

Invitation to Tender (ITT)

For: ITT – Rent a Car Nationally

Date: 03 August 2022

1 Overview of the British Council

1.1 The British Council builds connections, understanding and trust between people in the UK and other countries through arts and culture, education and the English language. We work in two ways – directly with individuals to transform their lives, and with governments and partners to make a bigger difference for the longer term, creating benefit for millions of people all over the world. We help young people to gain the skills, confidence and connections they are looking for to realise their potential and to participate in strong and inclusive communities. We support them to learn English, to get a high-quality education and to gain internationally recognised qualifications. Our work in arts and culture stimulates creative expression and exchange and nurtures creative enterprise.

1.2 We connect the best of the UK with the world and the best of the world with the UK. These connections lead to an understanding of each other's strengths and of the challenges and values that we share. This builds trust between people in the UK and other nations which endures even when official relations may be strained.

1.3 We work on the ground in more than 100 countries. In 2019-20 we connected with 80 million people directly and with 791 million overall, including online and through our broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body. Further information can be viewed at www.britishcouncil.org.

2 Introduction and Background to the Project / Programme

2.1 The British Council Pakistan is seeking offers from reputable, well established and experienced Car Rental Firms duly incorporated under the Laws of Pakistan to provide Vehicle Transportation Services on a national level with bulk of the travel being executed in five major cities of Pakistan including but not limited to the following cities: Karachi, Lahore, Islamabad, Multan, Faisalabad and Peshawar. The service provider needs to take note of the varying road conditions in the above regions. i.e., paved roads, mountainous roads and off –road conditions etc.

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 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 in Karachi, Lahore, and Islamabad British Council offices.

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 on <https://in-tendhost.co.uk/britishcouncil> 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 3 years with an option for an extension for up to an additional 1 year 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 adviser's 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 Tender Validity

5.1 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.

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, Corporate Services – UK Hub Team, 1 Redman Place, Stratford, London E20 1JQ

7 Specification

Schedule of requirement (Rental of Armoured & soft Skin Vehicles and valet parking service)

1. **Background:** The British Council Pakistan is seeking offers from reputable, well established and experienced Car Rental Firms duly incorporated under the Laws of Pakistan to provide Vehicle Transportation Services on a national level with bulk of the travel being executed in five major cities of Pakistan including but not limited to the following cities: Karachi, Lahore, Islamabad, Multan, Faisalabad and Peshawar. The service provider needs to take note of the varying road conditions in the above regions. i.e. paved roads, mountainous roads and off –road conditions etc.

Two Lots:

- Lot 1: Soft skin Car rental
- Lot 2 Armoured Car rental

The types of vehicles and their year of manufacture must meet the requirement stated in the section 12 of this schedule of requirement.

2. Workdays and Workhours:

- The regular workdays are Monday - Friday, however services are required for seven days a week. Vehicles shall be available within 12 hours upon request to provide the vehicle and driver, i.e., through agreed booking system/call to service by British Council admin/security staff.
- Normal working hours for the British Council is between 9:00 am to 5:00 PM but the drivers on duty may require driving the vehicle longer hours depending on the nature of requirements and distance to be covered, however in case of the monthly rental with driver the daily work hours will be 8 hours a day.

3. Work Experience:

- The Service Provider shall have at least 5 years of prior successful experience in soft skin Car/vehicle and 3years for AV's / Armoured rental Operations.
- Should have handled in the past renting of varied nature of cars, covering armoured vehicle or soft skin vehicles depending on which lot the company is applying for.

4. Scope of Services:

- The selected service provider must assign a good condition car together with or without driver and with or without fuel within 24 hours from the placement of the request.
- The vehicle provided must be checked at least 12 hours before for confirmation that technically it is fit for plying on the road, including oil is checked, engine is checked, steering, gears and tires and lighting system and indicator lights all are in good working conditions / fit to drive
- The vehicle shall be dispatched to the locations requested by British Council within the time frame for dispatch from the city/location and return to the city/location.
- The contractor shall maintain the car always clean and hygienic as well as the driver should wear company uniform and remain courteous to the passengers.
- The driver must be familiar with the road conditions and should have good experience of driving in different kinds of road as well as during nights, raining seasons etc;
- The following safety and security related tasks must be taken care by the contractor:
 - i. The Service Provider shall comply with the relevant requirements of the safety regulations of British Council and all applicable laws and regulations of relevant Government Authorities of Pakistan. The Service Provider shall be responsible for all safety measures required for the services.

- ii. The Service Provider shall warrant that all Vehicles provided under the contract are registered with the respective Federal/Provincial authorities of Pakistan at its sole cost and expense. The Service Provider shall keep a record of the Registration Cards/Documents, and at its sole cost and expense renew them on the due dates without any responsibility from the side of British Council. The Service Provider will be held responsible for all consequences arising out of the non- renewal of such registration on due dates and shall keep British Council indemnified against any such failure to register.
- iii. The Service Provider shall be fully responsible for any and all maintenance, servicing and repair needs of the vehicle during the term of this Contract, and all costs related thereto, and shall ensure that the vehicle operates properly during the term of this Contract. Except in the case of emergencies, the Owner shall ensure that service and repair does not take place during the hours that British Council requires the vehicle, or at any other time that will interfere with British Council's purposes for the use of the vehicle.
- iv. In the event of traffic violations and the issuance of fines, the Service Provider shall be wholly responsible for payment.
- v. The Service Provider shall hold a Valid Liability Insurance Policy Coverage for vehicles (comprehensive if applicable, or otherwise as per the standard vehicle insurance for rental agencies prevalent in Pakistan), passengers and third party.
- vi. The Rented Vehicle shall, as a minimum, be equipped with: See below **VEHICLE EQUIPEMENT CHECKLIST**
- vii. Trauma kit of appropriate type and capacity as per below specifications: See **Vehicle Trauma Kit**

- Required and acceptable soft skin vehicle's models under the contract shall be of 2019 and above. All vehicles should be provided with operational heating and cooling system.
- All vehicles to be equipped with safety measures (Air Bags, seat belts etc) to comply with local authority safety regulation as minimum. More safety measure and equipment would add value.
- Required and acceptable Armoured vehicle's models under the contract shall be of 2012 and above. All vehicles should be provided with operational heating and cooling system.
- Reliability Requirements: The Contractor shall be able to maintain and have enough back-up capacity to ensure that replacement vehicles are always available in case of unforeseen breakdowns, accidents etc.
- Any incident / near miss incidents will need to be reported to British Council
- Any loss of life? Front Camera installation
- Only allowed British Council passengers and luggage / equipment during rented period
- All vehicles are registered with M.TAG Motorway tags (and do have sufficient balance / amount during outstation travels)
- All Vehicles will need to be equipped with Tracking facilities (access to British Council to track their vehicle movements will be required through their portal / separate system) – Handheld tracking devices can be another option which could be utilized
- To ensure that all drivers are provided / given enough time for proper rest and food (especially during outstation visits / travel)
- Emergency contact lists of the company which includes complain contact / reach in emergency to be displayed all time on dashboard
- An incident log / database will need to be managed by both parties (incidents near miss and happened - from minor to severe – including driver blacklisted drivers etc)
- To ensure that the driver does carry sufficient amount to cater all need during outstation travel (toll plaza etc)

5. Sets of Services required per Lot:

LOT 1: SOFT SKIN Cars

- Sedan: Good brand (Toyota, Honda, MG, KIA etc.) above 1300 cc environment friendly energy efficient vehicles preferably EV or Hybrid where applicable otherwise Petrol or Diesel.
- PICK UP: TOYOTA, Hilux Double Cabin 4X4 or any other well-known branded vehicle
- BUS: TOYOTA or any other well-known brand: 22 seats and 14 seat
- 4X4 VEHICLE: Fortuner V4, Fortuner V6, Prado V4, Prado V6, and Landcruiser

British Council may need to hire:

Option 1: Vehicle with driver and fuel

Option 2: Vehicle alone

Option 3: Vehicle with Driver only

LOT 2: Armoured Vehicle (registered and approved by concerned authorities)

- Toyota Land Cruiser V8
- Armouring standard should be minimum B6.

British Council may need to hire:

- Option 1: Vehicle with driver and fuel
- Option 2: Vehicle alone
- Option 3: Vehicle with Driver only

Finally, companies should also quote the discount they would give per vehicle rented for orders of 5 vehicles per day or more.

6. Driver's Requirements and Qualifications:

- The Drivers employed by the Service Provider shall have the valid driving license and should have a minimum of 3 years of previous driving experience. Drivers assigned for the armoured vehicle must have at least 1 years of experience driving armoured vehicle (valid / refresher certification). The driver shall be trained, fully qualified, and physically able (e.g. sight tested) to perform their duties. At all times, the drivers shall adhere to acceptable professional behaviour standards. Unacceptable behaviour includes: harassment or discrimination based on race, creed, colour, sex, age, sexual orientation or national origin. In addition, all drivers shall express a client-oriented attitude and provide professional and polite service to all users of the vehicles and **driver must have valid license as stated above.**
- The firm will be responsible for the behaviour/actions of the drivers and will be responsible to provide the immediate replacement in case of complaints/misconduct.
- The Service Provider shall have written policies and procedures covering qualifications, training, and drug testing and employee duties for all drivers. The Service Provider shall establish and maintain a policy for the testing of drivers for the presence of controlled substances and alcohol. In addition, the policy shall include a procedure for testing drivers who have been involved in an accident and Company must ensure the physical fitness of the driver.
- All drivers should have a minimum of secondary education, multi-lingual (Urdu, English and other regional language speaking will add value) and have the knowledge of essential, INGOs and governmental locations within main towns.
- Under no circumstances can drivers use Qat when in service. Tobacco chewing is not allowed ever during service hours. No smoking inside the vehicles either;
- The Service Provider shall ensure that all drivers wear a company uniform and wear/display an identification badge/name plate that displays the Service Provider's name, employee name and picture of the employee

- The driver shall aid persons being transported while entering and exiting the rented vehicle if required;
- All drivers should be certified in First Aid and be able to use the First Aid kit available in the vehicle;
- British Council reserves the right to review the qualifications of the Driver before commencement of service, or at any other time during the term of the Contract but shall have no obligation to do so. At British Council request, the Driver shall be replaced with another meeting the above conditions;
- The Rented Vehicle Driver should be provided with a mobile telephone for communication in case of a breakdown or emergency. Nevertheless, Drivers must not speak on mobile phones while the vehicle is in motion. The drivers must not communicate to passengers while the vehicle is in motion.
- Service provider will also make sure that they been provided with enough travel allowance (includes food and accommodation etc – rates to be shared) during outstation travel

Note: British Council shall maintain the right to request the change of drivers, if enough user complaints warrant such a request.

7. Performance measurement and Service Levels: Based on the notion that transparent performance measurement mechanisms help establish open lines of communication and develops a cooperative working relationship:

British Council will, in consultation with the Service Provider, establish a system for performance measurement primarily based on the Service Levels and KPIs stated below.

Service Levels	Key Performance Indicator	Acceptable Standard (by British Council)
1.Availability of requested vehicles	100% availability every time a request is made by British Council to provide the vehicle	95% of times, the supplier shall be able to cater to the request, less than 95% is not acceptable
2. Response Time	British Council request email or booking form must be responded within 6 hours for normal requests and within 1 hour for the urgent requests	Response time of less than 6 hours (for normal requests) and less than 1 hour (for urgent requests) are acceptable, more time taken is unacceptable
3.Breakdown of the vehicle during the travel or agreed duration of rental	100% no breakdown due to the early on inspection and maintenance of the vehicles before deploying to British Council duties or duration of travel	98% should witness no vehicle breakdown problem, less than 98% is not acceptable
4.Safety and Security of passengers	0% accident at all missions and in-city driving. The vehicle provided must possess the first aid kit, fire extinguishers and mobile sets and trauma kits during the assigned travel duty/ies	No accident accepted at any time. All requested equipment must be available in the vehicle
5.Cleanliness and Hygiene of the car	Windscreens, front and passengers' seats, aircon filters, nubs are all fully clean, including seat belts and storage cabin at the back of the car	No or very minimal complaints by the British Council passengers on the cleanliness of the car

6. Conduct and Behaviour of Driver	100% of times in mission, the driver must be professionally dressed and remain courteous and responsive to the passengers' request.	No complaints about the conduct and behaviour of the driver on safe driving, and courtesy and professional approach
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In measuring the KPI, the Service Provider shall allow British Council to perform random inspection and acceptance of the vehicle's to be furnished under the Contract to ensure that the vehicle(s) confirm to the terms of the Contract. Any item found not in compliance with specifications shall be rejected.

8. Vehicle Maintenance In order to meet the KPIs from the service level, the provider of service must carry out the following:

- The Service Provider shall be required to provide full maintenance for the Vehicles.
- The Service Provider shall maintain a routine service schedule for all the Vehicles provided under the contract.
- The service will be carried out as per manufacturer's maintenance schedule sheets.
- A complete service record including the service schedule and repair history shall be maintained by the Service Provider. The Service Provider shall at its cost and expense keep the technical records required for the Services as specified herein. Service Provider shall produce such documents to the British Council at the request of the British Council authorised staff. All costs of maintenance and repair including but not limited to Punctures to tires, change any tube or tire deemed unfit and routine and emergency maintenance and repair shall be borne by the Service Provider.
- It is not acceptable of vehicle breakdown, however, if due to the exceptional unavoidable circumstances, in case of Vehicles breakdown, non-working AC unit or non-availability of the Vehicles, and failure of providing a replacement by the Service Provider, the British Council will cease payment for the unserviceable Vehicles until it has been returned to service.
- The payment for the vehicle breakdown is the responsibility of the company, by no means, British Council will make the payment other than the rental.
- In the event of any accidents involving the Vehicles provided under the contract, while being used by British Council, British Council will ensure that the necessary procedures are followed, and reports obtained as required by the Service Provider's insurance company and submitted on time to the Service Provider. The Service Provider in such a case shall provide all necessary assistance in matters related to Traffic Police and other government departments and provide an immediate replacement. British Council at any circumstances, not responsible for making any kind of payment relating to accident, insurance or whatsoever;
- A qualified mechanic should be able to be contacted at all times (on 24 hours call) by British Council representative to attend to emergency maintenance, repair or replacement of Vehicles provided.

9. Contract Administration:

Bidders should propose the detail how they plan to implement the contract: ordering and invoicing. But in principle, the British Council would order the vehicles needed and the company would then indicate availability applying the prices quoted under this bidding exercise in accordance with the agreement. If vehicles are not available the British Council would then contact the company that ranked second in this exercise, and then the third. Payments should be made on a monthly basis against invoices. Each British Council office department and/or sub office should be kept in a different key account. Issues of disputes relating to the service level,

payment or any other kind relating to the scope of this service, must be amicably settled by discussion between British Council and the service provider.

10. Qualification and Experience of the Company /Bidder:

- The company must submit a valid business registration certificate.
- The company must be specialized, officially registered, in the business by solely providing Rental Vehicles service;
- At least 3-5 years of working experience as car rental services in Pakistan renting armoured and soft skin vehicles to British Council or equivalent organizations.
- The company must provide a brief company profile with reference to business owners, years of operations in Pakistan, main office and branches, number of vehicles and types of vehicles owned by them, their client list, number of staffs working in the office.
- Previous certificates of merit or also known as client reference from the clients already served.
- The company must have full medical & Life insurance covering the driver, passengers and any/all third parties, please attach the copies with your proposal.
- The company must submit the organigram depicting its personnel chart who will be responsible for rendering the service to British Council with their full contact information;
- CVs of the focal persons who will be responsible for operations , Mechanics and Drivers who will be deployed to work for British Council;

11. Vehicles:

- The company must directly and solely own all fleet vehicles whose models are not less than 2019 for the soft skin and 2012 and up for AV The company must provide supporting documents of vehicles ownership such as a list of the vehicles attached to a contracted insurance policy.
- All Company's fleet vehicles must be covered under a full insurance policy.
- The company must have its own maintenance workshop facility to guarantee a regular free maintenance of the rented vehicles.
- The vehicles provided by the company must all be in a good shape & maintenance condition to serve, in the most challenging topographical environments, for no less than six months continuously without the need of replacement (unless encountered major road accidents).
- All vehicles must have the tools and equipment as per --- standard checklist – See Annex I.
- The company will provide Trauma First Aid Kit – ---- standards See Annex II- in all vehicles and the company's assigned driver will be responsible of keeping the kit and tracking its contents ; that In case
- All vehicles will require to be equipped with tracking devices (active and functional). Tracking of these vehicles will required to be carried by both sides (British Council and to be selected vehicle service provider). The tracking / monitoring system will also required to be installed / set-up at British Council office (or through online portal)

VEHICLE EQUIPEMENT CHECKLIST	PRESENT	ABSENT	Remark
Vehicle Condition			
All lights working			
Safety belts (front and rear)			
Functional Screen washers			

Functional horn			
All doors can be locked from Inside			
Good quality tires			
Basic Equipment			
1X Spare tire			
1 Crick/Vehicle Jack - Hi-lift			
1 Wheel spanner			
1 Hazard Warning Triangles			
1 Fire extinguisher			
1 Complete Trauma first-aid kit			SCI Standard – See Annex II
1 Flashlight/Torch			
Overalls			
Gloves			
Fuel jerrycan			
Water jerrycan			
Toolbox (Combinations Spanners set, Screwdriver set, Adjustable spanner, Pair of pliers, Stanley knife, Hammer)			
1 Towing rope			
1 Shovel			
1 Jumper Cable			
Wet season/off road kit			
Machete			
Axe			
Sand ladders			
Hand winch (turfor)			
Winch cable			
Remote field kit			
Air (tyre) pump			

D shackles for towing			
Towing cable (10mtrs)			
Starting cables (jump Leads)			
Tyre repair kit			
Tyre valve key			
Tyre levers			
Inner tube			
Plastic sheeting			
Other			
Assorted nuts/bolts/connectors/clips/fuses/bulbs/washers etc			
Engine oil			
Gearbox oil			
Brake fluid			
Oil filter			
Air filter			
Fan belt			
Hoses (assorted)			
Insulating tape			
Electrical wire			

- of any shortage in quantities – for any reasons either using, missing , or perished items, the company will immediately refill/replace the needed items.
- All vehicles must have tracking system devices

Vehicle Trauma Kit

Line Items	Description of Content	Unit / Form	Quantity
1	conforming bandage 7cm x 4.5m 3 x conforming bandage 10cm x 4.5m 2 x crepe bandage 10cm x 4.m	roll	3
2	non-sterile, non-woven triangular bandage 10 x ambulance dressing no 1	EA	6

3	ambulance dressing no 2	EA	5
4	ambulance dressing no 3	EA	3
5	ambulance dressing no 4 4 x eyepad dressing	EA	3
6	assorted adhesive dressing, 20 pcs 5 x adhesive dressing 9cm x 10cm	EA	2
7	adhesive dressing 8.6cm x 6cm	EA	5
8	highly absorbent dressing pad 10cm x 10cm 5 x highly absorbent dressing pad 10cm x 20cm 1 x micropore low allergy tape spool, 2.5cm x 5m 50 x sterile swab 7.5cm x 5.5cm	EA	5
9	Celox hemostatic gauze	EA	2
10	Maxiflex multi-trauma dressing	EA	2
11	T281 Red medical organiser bag	EA	1
12	burns first aid kit	EA	1
13	disposable instant cold pack	EA	4
14	Guedel disposable airway, size 3 1 x Guedel disposable airway, size 4	EA	1
15	disposable BVM resuscitator bag valve mask 1 x manual suction pump	EA	1
16	lister bandage scissor 1 x splinter forceps	EA	1
17	Tuf cut clothing shears	EA	1
18	SAM splint	EA	1
19	Mediwrap high protection blanket 2 x adjustable extraction collar	EA	1
20	Clinell hand sanitizer pump spray 60ml	EA	1
21	Clinell hand and surface disinfectant wipes 200 1 x sterile wound/eye wash 250ml	EA	1
22	disposable pen torch 6 x nitrile gloves, pair Packed for export	EA	1
23	Tourniquet	EA	2

Service provider shall undertake to performance services as specified below in very effective manner and to the utmost satisfaction of the British Council

Other Specific Requirements:

1. Company will provide dedicated staff member to assist British Council staff for travel bookings for all staff

- a. Focal Person should be well trained to manage booking effectively and have sound knowledge of MS Office particularly outlook, excel and word
 - b. He/She should be able to speak in English and Urdu. Knowledge of regional language will add value
 - c. Should be able to provide monthly report or any specific report as and when needed. Realtime dashboard would add value
 - d. Required close coordination with operation and security team
2. All vehicles must include a tracker system
 - a. Tracked through online portal / system
 - b. Account / Access to British Council Focal Points
 - c. Options such as incident indicator / over speeding / GEO Fence (restricted movements)
 3. Rates should be based on actual usage (Per hour and per KM) for regular on call requirement
 4. Service Provider will be responsible for Toll taxes & Parking.
 5. Service Provider will be responsible for Chauffeur outstation and overnight allowance.

The Service Provider will need to ensure:

1. Salaries for staff will need to comply with the minimum wage rate of the Provincial Labour Laws.
2. All staff involved in providing the service will need to undergo Police verification.
3. All staff involved in providing the service will need to undergo a health Assessment.

EHS Requirements:

Driver/s deployed to be provided with official numbers (ensuring balance during the movement, Internet for google map etc)

- ✓ Provided pool of drivers to be well aware of the area in which to provide services
- ✓ Understand and went through orientation / training of traffic rules and regulation (refreshers every 6 months – recommended training by Traffic Police training department)
- ✓ Defensive and safe driving training to drivers by the vendor through a recognised agency of high standing and follow up trainings. The drivers have to undergo practical exams and qualify.
- ✓ Training and background checks of the drivers used by British Council and providing service, a mechanism to be agreed with respect to security for regular/random checks.
- ✓ Fire Awareness and Basic First Aid training.
- ✓ SOPs by the vendor how to mitigate different scenarios / situations to be submitted (Check Points, Road Accident, Theft, check points, Travel SOPs, Incident Reporting, Vehicle breakdown, movement in convoy, Medical Emergency Drivers & Traveller, Angry Mob, Earthquake, Fire, Weather Challenges Fog/Smog Rain etc).
- ✓ Vehicle Tracking system (accounts / information to be shared which can be accessed by Control Room / Security Department of British Council)
- ✓ Vehicle is going to be equipped with necessary safety and security equipment's
- ✓ Traveller's feedback form.
- ✓ List of items in Emergency Kit must include
 - medical box (with basic first aid kit)
 - reflecting triangle
 - torch
 - umbrella

- jump lead
- tow chain
- reflecting jacket
- Maps
- Emergency Contact List

Armoured Vehicle Services:

The Service Provider shall undertake to perform services as specified below:

- Armoured Vehicle in South Region
- Armoured Vehicle in North Region
- Armoured Vehicle in Central Region

The safety and security requirements are as below:

- The AV should be of B6 armour specification.
- Preferably Land Cruiser/ V8
- The vendor must be able to provide the Armour specification certification (provided by concern authorities / MOI)
- The driver must be trained in AV driving and the vendor must be able to share the evidence of the training (valid for one year)
- The vehicle must have the following equipment:
 - Fire Extinguisher
 - First Aid Box
 - Tool kit
 - A vehicle tracker

Note: Resources dedicated for entertaining bookings and organizing journey plans shall endeavour to rationalize travel, where reasonably possible with approval of British Council representative.

Valet parking service:

The service provider will be required to provide professional valet parking management services for our Lahore office on a regular basis and to our events across as and when required.

Vendor agrees to and shall provide all labour, supervision, materials, equipment, insurance, tools, machinery, testing, transportation, and other goods and services of any kind or type necessary to

provide parking operations and management services for British Council in strict accordance with the terms and conditions and following Scope of Services:

Personnel Requirements:

Vendor shall schedule, engage, and provide experienced, qualified, and fully trained Valet Drivers, Supervisors, and other personnel in sufficient quantity to ensure first-class service and provide such other services necessary to fulfil the requirements of the Agreement and this Scope of Services.

Uniforms:

Vendor shall ensure its personnel wear a standardized uniform. All uniform clothing shall be cleaned and pressed. Contractor shall ensure its personnel have good personal hygiene, a well-groomed and neat appearance (e.g., shirt tucked in, appropriate pants and shoes, etc.), and provide friendly service to customers.

Identification:

All Vendor personnel, including subcontractors, shall be required to carry, and have clearly always displayed on their person an identification card when performing the Services.

Trainings:

Prior to the commencement of the Term, Vendor shall, at its sole cost and expense, undertake and complete pre-assignment training using best industry practices, including, at a minimum, all essential and ancillary duties and responsibilities; parking facility orientation; valet operation; providing courteous assistance in a respectful manner; preparing reports; and other similar training. Vendor shall provide the same level of pre-assignment training to all new employees and shall conduct continuing training courses for all personnel on an annual basis. **All training shall be documented, and such documentation shall be available promptly upon request.**

Personnel Changes:

British Council shall have the right to require Vendor to remove from the parking facilities any persons employed or retained by Vendor who are observed or reasonably believed to have violated the terms of this Agreement, service standards, applicable law, or the Parking Facility Rules and Regulations.

Parking location cleanliness:

The vendor will maintain the cleanliness and appearance of the entrance by sweeping the area regularly and keeping it clear of any trash and debris generated by the valet services.

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 (Selection 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

10.1 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.

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	3 August 2022
Deadline for clarification questions (Clarification Deadline)	17 August 2022
British Council to respond to clarification questions	24 August 2022
Deadline for submission of ITT responses by potential suppliers (Response Deadline)	5 September 2022
Award decision standstill letters issued	TBC
Contract concluded with winning supplier	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 and will respond if it considers the question appropriate and the question is received before 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 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.

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
Social Value	10%
Profile, Capacity and Background	20%
Methodology and Approach	30%
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
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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.

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 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 Selection Questionnaire. If any verification evidence requested from a supplier, or a relevant third party as may be referred to by the supplier in the Selection 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 – Selection Questionnaire

Annex 3 – Supplier Response

Annex 4 – Pricing Approach