monthly reports submitted on time and accurate	Yes or No
	Periodic planner is up to date and accurate	Yes or No
	Sufficient staff to fulfil contract	Yes or No
	Corrective action complete as agreed	Yes or No
	Effective response to client's complaints	Yes or No
	Trust and Rapport is established with supplier	Yes or No

Contract Improvement	<p><u>Cost save or avoidance during contract delivery</u> is achieved. Cost save is a straight reduction in contract costs, Cost avoidance is a cost that would have been incurred if supplier had not acted. All cost saves and avoidance must be submitted in writing and validated by finance and procurement.</p>	Yes or No
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Service Delivery	50%
Finance	15%
Contract Management	25%
Contract Improvement	10%
Total	100%

SCHEDULE FOR VARIOUS ACTIVITIES

Legends Used	
Operate	Oper
Refill	Ref
Repair	Rep
Check / inspect	Ch/Insp
Service / clean	Serv/Cln

Operating Schedule for House Keeping Services

Description	Parameters	Task	Frequency	Remarks
General cleaning	Toilets	Serv/CL N	Daily	
	Cleaning pantry and cafeteria	Serv/CL N	Daily	
	Floor and Carpet	Serv/CL N	Daily	
	Service Area	Serv/CL N	Daily	
	Stairs, Lifts	Serv/CL N	Daily	
	Cleaning of workstation, Clearing of dustbins from workstations	Serv/CL N	Daily	
	Garbage Disposal	Serv/CL N	Daily	
	Cleaning of security and transport cabins	Serv/CL N	Daily	
	Brooming and cleaning of outside parking /building surrounding area	Serv/CL N	Daily	

Refilling	Housekeeping supplies like toilet rolls, soap, c fold	Ref	Daily(hourly) Need Basis	Refilling will be done as per need basis
	Refilling of water, tea and other beverages, biscuits and disposables	Ref	Daily(hourly) Need Basis	Refilling will be done as per need basis also
Micro Cleaning	Deep cleaning of toilets, pantry, floor and carpet, service area, building surrounding area, workstations, office equipment, glass surfaces etc.	Serv/CL N	Weekly	
	Light fixtures and AC grille's	Serv/CL N	Weekly	
	AHU, DG rooms (except Equipment) , Secured areas like Hub room, server room, transport room, mail room, stores etc	Serv/CL N	Weekly	
	Peripheral walls and grills, Electrical and plumbing fittings and Roof drains	Serv/CL N	Weekly	
	Brass fittings, Wall panelling, wood work and metal area, Workstations, cabinets, other furniture such as tables and chairs	Serv/CL N	Weekly	
	Cleaning of office equipment's such as PC's , printers, fax machines, Photocopiers, TV, etc	Serv/CL N	Weekly	
	Building structures like columns, beams etc, Cleaning of notice boards, paintings, firefighting equipment's etc	Serv/CL N	Weekly	
Pest Control - Routine treatment	General pest control	Oper, Chk	Fort nightly, Need basis	
	Rodent and Lizard control, Fumigation, fogging	Oper, Chk	Monthly	
	Cockroach Gel	Oper, Chk	Quarterly	
Pest Control - Special service	Treatment for specific seasonal pest problems before the start of season	Oper, Chk	Need Basis	
	Special service for Birds, Honeybee, cats and snakes	Oper, Chk	Need Basis	
	Termite treatment	Oper, Chk	Need Basis	
Sewer and tank cleaning	Cleaning of all rainwater drain line system, main holes, sewer water drain line system. Cleaning of all basement sumps and basement drain lines	Serv/CL N	Weekly	

	Cleaning of all overhead water tanks, under-ground water tanks.	Serv/CL N	Half Yearly	
Others	Checking stock of housekeeping and pantry supplies and making inventory and ordering report, under-ground fire tanks	Rept	Weekly	
	Carpet and chairs shampoo, Glass Façade cleaning, Deep cleaning of Marble surface Crystallization of floor	Serv/CL N	Need Basis	

Help Desk

- **Operational 10 hrs, 7 days a week (As per the guidelines issued by the British Council)**
- **Responsibilities of the help desk:**
 - Attend call from the premise on all the services mentioned in this RFP.
 - Direct the complaint to the concerned vendor.
 - Track every complaint, Minor complaints should be resolved on the same day.
 - Escalate the unresolved complaint to Company. Any critical complaint to be reported to Company immediately on receipt of complaint.
 - Provide weekly, monthly, or as need the MIS report on the complaints received with status.

Service Desk Operator:

- The person should be a Graduate from any discipline with at least 5-6 years of exposure in relevant field. She/he would provide all the activities and coordination services as detailed. Promptly, accurately, professionally, and courteously receives 100% of all telephone calls and visitors Promptly, accurately, professionally and courteously assesses 100% of received calls/inquiries and directs and/or records and relays messages.

Reports

The following reports will be submitted and approved by British Council maximum by 10 day of subsequent month. Invoice for the monthly payment would only be approved once above report approved by British Council Facilities team.

1. **Housekeeping Management Monthly Report** containing the following with the bifurcation of Back office and Library actual usage.
 - Consumption of consumables
 - Help Desk MIS
 - Expense report – committed & Invoice amounts.
 - Consumption of consumable with previous usage analysis
 - Waste management, recycle and disposal in line with British Council's Environment Policy
 - All deviations and exceptions
 - Internal inspection to audit overall scope of work.

The service provider must conduct regular comprehensive facility inspection and perform any additional ones that will maintain / enhance the appearance, operation, and safety aspects of all the facility as approved by **British Council**. The service provider shall indicate frequency of inspection covering all premises.

2. **Quarterly Report** containing the following.
 - Consumption analysis
 - Self-Analysis of performance against KPIs
 - Contract improvement plan
 - Suggestions, if any, for modifications, up gradation with supporting estimate
3. Quarterly Self-Assessment Report with all necessary supporting documents

4. Housekeeping Management Bi-annual Report containing the following:
 - Comprehensive Analysis of each service
 - Highlight Critical Issues / Problems with recommended solutions which should contain the technical recommendations / alternatives, cost, time schedules, etc.
 - Customer Feedback Analysis
5. Housekeeping Management Annual Report containing the following:
 - Thorough Audit / Conservation measures
 - Progress Report with next year improvement plan
6. MIS on procurement, statutory payments & on any other invoices processed by **British Council**.
7. Any other reports as needed from time to time.
8. Reports should be written at the survey stage and after each site visit. The reports should be clear, concise, and complete. They should contain a summary of what was found, what action and what precautions should be taken in future.
9. The Service Provider shall institute a system of written reports on all site visits. These should be dated and describe the extent of treatments undertaken. Only approved pesticides must be recommended, and used in accordance with the label instructions and conditions and all National, local or other statutory or governmental directives, orders, acts, laws, codes, regulations, or rules. The identity of all pesticides applied should be recorded, together with any warnings/ precautions to be undertaken by British Council staff in relation to the pesticides applied/ work carried out.

Overall Guidelines

- The Service Provider shall develop Business Continuity Plan for all the premises in agreement and coordination with the Company team within three (3) months of signing of the agreement.
- Need to propose Company team for new products, Technology, which may lead to efficient operations of housekeeping service.
- Need to keep track of Specific consumptions of all major consumables.
- Provide multi-skilled and trained staff.
- The staff should be trained on all the services mentioned in this document.
- The staff should have good communication skills, should preferably speak / write in English.
- The Service Provider shall ensure that all statutory compliances (PF, EOBI, Minimum wages, contract labour act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. Company reserves the right to terminate the agreement in case there is any flouting of the law.
- The Service Provider shall co-ordinate the procurement of all consumables / technical material. The material will be paid separately at actual.
- All sub-contractors / vendors working under the Service Provider, should complete the due diligence formalities as specified by the British Council.
- The Service Provider shall maintain updated all statutory records at our premises regarding duty schedules, attendance and leave, salary disbursement etc. pertaining to the personnel deployed by them in the said premises.
- The Service Provider shall be responsible for any loss or damage to British Council property due to negligence of Service Provider team & will pay the repair / replacement cost.
- Service Provider shall get the equipment approved from British Council for the load and other technical specifications.

Safety Guidelines

- The Service Provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to Service Providers as well as sub-contractors deployed by them at the site.
- The Service Provider shall ensure that the manpower used are trained and experienced and are wearing proper safety gear and uniforms.
- The Service Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by British Council personnel beforehand.

- The Service Provider shall provide prior information to the British Council representative about any hazardous material being brought on the site and shall ensure security storage of such material.
- The Service Provider must leave work areas in a clean, tidy, and safe condition at the end of each working period.
- The Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take tobacco / do not take drugs on site.
- All workmen of the Service Provider or their sub-contractors must have valid identifications cards verified by the British Council Security Department & shall always display during duty hours. Service Provider shall follow the security regulations of British Council like usage of access cards, wearing and displaying ID cards etc.
- Service Provider shall follow the safety regulations of British Council. Service Provider will be required to sign off British Council safety guideline document.
- Caution signs needs to be set up before the commencement of work.
- Service Provider would produce necessary license/ approvals if required under health and safety norms.

Note: The Suppliers can visit the premises, but need to give advance notice of 04 days at least before visit.

8 Mandatory Requirements / Constraints

8.1 As part of your tender response, you must confirm that you meet the mandatory requirements / constraints, if any, as set out in the British Council's specification forming part of this ITT. A failure to comply with one or more mandatory requirements or constraints shall entitle the British Council to reject a tender response in full.

9 Qualification Requirements

9.1 As part of your tender response, you must confirm compliance with any qualification requirements as set out at Annex 2 (Qualification Questionnaire). A failure to comply with one or more such qualification requirements shall entitle the British Council to reject a tender response in full.

10 Key background documents and further information

10.1 Further relevant background documents / information may be provided to potential suppliers as set out below, as an Annex to this ITT and/or by way of the issue of additional documents / links to additional information / documents. Where no such information / documents are provided, this Section of the ITT will not apply.

11 Timescales

11.1 Subject to any changes notified to potential suppliers by the British Council in accordance with the Tender Conditions, the following timescales shall apply to this Procurement Process:

Activity	Date / time
Issue of Contract Notice / availability of ITT documents	9 th July 2021
Deadline for clarification questions (Clarification Deadline)	25 th July 2021
British Council to respond to clarification questions	2nd August 2021
Deadline for submission of ITT responses by potential suppliers	13 th August 2021

(Response Deadline)	
Award decision standstill letters issued	TBC
Contract concluded with winning supplier	TBC
Team mobilisation confirmation including security clearance of all team members	TBC
Contract start date	TBC

12 Instructions for Responding

12.1 The documents that must be submitted to form your tender response are listed at Part 2 (Submission Checklist) of Annex 3 (Supplier Response) to this ITT. All documents required as part of your tender response should be submitted to British Council's e-Tendering portal hosted at <https://in-tendhost.co.uk/britishcouncil> by the Response Deadline, as set out in the Timescales section of this ITT.

12.2 The following requirements should be complied with when submitting your response to this ITT:

- Please ensure that you send your submission in good time to prevent issues with technology – late tender responses may be rejected by the British Council.
- Do not submit any additional supporting documentation with your ITT response except where specifically requested to do so as part of this ITT. PDF, JPG, PPT, Word and Excel formats can be used for any additional supporting documentation (other formats should not be used without the prior written approval of the British Council).
- All attachments/supporting documentation should be provided separately to your main tender response and clearly labelled to make it clear as to which part of your tender response it relates.
- If you submit a generic policy / document, you must indicate the page and paragraph reference that is relevant to a particular part of your tender response.
- Unless otherwise stated as part of this ITT or its Annexes, all tender responses should be in the format of the relevant British Council requirement with your response to that requirement inserted underneath.
- Where supporting evidence is requested as 'or equivalent' you must demonstrate such equivalence as part of your tender response.
- Any deliberate alteration of a British Council requirement as part of your tender response will invalidate your tender response to that requirement and for evaluation purposes you shall be deemed not to have responded to that particular requirement.
- Responses should be concise, unambiguous, and should directly address the requirement stated.
- Your tender responses to the tender requirements and pricing will be incorporated into the Contract, as appropriate.

13 Clarification Requests

13.1 All clarification requests *should* be submitted to British Council's e-Tendering portal hosted at <https://in-tendhost.co.uk/britishcouncil> by the Clarification Deadline, as set out in the Timescales section of this ITT. The

British Council is under no obligation to respond to clarification requests received after the Clarification Deadline.

13.2 Any clarification requests should clearly reference the appropriate paragraph in the ITT documentation and, to the extent possible, should be aggregated rather than sent individually.

13.3 The British Council reserves the right to issue any clarification request made by you, and the response, to all potential suppliers unless you expressly require it to be kept confidential at the time the request is made. If the British Council considers the contents of the request not to be confidential, it will inform you and you will have the opportunity to withdraw the clarification query prior to the British Council responding to all potential suppliers.

13.4 The British Council may at any time request further information from potential suppliers to verify or clarify any aspects of their tender response or other information they may have provided. Should you not provide supplementary information or clarifications to the British Council by any deadline notified to you, your tender response may be rejected in full and you may be disqualified from this Procurement Process.

14 Evaluation Criteria

14.1 You will have your tender response evaluated as set out below:

Stage 1: Tender responses will be checked to ensure that they have been completed correctly and all necessary information has been provided. Tenders responses correctly completed with all relevant information being provided will proceed to Stage 2. Any tender responses not correctly completed in accordance with the requirements of this ITT and/or containing omissions may be rejected at this point. Where a tender response is rejected at this point it will automatically be disqualified and will not be further evaluated.



Stage 2: The completed Qualification Questionnaire will then be reviewed to confirm that the potential supplier meets all of the qualification criteria set out in the questionnaire. Potential suppliers that meet the qualification criteria will proceed to Stage 3. Potential suppliers that do not meet the qualification criteria set out in the Qualification Questionnaire may be excluded from the Procurement Process at this point. Where a potential supplier is excluded at this point, its tender response will be rejected in full and not evaluated further and the supplier will automatically be disqualified from this Procurement Process.



Stage 3: If a bidder succeeds in passing Stages 1 and 2 of the evaluation, then it will have its detailed tender response to the British Council's requirements evaluated in accordance with the evaluation methodology set out below. Information provided as part of Qualification Questionnaire responses may also be verified as part of this stage.

14.2 Award Criteria – Responses from potential suppliers will be assessed to determine the most economically advantages tender using the following criteria and weightings and will be assessed entirely on your response submitted:

Criteria	Weighting
Quality of Service Delivery	20%
Compliance (With all instructions as set out in the Invitation to Tender)	30%
Experience/Track Record & References from at least three organisations	10%
Commercial	40%

14.3 Scoring Model – Tender responses will be subject to an initial review at the start of Stage 3 of the evaluation process. Any tender responses not meeting mandatory requirements or constraints (if any) will be rejected in full at this point and will not be assessed or scored further. Tender responses not so rejected will be scored by an evaluation panel appointed by the British Council for all criteria other than Commercial using the following scoring model:

Points	Interpretation
10	Excellent – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas evidence requested in the level of detail requested. This, therefore, is a detailed excellent response that meets all aspects of the requirement leaving no ambiguity as to whether the bidder can meet the requirement.
7	Good – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas of evidence requested, but contains some trivial omissions in relation to the level of detail requested in terms of either the response or the evidence. This, therefore, is a good response that meets all aspects of the requirement with only a trivial level ambiguity due the bidders failure to provide all information at the level of detail requested.
5	Adequate – Overall the response demonstrates that the bidder meets all areas of the requirement, but not all of the areas of evidence requested have been provided. This, therefore, is an adequate response, but with some limited ambiguity as to whether the bidder can meet the requirement due to the bidder's failure to provide all of the evidence requested.
3	Poor – The response does not demonstrate that the bidder meets the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the bidder can meet the requirement due to the failure by the bidder to show that it meets one or more areas of the requirement.

0	Unacceptable – The response is non-compliant with the requirements of the ITT and/or no response has been provided.
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14.4 Commercial Evaluation – Your “Overall Price” (as calculated in accordance with requirements of Annex 4 (Pricing Approach) for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation. Prices must not be subject to any pricing assumptions, qualifications or indexation not provided for explicitly by the British Council as part of the pricing approach. In the event that any prices are expressed as being subject to any pricing assumptions, qualifications or indexation not provided for by the British Council as part of the pricing approach, the British Council may reject the full tender response at this point. The British Council may also reject any tender response where the Overall Price for the goods and/or services is considered by the British Council to be abnormally low following the relevant processes set out under the EU procurement rules. A maximum offer score of 10 will be awarded to the tender response offering the lowest “Overall Price”. Other tender responses will be awarded a mark by application of the following formula: (Lowest Overall Price/Overall Price being evaluated) x 10 (rounded to two decimal places) = commercial score.

14.5 Moderation and application of weightings – The evaluation panel appointed for this procurement will meet to agree and moderate scores for each award criteria. Final scores in terms of a percentage of the overall tender score will be obtained by applying the relevant weighting factors set out as part of the award criteria table above. The percentage scores for each award criteria will be amalgamated to give a percentage score out of 100.

14.6 The winning tender response – The winning tender response shall be the tender response scoring the highest percentage score out of 100 when applying the above evaluation methodology, which is also supported by any required verification evidence (to include, without limitation, any updated information or references relating to any Qualification Question responses) obtained by the Authority relating to any self-certification or other requirements referred to in the Qualification Questionnaire. If any verification evidence requested from a supplier, or a relevant third party as may be referred to by the supplier in the Qualification Questionnaire as a party prepared to provide such information, is not provided in accordance with any timescales specified by the British Council and/or any evidence reviewed by the British Council (whose decision shall be final) does not demonstrate compliance with any such requirement, the British Council may reject that tender response in full and disqualify the potential winning supplier from the Procurement Process at that point.

List of Annexes forming part of this ITT (issued as separate documents):

Annex 1 - Terms and Conditions of Contract

Annex 2 – Supplier Response

Annex 3 – Pricing Approach