

Request for Proposal (RFP) SO82Lib92019

For: Cafeteria Services

Date: 18 September 2019

1 Overview of the British Council

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

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

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

2 Introduction and Background to the Project / Programme

2.1 The British Council in Pakistan requires Cafeteria Services based in Karachi and Lahore. The café allows our libraries to transform into a space that goes beyond being a book-lending station or a study-space, and allows it to become a vibrant social space, where people can meet each other and hang out for long stretches.

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

3 Tender Conditions and Contractual Requirements

This section of the RFP 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 Nationwide.

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 RFP and the Contract without further negotiation or amendment.

3.1.4 The Contract awarded will be for a duration of 02 years with one-year extension based on performance.

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

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

3.2 General Policy Requirements

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

3.3 General tender conditions ("Tender Conditions")

3.3.1 Application of these Tender Conditions – In participating in this Procurement Process and/or by submitting a tender response it will be implied that you accept and will be bound by all the provisions of

this RFP and its Annexes. Accordingly, tender responses should be on the basis of and strictly in accordance with the requirements of this RFP.

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 RFP 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 RFP 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 RFP – At any time prior to the Response Deadline, the British Council may amend the RFP. 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 RFP (including, without limitation, any specification of the British Council's requirements, these Tender Conditions and the Contract) and all other documents and any clarifications or updates issued by the British Council as part of this Procurement Process.

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

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

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

- contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes to the format of the tender documentation provided;
- contains 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 RFP;
- 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 RFP;
- is received after the Response Deadline.

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

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

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

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

3.3.12 Rights to cancel or vary this Procurement Process - By issuing this RFP, 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 RFP but the British Council reserves the right to terminate, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice to all potential supplier in writing. Subject to the “Liability” Tender Condition below, the British will have no liability for any losses, costs or expenses caused to you as a result of such termination, amendment or variation.

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

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

4 Confidentiality and Information Governance

4.1 All information supplied to you by the British Council, including this RFP 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 RFP and its accompanying documents shall remain the property of the British Council and must be returned on demand.

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

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

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

4.7 If you wish to designate information supplied as part of your tender response or otherwise in connection with this tender exercise as confidential, using any template and/or further guidance provided 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 RFP.

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 thirty 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 The British Council, Deputy British High Commission, Procurement Department, Shahrah-e-Iran, Clifton, Karachi

7 Specification

Scope of service

The cafeteria services operation shall provide Library members, British Council Staff, Event participants and visitors with a variety of popular menu items, Consistent food quality, Fast service and good value for money in an attractive setting. In Addition, the operation must be designed to be operated with minimal staff, have a self-service customer operation.

The cafeteria services will be open Tuesday to Sunday, 10:00-20:00 hours. Annual holiday calendar will be shared by British Council, which needs to be followed by the café. The contractor can be requested at times for extended opening hours as per business need.

The services are required in Lahore & Karachi Library. Details of Libraries are:

7.1 The Lahore Library

The library is situated on Mozang road in the bustling heart of Lahore, and is an award-winning, purpose-built premises. The Lahore library is a one-floor facility that is made up of the main library hall, an auditorium and three small study rooms. The library has approximately 1500 members, and an average daily footfall of 50-60 people, with traffic close to 100 on weekends when we host events. We host about 5-6 events a month on average, and they vary from small events with 10+ people to large events with more than 100 in attendance. Our summer months tend to be the busiest, as the library is frequented by families, for whom a specific child-centric calendar is designed, in addition to those who flock to the library daily for its value as a study space.

7.2 The Karachi Library

The British Council Karachi library is located on main Shahrah-e-Iran, inside the British Deputy High Commission. The Karachi library is a one-floor facility that is made up of the main library hall, an auditorium and two quiet rooms. The library has approximately 2500 members, and an average daily footfall of 100-200 people, with traffic close to 400 on weekends when we host events. We host about 6-8 events a month on average, and they vary from small events with 20+ people to large events with more

than 200 in attendance. Our summer months tend to be the busiest, as the library is frequented by families, for whom a specific child-centric calendar is designed.

7.3 The Library Cafés

The café allows the library to transform into a space that goes beyond being a book-lending station or a study-space, and allows it to become a vibrant social space, where people can meet each other and hang out for long stretches.

7.4 Café specific instructions

The café will be required to provide a proposal menu containing items that require minimum onsite preparation. The contractor will be required to share the menu and the prices with the proposal.

- **Beverages:** A range of good quality Coffee (Hot and cold), tea, Hot chocolate, Shakes/Smoothies, soft drinks, water and juices.
- **Food:** Savoury and sweet snacks/ Meals such as hot & cold sandwiches, pastries, patties, cookies and deserts.
- **Menu:** An optional discounted lunch or hot meal menu option (Meal deals, boxes) with fixed weekly menu items for the British council staff and regular library members (approximately 50 – 100 in each city).
- **Pricing of items:** Any revision in prices after initial contract pricing, will be mutually decided after consultation with British Council.
- **Office Events:** Café shall also be required to provide food and catering services for events held by the Libraries or other departments.
- **Premises Rent:** A baseline operational rent amount will be charged from the café to cover utility costs

General Equipment Requirements

- Automatic Drip Coffee Maker
- Tea maker/ water boiler
- Espresso machine
- Coffee grinder
- Refrigerator and freezer
- Oven and Toaster
- Induction cooking range
- Blenders
- POS machines
- Card payment system

General Food Item Suggestions

- Hot and cold sandwiches
- Hot and cold paninis
- Breakfast or Mini-pizzas
- Break-fast or all day egg breakfast items
- Pastries
- Chicken and vegetable patties
- Samosas and pakoras
- Biscuits and cookies

- Easy to eat rice or noodle dishes
- Yogurt and granola based healthy menu items

General requirements

- The contractor shall prior to commercial launch, provide a list of all items/equipment that the contractor will provide to ensure smooth running of the café.
- The Contractor shall provide staffing and shift details.
- The Contractor shall comply with all local food authority regulations. This may include off site inspection of the kitchen/space where food is prepared.
- The Contractor shall plan (with ICON approval) and conduct structural changes if needed, providing experienced manpower to make it happen under British Council site supervision at the cost and expense of the contractor.
- The Contractor shall ensure they install the kitchen, café or cafeteria as needed with their own furniture and fixtures such as tables, chairs, sofas, freezers, display units and kitchen electrical appliances.
- The Contractor shall ensure that all installation of furniture and fixtures be completed within 15 days of handover, this shall be funded by the Contractor.
- Signage and branding will be mutually agreed upon by the contractor and British Council. British Council to ensure that appropriate branding guidelines are followed at all times.
- British Council will communicate any operational concerns they have in writing and would require a written response within 48 hours.
- The contractor's main point of contact will be British council Library Managers. The Contractor should address all questions, requests or concerns to him/her.
- The contractor shall comply with British council security procedures as and when communicated to the contractor. These will be provided to them by British Council in a separate document.
- The Contractor shall ensure that all the café staff and management are wearing their Contractor issued ID cards.

Health and safety requirements

- The contractor shall comply with British Council Health & Safety standards (Food quality preparation, storage and hygiene standards) as and when communicated.
- Announces and unannounced inspections will be carried out by the British Council H&S team from time to time, including the kitchen where the food is being prepared.
- The Contractor shall ensure that the hygiene and cleanliness of the kitchen, Cafeteria and equipment is in accordance with British Council standards. They shall ensure that:
 - The kitchen is clean and tidy
 - The equipment/ utensils are clean
 - Separate cleaning cloths are used in ready-to-eat foods area
 - The kitchen is a no-smoking zone
- The Contractor shall ensure that the freezers are operating at below minus 20C (-4F) and are working properly.
- The Contractor shall ensure that the food storage is in accordance with British Council H&S standards. They shall ensure that:
 - Raw food is stored appropriately immediately after delivery
 - Ready –to- eat food is stored separately from the raw food
 - Food in fridge/ freezers is covered
 - Perishable/ high risk foods are coded with expiry dates; they should be checked daily and the stock rotated
- The Contractor shall ensure that the food handling practices is in accordance with British Council H&S standards. They Shall ensure that:
 - Ready-to-eat food is prepared in separate clean areas
 - Separate utensils and equipment are used for ready-to-eat food

- Appropriate controls are being followed to ensure staff wash hands before handling ready-to-eat food
- Vegetables/fruit/salads are trimmed and washed thoroughly before use
- Controls are in place to prevent contamination by chemical/foreign bodies; e.g. glass, packaging material, cleaning agents etc.
- Controls are in place to ensure staff washes hands after handling raw food and before handling ready-to-eat food.
- The contractor shall ensure that the appropriate personal hygiene controls are in place. They shall ensure that:
 - Staff are wearing clean and tidy clothes
 - All staff members are fit to work; Cooks/food handlers should have regular medical checks
 - There is a hygienic hand wash facility available
 - The facility is clean
 - Clean drinking water is available for the staff
- The contractor shall ensure that the appropriate ventilation, pest control, and waste controls are in place, both at the café and where the food is being prepared. They shall ensure that:
 - The extraction system is cleaned periodically
 - The external doors are fitted with fly screens
 - The facility is free from pests, and proper pest controls are in place
 - Unfit food is labelled properly and disposed of as soon as possible
 - Waste in the kitchen is placed away from the food and disposed of frequently
- The Contractor shall ensure that the appropriate management procedures are in place. They shall ensure that:
 - Staff displays appropriate behaviour in accordance with British council customer service standards
 - A training programme is in place to train catering staff to prepare and serve food. This should include induction, personal hygiene, cleaning, food preparation and food storage.
 - A reporting procedure is in place for all incidents including illness, injury, breakage, damaged equipment and other complaints
 - A procedure is in place for dealing with broken glass or crockery to prevent contamination of food (This should include isolating the area; identifying and disposing of contaminated food, cleaning the affected area)
 - A system for monitoring and recording food temperature is in place for storage preparation and serving (Temperatures should be taken at least twice a day/ shift)
 - A first aid kit with water proof plasters is available 24/7, and notices and a procedure for calling the medical assistance are appropriately placed
 - There is signage to remind staff of hand washing, cross contamination, storage of food, reporting incidents, cleaning procedures, rota, etc.
- In case of any health and safety incident or emergency, the first point of contact should be area H&S lead or Administrative Officer, in his absence it should be the National H&S Lead – there should be no delay in communication for any reason.

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 RFP. 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 Not Applicable

10 Key background documents and further information

10.1 Not Applicable

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
RFP Issued to bidding suppliers	18 September 2019
Premises visit for Clarification Questions	1 st & 2 nd October 2019
Deadline for clarification questions (Clarification Deadline)	04 October 2019
British Council to respond to clarification questions	08 October 2019
Deadline for submission of RFP responses by potential suppliers (Response Deadline)	14 October 2019
Final Decision	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 below:

- a) Organisation's Portfolio, Experience in similar Services, Clientele
- b) Hygiene/Health & Safety Standards certifications/compliance/policy
- b) Commercial proposal (Menu options, pricing etc) (specifying each Location i-e Karachi & Lahore)

Note: The contractor can request for a tour of the Library premises in either city prior to submitting their proposal for which premises visit dates are given in above table of Timescales.

The documents that must be submitted to form your tender response are listed to this RFP. All documents required as part of your tender response should be submitted to hina.saleem@britishcouncil.org.pk by the Response Deadline, as set out in the Timescales section of this RFP.

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

- 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 RFP response except where specifically requested to do so as part of this RFP. 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 RFP 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 Shaharyar.Zafar@britishcouncil.org.pk and Sharmeen.Peshimam@britishcouncil.org.pk by the Clarification Deadline, as set out in the Timescales section of this RFP. The British Council is under no obligation to respond to clarification requests received after the Clarification Deadline.

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

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

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

14 Evaluation Criteria

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

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



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



Stage 3: If a bidder succeeds in passing Stages 1 and 2 of the evaluation, then it will have its detailed tender response to the British Council's requirements evaluated in accordance with the evaluation methodology set out below. Information provided as part of Qualification Questionnaire (*if used*) 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
Organisation's Portfolio, Experience in similar Services, Clientele	30%
Hygiene/Health & Safety Standards certifications/compliance	20%
Commercial	50%

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

Points	Interpretation
10	Excellent – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas evidence requested in the level of detail requested. This, therefore, is a detailed excellent response that meets all aspects of the requirement leaving no ambiguity as to whether the bidder can meet the requirement.
9	Very Good – 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 very good 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 RFP and/or no response has been provided.

14.4 Commercial Evaluation – Your “Overall Price” for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation. Prices must not be subject to any pricing assumptions, qualifications or indexation not provided for explicitly by the British Council as part of the pricing approach. In the event that any prices are expressed as being subject to any pricing assumptions, qualifications or indexation not provided for by the British Council as part of the pricing

approach, the British Council may reject the full tender response at this point. The British Council may also reject any tender response where the Overall Price for the goods and/or services is considered by the British Council to be abnormally low following the relevant processes set out under the EU procurement rules. A maximum offer score of 10 will be awarded to the tender response offering the lowest “Overall Price”. Other tender responses will be awarded a mark by application of the following formula: $(\text{Lowest Overall Price} / \text{Overall Price being evaluated}) \times 10$ (rounded to two decimal places) = commercial score.

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

14.6 The winning tender response – The winning tender response shall be the tender response scoring the highest percentage score out of 100 when applying the above evaluation methodology, which is also supported by any required verification evidence (to include, without limitation, any updated information or references relating to any Qualification Question responses) obtained by the Authority relating to any self-certification or other requirements referred to in the Qualification Questionnaire (*if used*). If any verification evidence requested from a supplier, or a relevant third party as may be referred to by the supplier in the Qualification Questionnaire (*if used*) 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 RFP (issued as separate documents):

Annex 1 - Terms and Conditions of Contract