

Invitation to Tender (ITT)

For: ITT - IR67TVET42026 – Smart Classroom setup in Centre of Excellence

Date: 9 July 2026

1 Overview of the British Council

We support peace and prosperity by building connections, understanding and trust between people in the UK and countries worldwide.

We uniquely combine the UK's deep expertise in arts and culture, education and the English language, our global presence and relationships in over 100 countries, our unparalleled access to young people, creatives and educators, and our own creative sparkle.

We work directly with individuals to help them gain the skills, confidence and connections to transform their lives and shape a better world in partnership with the UK. We support them to build networks and explore creative ideas, to learn English, to get a high-quality education and to gain internationally recognised qualifications.

We work with governments and our partners in the education, English language and cultural sectors, in the UK and globally. Working together we make a bigger difference, creating benefit for millions of people all over the world

We take a long-term approach to building trust and remain at arm's length from government. We work with people in over 200 countries and territories and are on the ground in more than 100 countries. In 2022–23 we reached 600 million people

2 Introduction and Background to the Project / Programme

2.1 British Council is co-implementing TVET Sector Support Program (Phase-IV) funded by European Union. Under component-IV of the project, British Council is establishing two Centres of Excellence (two main hubs and six spokes / satellite institutes) in Khyber Pakhtunkhwa, Gilgit Baltistan and Baluchistan. To equip these centres and their labs, suppliers are invited from eligible, experienced, and reputable firms for provision, supply and installation of digital and high-tech equipment. This includes smart classroom solutions (interactive classroom systems (screens, sound system, broadcasting systems / cameras), assistive technologies, etc.) with integration of hubs and spokes.

Vendors must be authorized by the respective OEM, certified, and have demonstrable experience in executing similar comprehensive IT projects. Solution components are as shared in Clause no 8 - Specification of this ITT document.

2.2 On 9 July 2026 a tender notice was published by British Council ("the Authority") on the Central Digital Platform inviting expressions of interest from organisations wishing to be selected to tender for the above opportunity (the "Participants").

2.3 This invitation has been issued alongside that tender notice.

2.4 This is an invitation to tender conducted using the open procedure (under section 20(2) of the Procurement Act 2023).

2.5 The purpose and scope of this ITT and supporting documents is to explain in further detail the requirements of the British Council and the 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 following locations:

Khyber Pakhtunkwa

1. Institute of Management Sciences, Peshawar
2. Govt. Vocational & Technical Training Centre (Girls) Haripur
3. Govt College of Technology (GCT) Girls, D.I. Khan

Gilgit-Baltistan

1. Karakoram International University, Gilgit
2. Govt. Polytechnic Institute, Skardu

Baluchistan

1. Baluchistan University of IT, Engineering and Management Sciences (BUIITEMS), Quetta
2. Govt Women Technical Training Centre, Quetta
3. Govt. Vocational Institute (Girls), Quetta

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. In the event that the chosen service provider is operating as a Sole Trader or through a Personal Service Company, the British Council retain the right to issue specific contractual terms and conditions, in order to take account of this status. If you plan to submit a bid as a Sole Trader or Personal Service Company please contact at British Council's e-Tendering portal hosted at <https://tap.tcsapps.com/tap2/#/bc-supplier-registration> (first time log in) or <https://tap.tcsapps.com/tap2/#/login-supplier?tenant=BritishCouncil&langCd=en> (existing supplier registered) / moiz.khalid@britishcouncil.org for a copy of the specific terms. Once the Contract is awarded, there will be no changes allowed to the Contract (except in accordance with the provisions of the Contract). Any clarification questions in relation to any aspect of this Procurement Process, the terms of the Contract or the payment schedule should be submitted in accordance with the process set out in paragraph 13 (Clarification Requests). Only changes which relate to the correction of ambiguity or manifest error in relation to the terms of the Contract will be considered and, if necessary, the British Council may, when issuing its response to clarification questions that it has received, reissue Annex 1 to reflect such changes.

3.1.4 The Contract awarded will be for a duration of duration of 24 Months with an option for an extension for up to an additional 12 months based on performance

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, Modern Slavery, Adults at Risk, 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 Compliance with the terms of the Contract – The successful bidder will be expected to comply with the Contract set out in Annex 1 without any amendment (save as described in paragraph 3.1.3).

3.3.8 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.

3.3.9 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.

3.3.10 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 handwritten 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.

3.3.11 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.

3.3.12 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.

3.3.13 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.

3.3.14 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.

3.3.15 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”), EU General Data Protection Regulation (GDPR) 2015, 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. Conflicts of Interest

- 5.1 A Participant must ensure that it and each subcontractor, agent or adviser with which it engages in connection with the procurement process does not have a conflict of interest with the British Council or otherwise which may affect the procurement process. Where a Participant identifies a conflict of interest, or the risk of a conflict of interest, it must disclose that conflict or risk to the British Council without delay and assist the British Council in the management of that conflict or risk, to the extent that is possible. The British Council reserves the right to exclude a Participant from the process if a conflict of interest exists which cannot be effectively remedied by other less intrusive measures.

6 Tender Validity

- 6.1 Your tender response must remain open for acceptance by the British Council for a period of sixty Days from the Response Deadline. A tender response not valid for this period may be rejected by the British Council.

7 Payment and Invoicing

- 7.1 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 syedmansoor.ahmed@britishcouncil.org

8. Specification

SMART CLASSROOM / LAB

No		Item / Description	Qty
1	Smart Interactive Screen with Audio Video Accessories including LMS	❖ 75" Interactive Flat Panel, 4K UHD, minimum 20-touch ❖ Built-in OPS: Intel Core i5 (10th Gen+), 8GB RAM, 128GB SSD, Licensed Windows OS ❖ Built-in annotation software (multi-user, screen recording, file import/export) ❖ Integrated camera & microphone for hybrid teaching ❖ PTZ Auto-Tracking Camera (Full HD, 12× optical zoom, AI tracking, HDMI/USB/IP output) ❖ Audio System: ❖ Ceiling-mounted 2-way speakers (suitable for 40 students) ❖ Dual-channel wireless microphone system (Lavalier + Handheld / Mic Array) The supplier shall provide a built-in or bundled Learning Management System (LMS) compatible with the proposed Smart Classroom Solution and meeting the following minimum requirements: ❖ The LMS shall be fully compatible with the supplied Interactive Flat Panel and support classroom teaching, content sharing, and hybrid learning. ❖ The LMS shall provide secure login with role-based access for at least: ○ Administrator ○ Teacher ○ Student The LMS shall support a minimum of 1,500 user accounts and include two (2) years of licensing, updates, and technical support. ❖ Teachers shall be able to: ○ Create and manage courses or classes. ○ Upload and organize learning materials (PDF, Word, PowerPoint, images, and videos). ○ Share assignments and announcements with students. ❖ Students shall be able to: ○ Access course materials online. ○ Submit assignments. ○ View grades and teacher feedback. ❖ The LMS shall support: ○ Online quizzes and assessments. ○ Automatic grading for objective-type questions. ○ Basic attendance recording. ○ Performance tracking and progress reports.	05

		❖ The LMS shall provide a web-based interface and support access from desktop and mobile devices (Android and iOS or equivalent). ❖ The system shall support independent operation at each installation site, with optional centralized reporting or synchronization if required in the future. ❖ The LMS shall implement minimum security measures including HTTPS encryption, role-based access control, password-protected user accounts, and regular data backup capability. ❖ The supplier shall provide complete installation, configuration, user training, and documentation, and ensure seamless integration with all supplied smart classroom hardware. ❖ The proposed solution may be proprietary or open source; however, all licenses, integration, customization (if any), and support required for successful operation shall be included in the quoted price.	
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2	Normal Interactive Screen	Interactive Flat Panel Display (IFPD) – Specification		10
• Screen Size: Minimum 75 inches • Resolution: 4K UHD (3840 × 2160) • Touch Capability: Minimum 20-point multi-touch (simultaneous writing) • Brightness: Minimum 400 nits, anti-glare tempered glass • Operating System: Built-in Android (v9 or above) • OPS Support: Slot for OPS PC (Intel Core i5 or equivalent, 8GB RAM, 128GB SSD, licensed OS) • Camera & Microphone: Built-in or integrated camera and microphone for hybrid learning • Audio: Integrated speakers (minimum 2 × 15W) • Connectivity: HDMI, USB, LAN, Wi-Fi, Bluetooth • Wireless Sharing: Support for multi-device wireless screen sharing (minimum 4 devices) • Annotation Software: Built-in interactive whiteboard with multi-user support, screen recording, and file import/export • Mounting: Wall mount or mobile stand included • Warranty: Standard OEM				
3	Non-Interactive Student Screen	Category	Specification	07
Screen Size		55-inch LED display		
Resolution		4K UHD (3840 × 2160)		
HDR Support		HDR10 / HLG or equivalent		
Panel Type		Commercial-grade LED/LCD		
Smart Platform		Built-in smart OS or embedded media player		
Connectivity		Minimum 3 × HDMI, 2 × USB, 1 × LAN (RJ45), Wi-Fi, Bluetooth		
Audio		Integrated speakers (minimum 20W total output)		
Control		IR remote; support for LAN/RS232 control (if commercial grade)		

8.2 British Council requires IT Equipment delivery along with installations at enlisted **locations**:

Centre of Excellence – KP/GB			
Province	Code	Complete Address	
Khyber Pakhtunkhwa	Peshawar IMS	Institute of Management Sciences, Hayatabad Peshawar	Hub 1
Khyber Pakhtunkhwa	Haripur GVTC	Govt. Vocational & Technical Training Centre (Girls), Haripur	Spoke 1.1
Khyber Pakhtunkhwa	D.I Khan GCT	Govt. College of Technology (Women), D.I. Khan	Spoke 1.2
Gilgit Baltistan	Gilgit KIU	Karakoram International University, Gilgit	Spoke 1.3
Gilgit Baltistan	Skardu GPI	Govt. Polytechnic Institute, Skardu	Spoke 1.4

Centre of Excellence – Baluchistan			
Province	Code	Complete Address	
Baluchistan	Quetta BUIEMS	Baluchistan University of IT, Engineering & Management Sciences, Quetta	Hub 2
Baluchistan	Quetta GWTT C	Govt. Technical Training Centre for Women, Quetta	Spoke 2.1
Baluchistan	Quetta GVIW	Govt. Vocational Institute for Women, Quetta	Spoke 2.2

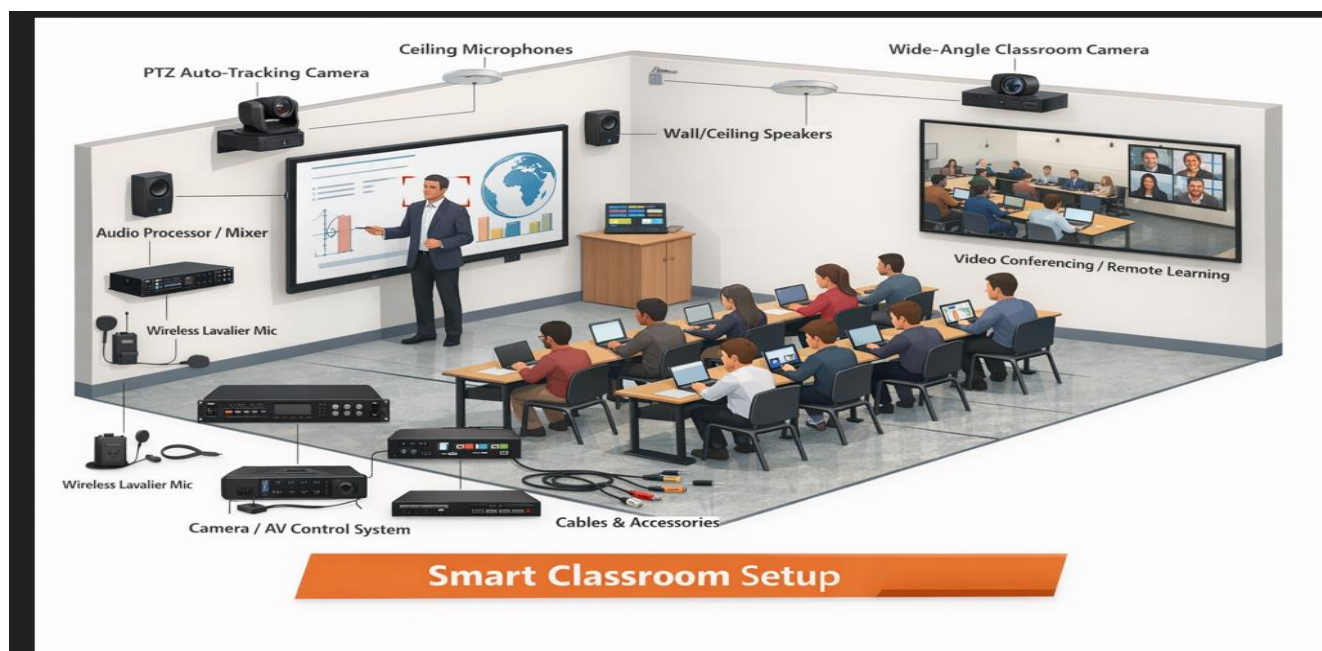
B. SMART CLASSROOM / LAB										
No	Item	Total Qty	Peshawar IMS	Haripur GVT C	D.I Khan GCT	Gilgit KIU	Skardu GPI	Quetta BUIEMS	Quetta GWTT C	Quetta GVIW
1	Smart Classroom Unit	5	2			1		2		
	Interactive Screen 75	10	2	1	1	1	1	2	1	1
2	LED Screen 75"	22	5	2	2	3	2	3	2	2
3	LED Screen 55"	7	4		-		-	3	-	-
Delivery Date			15 Sept 2026					15 Sept 2026		

No	Location	IT Labs	Gaming Lab	Smart Classrooms
1	Institute of Management Sciences, Peshawar	4	1	2
2	Govt. Vocational & Technical Training Centre (Girls) Haripur	1	-	1
3	Govt College of Technology (GCT) Girls, D.I. Khan	1	-	1
4	Karakoram International University, Gilgit	2	-	1
5	Govt. Polytechnic Institute, Skardu	1	-	1

6	Baluchistan University of IT, Engineering and Management Sciences (BUITEMS), Quetta	3	1	2
7	Govt Women Technical Training Centre, Quetta	1	-	1
8	Govt. Vocational Institute (Girls), Quetta	1	-	1
	Total	14	2	10

For Site Visit: Vendors can visit the site till **16 July 2026** – on working days only and from 9:00 am – 5:00 pm. Please share the details in the below table to moiz.khalid@britishcouncil.org.pk atleast one day before planned visit. Please note that no financial discussions are conducted on-site:

company Name	POC Name	POC CNIC	Vehicle Details	Visit Site	Visit Date	Visit Time



- The Supplier will be responsible to ensure warranty claim services and software/firmware updates including post-installation support and warranty management onsite.

- Existing Connectivity: All Hub and Spoke sites have existing LAN and Internet connectivity. ISP services, WAN links, and bandwidth provision are excluded. The Supplier shall utilize existing network infrastructure to connect, configure, test, and commission the solution.
- The Supplier will be required to supply smart classroom solution Equipment and allied services, in 8 sites across Pakistan.
- The Supplier will be required to provide preventive maintenance as per SLA. Maintenance will be covered without part as replacement will be charge as per actual after having written approval of British Council.
- The supplier will be responsible for providing end-user staff training, along with user and technical training documentation, throughout the project.
- The procuring entity reserves the right to increase, decrease, or modify the quantities and specifications of listed items in line with approved budget availability. model number quotation, any incomplete submission will be rejected as non-compliant. Vendors will be required to provide all items and on-site installation and configurations.
- All items should be brand new and not refurbished/Used/End of Life Hardware.
- All the items should come with standard onsite OEM warranty.
- Vendor should be able to demonstrate proof of authorized Partner/ Reseller/Manufacturer (if applicable). British Council reserves the right to seek proof in the form of OEM certificates or Manufacturer Authorization letter, if required.
- The Supplier will be responsible to ensure warranty claim services and software/firmware updates including post-installation support and warranty management onsite.
- The Supplier will be required to deliver the following as a minimum:

The Supplier will be required to deliver the following as a minimum:

Deliverable	Description
Hardware Supply & Installation	Supply, install, configure, and commission all smart classroom and AV equipment at core (hub) and remote (spoke) sites. This includes but is not limited to: interactive smart boards (minimum 75"), non-interactive LED displays (75"), PTZ cameras, microphones (wireless/ceiling/lapel), speakers, amplifiers, lecture capture devices, control panels, AV processors, and all required cabling and mounting accessories.
Software Licenses & Subscriptions	Provide valid licenses/subscriptions for all required software including interactive display software, lecture capture/recording systems, streaming/broadcast platforms, device management tools, and security software. All licenses must be valid for a minimum of 3 years.

Deliverable	Description
System Integration	Ensure end-to-end integration of all smart classroom components including audio, video, display systems, control units, and streaming platforms. Implement a fully functional hub and spoke model enabling live and recorded lecture broadcasting from the main site to remote locations. Conduct end-to-end testing and provide User Acceptance Testing (UAT) reports.
Project Management	Assign a dedicated project manager responsible for overall implementation, scheduling, coordination across multiple sites, progress reporting, risk management, and acting as a single point of contact throughout the project lifecycle.
Documentation	Provide complete documentation including AV system architecture diagrams, hub & spoke connectivity design, device configurations, control system workflows, sealed credentials/passwords, asset inventory with serial numbers, and warranty/support details.
Asset Handover	Provide formal handover documentation upon completion including site-wise equipment inventory, asset registry with serial numbers, software/license details, system configuration records, training completion reports, and signed acceptance certificates.
Training	Conduct comprehensive hands-on training for instructors, IT staff, and administrators covering operation of smart boards, use of audio/video systems, lecture recording and streaming, content sharing, basic troubleshooting, and system management.
Maintenance Schedule	Provide and implement a 3-year preventive maintenance plan including quarterly system health checks, firmware/software updates, calibration of audio/video equipment, hardware inspections, and performance optimization of the broadcast system.
Support & Service Level Agreement (SLA)	Provide 3 years of comprehensive support including remote monitoring and onsite support (as required). SLA must include System uptime $\geq 99\%$ (AV & streaming systems), Response Time: ≤ 4 hours (critical), ≤ 1 business day (non-critical), Resolution Time: 1–2 business days (standard), Spare parts replacement (especially for displays, cameras, and audio equipment), Remote diagnostics, incident logging, and escalation matrix.

Note: The proposed SLA template is attached as Appendix-1. This will be part of the contract.

9 Mandatory Requirements / Constraints

9.1 As part of your tender response, you must confirm compliance with any qualification requirements as set out at Annex 2 (Procurement Specific 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 Qualification Requirements

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

11 Key background documents

110.1 Further relevant background documents / information may be provided to potential suppliers as an Annex to this ITT and/or by way of the issue of additional documents / links to additional information / documents. Please view list of Annexes at the end of this document.

12 Timescales

12.1 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 July 2026
Deadline for clarification questions (Clarification Deadline)	17 July 2026
British Council to respond to clarification questions	21 July 2026
Deadline for submission of ITT responses by potential suppliers (Response Deadline)	10 August 2026
Award decision Dispatch of Assessment Summaries and publication of Contract Award Notice	TBC
Expected end of Mandatory Standstill Period (8 Working days)	TBC
Contract concluded with winning supplier	TBC
Contract start date	TBC

13. Procurement Process

13.1 All information and documents relevant to this opportunity can be found on our e-tender portal:
<https://tap.tcsapps.com/tap2/#/login-supplier?tenant=BritishCouncil&langCd=en>

13.2 British Council may make a change to this ITT or the contract documents at any time by notice to all Participants remaining in the process. British Council may also issue further information at any time by notice to all Participants remaining in the process.

- 13.3 British Council expressly reserves the right: (i) not to award any contract as a result of this procurement process; and (ii) to make whatever changes it may see fit to the content and structure of the tendering competition and the contracts. In no circumstances will the Authority be liable for any costs incurred by the Participants as a result of any such change or decision not to award.
- 13.4 British Council reserves the right at any time for any reason to abandon the procurement. As such, and notwithstanding any provision of this ITT, the Authority does not (by undertaking this procurement) agree to accept any tender, including the most advantageous tender. In no circumstances will the Authority be liable for any costs incurred by the Participants if the procurement is abandoned.
- 13.5 British Council will conduct all communication relating to this procurement through the e-tender Portal. That is the designated point of contact. If there is a technical failure or British Council for some other reason elects, all Participants will be given an alternative designated point of contact.
- 13.6 Where participants are located in countries beyond the scope of the e-tender portal, and therefore cannot access the portal, a surrogate bidding process will be allowed. Details for this process can be made available to affected participants by contacting British Council Procurement team moiz.khalid@britishcouncil.org.pk

14. Excluded & Excludable Suppliers

- 14.1 In adherence with the regulations contained within the Procurement Act 2023, the British Council will exclude any potential supplier from further participation in this event where the supplier or any associated person(s) or connected person(s) is deemed an Excluded supplier in line with Schedule 6: Mandatory Exclusion Grounds of the Procurement Act 2023.
- 14.2 British Council reserves the right to exclude any potential supplier from further participation in this event where the supplier or any associated person(s) or connected person(s) is deemed an Excludable supplier in line with Schedule 7: Discretionary Exclusion Grounds of the Procurement Act 2023. The table below shows where the discretionary exclusion grounds will apply to this event.

Discretionary exclusion ground	Statutory reference	Applied to this Event
Labour market misconduct (order made in UK against Participant or connected person)	Schedule 7 paragraph 1	Y
Labour market misconduct (outside UK)	Schedule 7 paragraph 2	Y
Labour market misconduct (evidence of offence under specified legislation)	Schedule 7 paragraph 3	Y
Environmental misconduct	Schedule 7 paragraph 4	Y
Insolvency, bankruptcy, etc	Schedule 7 paragraph 5	Y

Participant or connected person has suspended or ceased carrying on all or a substantial part of its business.	Schedule 7 paragraph 6	Y
Potential competition infringements – Chapter I	Schedule 7 paragraph 7	Y
Potential competition infringements – Chapter II	Schedule 7 paragraph 8	Y
Regulator decision in respect of competition infringement – Chapter II	Schedule 7 paragraph 9	Y
Potential competition infringements – cartel offence	Schedule 7 paragraph 10	Y
Professional misconduct	Schedule 7 paragraph 11	Y
Breach of contract and poor performance	Schedule 7 paragraph 12	Y
Acting improperly in procurement	Schedule 7 paragraph 13	Y
National security	Schedule 7 paragraph 14	Y

- 14.3 Where British Council intends to exclude a potential supplier from this event only by virtue of an associated person(s) or connected person(s), the British Council will notify the supplier of its intention, and provide the supplier reasonable opportunity to replace the associated person(s) or connected person(s),
- 14.4 Where a potential supplier intends to sub-contract the performance of part or all of the contract, the sub-contractor(s) details must be completed in the Procurement Specific Questionnaire. The sub-contractor details will be used to determine if any sub-contractor is an Excluded or Excludable supplier (with reference to paragraph 15.1 and 15.2).
- 14.5 In adherence with regulations contained within the Procurement Act, should a sub-contractor be deemed to be an Excluded or Excludable supplier, British Council must treat the Potential Supplier as an Excluded or Excludable supplier.
- 14.6 Where British Council intends to exclude a potential supplier from this event by virtue of a sub-contractor (see paragraph 16.5), the British Council will notify the supplier of its intention, and provide the supplier reasonable opportunity to replace the sub-contractor.
- 14.7 Should a potential supplier become an excluded or excludable supplier during the course of this event, or during the course of any contract(s) generated from this event, the supplier MUST immediately inform British Council of this change in status.

15. Conditions of Participation

15.1 British Council intends to use Conditions of Participation as part of this event. The conditions of participation are detailed in the Procurement Specific Questionnaire (PSQ). The minimum standards for compliance with the Conditions of Participation are set out in the table below:

PSQ Question #	PSQ Question	Scoring Methodology	Minimum Pass/Score to Participate							
1.	Please confirm whether you are legally eligible and authorized to perform services in each of the cities specified below, including compliance with all applicable tax registration and regulatory requirements. "Please confirm that your organization is capable of supplying, installing, and providing after-sales support in all the listed cities. <table><tr><td>Region/City</td></tr><tr><td>Peshawar</td></tr><tr><td>Haripur</td></tr><tr><td>D.I Khan</td></tr><tr><td>Gilgit</td></tr><tr><td>Skardu</td></tr><tr><td>Quetta</td></tr></table>	Region/City	Peshawar	Haripur	D.I Khan	Gilgit	Skardu	Quetta	Yes = 1 No = 0 Yes = 1 No = 0 Yes = 1 No = 0 Yes = 1 No = 0 Yes = 1 No = 0 Yes = 1 No = 0 Yes = 1 No = 0	Yes = 1 Yes = 1 Yes = 1 Yes = 1 Yes = 1 Yes = 1 Yes = 1
Region/City										
Peshawar										
Haripur										
D.I Khan										
Gilgit										
Skardu										
Quetta										
2.	OEM Authorization - Please provide valid Original Equipment Manufacturer (OEM) Authorization Letters or equivalent documentary evidence confirming that you are authorized to supply, install, support, and provide warranty services for all proposed solution components.	Yes = 1 No = 0	Yes = 1							

15.2 In order to facilitate British Council's assessment of a Participant's economic and financial standing, British Council will assess [turnover relative to the Contract Value, solvency ratios and profitability ratios. Participants are asked to provide information on their two most recent accounts, and upon request, provide copies of the most recent audited accounts or up to date financial statements where full audited accounts cannot be provided. The minimum criteria are set out in the table above. British Council may require further information from a Participant in order to consider if the Participant presents an unacceptable level of financial risk.

15.3 Participants must achieve at least the minimum pass score for ALL questions. Any Participant that does not achieve the minimum pass score for any question will be excluded from the event and its submission will not be further considered for the award of the Contract.

15.4 Further instructions on what Participants should consider in relation to their response on financial standing is set out in the PSQ.

15.5 The PSQ acts as a self-declaration for Participants. The Preferred Bidder will be required to provide all requested certificates and documentation before being awarded the Contract. However, British Council can ask any Participant to submit their evidence at any point in the procurement process, if this is necessary, to ensure that the process is carried out properly and in a timeous manner to meet with the procurement's requirements.

16 Instructions for Responding

16.1 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://tap.tcsapps.com/tap2/#/bc-supplier-registration> (first time log in) or <https://tap.tcsapps.com/tap2/#/login-supplier?tenant=BritishCouncil&langCd=en> (existing supplier registered) / moiz.khalid@britishcouncil.org by the Response Deadline, as set out in the Timescales section of this ITT

16.2 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.

16.3 Artificial Intelligence (AI) tools can be used to assist in your bid writing process, however they may also introduce an increased risk of incorrect or misleading statements via 'hallucination'. Your submission should clearly identify any instances where AI or machine learning tools, including large language models, have been used to generate written content or support your bid submission.

17 Clarification Requests

17.1 All clarification requests *should* be submitted to British Council's e-Tendering portal hosted at <https://tap.tcsapps.com/tap2/#/bc-supplier-registration> (first time log in) or <https://tap.tcsapps.com/tap2/#/login-supplier?tenant=BritishCouncil&langCd=en> (existing supplier registered) / moiz.khalid@britishcouncil.org 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 and will respond if it considers the question appropriate and the question is received before the Clarification Deadline.

17.2 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.

17.3 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.

17.4 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.

18 Evaluation Criteria

18.1 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. Tenderers responses correctly completed with all relevant information being provided and all mandatory requirements as set out in the specification met 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 Selection 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 Selection 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 Selection Questionnaire responses may also be verified as part of this stage.

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

Criteria	Weighting
Social Value	10%
Relevant Experience and Clientele	15%
Scope of Work and Delivery Timelines	35%
Commercial	40%

18.3 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.

18.4 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 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.

18.5 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.

18.6 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 Exclusion Grounds or Conditions of Participation responses) obtained by the Authority relating to any self-certification or other requirements referred to in the Procurement Specific Questionnaire. If any verification evidence requested from a supplier, or a relevant third party as may be referred to by the supplier in the Procurement Specific 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 – Procurement Specific Questionnaire

Annex 2a - Procurement Specific Questionnaire Ratio Analysis

Annex 3 – Supplier Response

Annex 4 – Pricing Approach

Appendix 1 – Service Level Agreement Template