

Request for Proposal (RFP)

For: RFP - NN14EES72026 - Field Support Partner for EDGE Punjab Project with UNICEF

Date: 17 July 2026

1 Overview of the British Council

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

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

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

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

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

2 Introduction and Background to the Project / Programme

English and Digital for Girls' Education (EDGE) aim to improve English proficiency, digital literacy, and life skills among adolescent girls in marginalised communities through peer-led school clubs. Implemented in seven districts of Punjab Lahore, Kasur, Sheikhpura, Nankana Sahib, Multan, Lodhran, Rawalpindi Pakistan, the programme supports girls' confidence, voice, and agency while promoting safe learning spaces and gender equality.

The British Council, in partnership with UNICEF, is implementing the EDGE (English and Digital for Girls' Education) programme in Punjab to empower 15,000 marginalised adolescent girls by enhancing

their English, digital, and social skills. The project directly addresses critical barriers to education and skills faced by girls in fragile contexts through a structured, peer-led club model.

EDGE is a programme that combines basic education, digital literacy, and social empowerment to equip girls with the tools needed to make informed life choices and pursue future employment and learning opportunities. Delivered through structured EDGE clubs, the project also trains Peer Group Leaders (PGLs) from within the participant group to lead the sessions, promoting leadership and sustainability.

The service provider will provide comprehensive field support services for the EDGE Punjab project, specifically covering the following areas:

- Provision of refreshments during multiple training sessions across various districts and venues.
- Printing, packaging, and timely delivery of training manuals, workbooks, and certificates to designated venues across Punjab.
- Organization and management of community engagement events in project districts.
- Arrangement of transport for Peer Group Leader (PGL) training and refresher sessions.

The vendor will be responsible for ensuring quality standards, timely delivery, and smooth logistical coordination to support successful training implementation. The work will span from August 2026 through March 2028.

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 process for submitting a proposal in response to this RFP (**“Proposal”**).

3 Proposal Conditions and Contractual Requirements

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

3.1 Contracting requirements

3.1.1 Contracting authority: the British Council which includes any other companies and 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 Delivery location for goods and/or services: The Location seven districts of Punjab Lahore, Kasur, Sheikhpura, Nankana Sahib, Multan, Lodhran, Rawalpindi. For further details please refer to heading 7 specifications of this document.

3.1.3 Duration: 21 months with an option for an extension for up to an additional 6 month based on performance.

3.1.4 Contractual terms: As set out at Annex 1 Framework Agreement (“**Contract**”). By submitting a Proposal, you are agreeing to be bound by the terms of this RFP 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 British Council’s e-Tendering portal hosted at <https://tap.tcsapps.com/tap2/#/bc-supplier-registration> (first time log in) or <https://tap.tcsapps.com/tap2/#/login-supplier?tenant=BritishCouncil&langCd=en> (existing supplier registered) / moiz.khalid@britishcouncil.org for a copy of the specific terms. Once the Contract is awarded, there will be no changes allowed to the Contract (except in accordance with the provisions of the Contract). Any clarification questions in relation to any aspect of this Procurement Process and the associated documentation should be submitted in accordance with the process set out in paragraph 12 (*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, reissue Annex 1 to reflect such changes. Any proposed amendments received from a potential supplier as part of its Proposal shall entitle the British Council to reject that Proposal and to disqualify that potential supplier from this Procurement Process.

3.2 General Policy Requirements

3.2.1 By submitting a Proposal, you confirm that you will, and that you will 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>).

3.3 General Proposal conditions (“Proposal Conditions”)

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

3.3.2 Third party verifications – Your Proposal 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 Proposal 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 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. No liability (save for fraudulent misrepresentation) is accepted for its accuracy, adequacy or completeness and no warranty is given as such.

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. The clarification process set out in paragraph 12 should be used for any queries in relation to 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 and if appropriate, the Response Deadline shall, at the discretion of the British Council, be extended.

3.3.6 Compliance of Proposal – 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 Proposal 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 supplier must comply with the Contract as set out in Annex 1 without any amendment (save as described in paragraph 3.1.4). .

3.3.8 Format of Proposal – Proposals must comprise the relevant documents as detailed by the British Council in Annex 2 (Supplier Proposal) completed in accordance with relevant all instructions. Any documents requested by the British Council must be completed in full. It is important that you read the RFP carefully before completing and submitting your Proposal.

3.3.9 Modifications to Proposals once submitted – You may modify your Proposal prior to the Response Deadline by giving written notice to the British Council. Any modification should be clear and submitted as a completely new Proposal in accordance with Annex 2 (Supplier Proposal) and these Proposal Conditions.

3.3.10 Disqualification – If you breach these Proposal 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 Proposal apply and/or if you or your appointed advisers attempt:

- to inappropriately influence this Procurement Process or 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 Proposal;

- 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;
- 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 Proposal Conditions) or from another potential supplier or another Proposal,

the British Council shall be entitled to reject your Proposal in full and to disqualify you from this Procurement Process. Subject to paragraph 3.3.14 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 Proposal costs – You are responsible for obtaining all information necessary for preparation of your Proposal and for all costs and expenses incurred in preparation of the Proposal. Subject to the “Liability” Tender Condition below, you accept by your participation in this Procurement Process, including without limitation the submission of a Proposal, that you will not be entitled to claim from the British Council any costs, expenses or liabilities that you may incur in submitting a Proposal irrespective of whether or not your Proposal is successful.

3.3.12 Rights to cancel or vary this Procurement Process – Nothing in this Procurement Process will bind the British Council 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 in writing. Subject to the “Liability” Tender Condition below, the British will have no liability for any losses, costs or expenses you incur as a result of such actions.

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 Proposal Conditions and the requirements of this RFP.

3.3.14 Liability – Nothing in these Proposal 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 Proposal) 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 Proposal. 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 The British Council reserves the right to disclose all documents relating to this Procurement Process, including without limitation your Proposal, to any employee, third party agent, adviser or other third party involved in the Procurement Process 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.

4.4 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**").

4.5 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.

5 Proposal Validity

5.1 Your Proposal must remain open for acceptance by the British Council for a period of sixty days from the Response Deadline. A Proposal 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 Arslan.Tariq@britishcouncil.org

7 Specification

The Services provider will provide comprehensive field support services for the EDGE Punjab project, specifically covering the following areas:

- Provision of refreshments during multiple training sessions across various districts and venues.
- Printing, packaging, and timely delivery of training manuals, workbooks, and certificates to designated venues across Punjab.
- Organization and management of community engagement events in project districts.
- Arrangement of transport for Peer Group Leader (PGL) training and refresher sessions.

The service provider will be responsible for ensuring quality standards, timely delivery, and smooth logistical coordination to support successful training implementation. The work will span from August 2026 through March 2028 with most of the project deliverables to be completed within first six (06) months of the projects.

Project Delivery Locations:

The Location include multiple venues (Government Schools or Education Institute) within seven districts of Punjab:

1. Lahore,
2. Kasur,
3. Sheikhupura,
4. Nankana Sahib,
5. Multan,
6. Lodhran, and
7. Rawalpindi.

Under this project, The British Council will deliver following trainings:

- Head Teacher Training
- Venue Coordinator / Specialist Teacher Training
- Peer Group Leader Training
- Peer Group Leader Refresher Training

Deliverables:

A. Refreshments Provision

The Supplier shall provide refreshments in the form of **lunch boxes only** (no catering services) for the training events across multiple venues.

Each lunch box should consist of a complete, easy-to-eat lunch meal with a maximum value of **PKR 1,000 per box**. The Supplier shall submit **five (5) different menu options**, one for each training day, to the British Council representative for review and approval in advance.

Training Type	Duration	Participants	Venues	Tentative Timeline
Head Teacher Training	2 days (weekdays only)	167 per day X 2 days = total participants: 334	11 venues with approximately 15 to 20 participants at each venue (Lahore 3, Rawalpindi 3, Kasur 1, Nankana Sahib 1, Sheikhpura 1, Multan 1, Lodhran 1)	2nd week of August 2026
Venue Coordinator / Specialist Teacher Training	2 days (weekdays only)	501 per day x 2 days = total participants: 1002	27 venues with approximately 15 to 20 participants at each venue (Lahore 8, Rawalpindi 8, Kasur 3, Sheikhpura 3, Nankana Sahib 2, Multan 2, Lodhran 1)	2nd/3rd week of August 2026
Peer Group Leader Training	5 days (weekdays only)	1670 per day x 5 days = total participants: 8,350	85 venues with approximately <u>15 to 20 participants</u> at each venue (Lahore 28, Rawalpindi 26, Sheikhpura 10, Kasur 8, Multan 6, Nankana Sahib 5, Lodhran 2)	September to November 2026
Peer Group Leader Refresher Training	2 days (weekdays only)	1670 per day x 2 days = total participants: 3,340	85 venues with approximately <u>15 to 20 participants</u> at each venue (Lahore 28, Rawalpindi 26, Sheikhpura 10, Kasur 8, Multan 6, Nankana Sahib 5, Lodhran 2)	June to August 2027

B. Printing and Delivery

The Supplier shall provide printed material as per British Council Brand Guidelines and approved standards for the training events across multiple venues.

Printing (For events)					
Training Type	Duration	Quantity	Description	Venues	Tentative Timeline
Head Teacher Training	2 days (weekdays only)	167 Manuals	Designing (one artwork for 167 Manuals) Printing Specs: 25-40 pages, A4, cover 300 GSM coloured, inside 80 GSM black & white	11 venues with break-up of each city venue (Lahore 3, Rawalpindi 3, Kasur 1, Nankana Sahib 1, Sheikhpura 1, Multan 1, Lodhran 1)	2nd week of August 2026
Venue Coordinator / Specialist Teacher Training	2 days (weekdays only)	501 Manuals	Designing (one artwork for 501 Manuals) Printing Specs: 25-40 pages, A4, cover 300 GSM coloured, inside 80 GSM black & white	27 venues with break-up of each city venue (Lahore 8, Rawalpindi 8, Kasur 3, Sheikhpura 3, Nankana Sahib 2, Multan 2, Lodhran 1)	2nd/3rd week of August 2026
Peer Group Leader Training	5 days (weekdays only)	1670 Manuals	Designing (one artwork for 1670 Manuals) Printing Specs: 40-50 pages, A4, cover 300 GSM coloured, inside 80 GSM black & white	85 venues with break-up of each city venue (Lahore 28, Rawalpindi 26, Sheikhpura 10, Kasur 8, Multan 6, Nankana Sahib 5, Lodhran 2)	September to November 2026
Peer Group Leader Refresher Training	2 days (weekdays only)	1670 Manuals	Designing (one artwork for 1670 Manuals) Printing Specs: 30-40 pages, A4, cover 300 GSM coloured, inside 80 GSM black & white	85 venues with break-up of each city venue (Lahore 28, Rawalpindi 26, Sheikhpura 10, Kasur 8, Multan 6, Nankana Sahib 5, Lodhran 2)	June to August 2027

Additional Printing (other than events)				
Printing Type	Quantity	Description	Venues	Tentative Timeline
Club Members - Manuals for Schools	16,700 manuals	Designing (one artwork for 16,700 Manuals)	167 venues with break-up of each city venue (Lahore 55, Rawalpindi 52,	September to November 2026

		Printing Specs: 150-180 pages, A4, cover 300 GSM coloured, inside 80 GSM coloured Packaging: 20 Manuals per pack, total 835 packets	Sheikhupura 19, Kasur 16, Multan 12, Nankana Sahib 9, Lodhran 4)	
Certificates for All Schools	16,700 certificates	Designing (one artwork for 16,700 Certificates) Printing Specs: A4 300 GSM Coloured Matte card – names of participants are not mentioned. Packaging: 167 certificates per pack, total 100 packets	167 venues with break-up of each city venue (Lahore 55, Rawalpindi 52, Sheikhupura 19, Kasur 16, Multan 12, Nankana Sahib 9, Lodhran 4)	January to March 2028

C. Community Events Management

The Service Provider shall organise and manage **seven (7) community engagement events**, preferably one in each of the following seven project districts, over the duration of the contract. These events will bring together students, teachers, parents, and community members to celebrate girls' learning achievements and raise awareness of the programme's impact.

Each event is expected to have approximately 100 participants. The British Council will provide the event schedule with at least two (2) weeks' advance notice. Events may be held at any of the designated project locations.

The Service Provider shall be responsible for the following:

- Refreshments: Provide lunch boxes only (no catering services) for all attendees. Each lunch box shall consist of a complete, easy-to-eat lunch meal per box. The Service Provider shall submit five (5) different menu options to the British Council representative for review and approval in advance.
- Venue Setup: Arrange the overall event setup within the school premises, including a stage, seating arrangements, tents/canopies (where required), carpets, pedestal fans (if required), and any other essential venue infrastructure.
- Audio-Visual Equipment: Provide and install all necessary audio-visual equipment, including multimedia projectors or LED/SMD screens (as appropriate), sound system, microphones, podium (if required), and any other equipment necessary for the successful delivery of the event.

- **Branding Materials:** Design, produce, transport, install, and dismantle event branding materials, including stage backdrop, standees and any additional branding items approved by the British Council.
- **Photography Services (if required):** Provide professional photographer for up to 4 hours per event to capture key moments. The Service Provider shall deliver a minimum of 50 professionally edited, high-resolution digital photographs for each event within five (5) working days following the event.
- **Event Logistics and Coordination:** Manage all operational and logistical aspects of the event, including transportation of equipment and materials, setup and dismantling, on-site coordination, liaison with the school focal person, and troubleshooting to ensure smooth execution.
- **Event Scheduling:** The British Council will provide the Service Provider with a minimum of two (2) weeks' advance notice prior to each event. The events may be held at any of the designated project locations and are expected to take place preferably one in each of the seven project districts over the duration of the contract.

D. Transport Arrangement for Peer Group Leader (PGL) Training and Refresher Sessions

The Service Provider shall arrange safe and reliable transportation for Peer Group Leaders (PGLs) attending the Leader Training and Refresher Training sessions in the designated project districts.

The scope of services shall include the following:

- **Scope of Transport:** Transportation shall be provided for approximately **10 PGLs from each of 85 schools** (approximately half of the 167 participating schools) attending combined training sessions. The remaining 10 PGLs will attend training at their own schools and will not require transport.
- **Training Duration:** Transport services shall be required for a total of **seven (7) training days**, comprising of:
 - Five (5) days for the initial PGL training; and
 - Two (2) days for the PGL refresher training.
- **Training Venues:** Transport services shall be provided across **85 training venues** located within the following seven project districts:
 - Lahore – 28 venues

- Rawalpindi – 26 venues
 - Sheikhpura – 10 venues
 - Kasur – 8 venues
 - Multan – 6 venues
 - Nankana Sahib – 5 venues
 - Lodhran – 2 venues
- **Participants:** Each combined training session will include **20 PGLs**, comprising 10 PGLs from each of two participating schools. The Service Provider shall arrange transport for the **10 PGLs travelling from one school to the host school**, together with **2–3 accompanying teachers or supervisors** for each trip.
 - **Vehicle Requirements:** The Service Provider shall provide a **roadworthy, air-conditioned 14-seater van (or equivalent vehicle)** capable of safely commuting 10 students and 2–3 accompanying teachers/supervisors. All vehicles must comply with applicable road safety regulations, possess valid registration, insurance, and fitness certificates, and be operated by licensed and experienced drivers. Additional vehicle safety requirements will be communicated by the British Council prior to contract commencement.
 - **Transport Schedule:** The Service Provider shall arrange pick-up from the designated school at approximately **8:00 a.m.** for transport to the host training venue and provide return transport at approximately **3:00 p.m.** to the originating school following completion of the training session.
 - **Advance Notice:** The British Council will provide the Service Provider with a minimum of **two (2) weeks' advance notice** prior to each training session, including the confirmed venue, participating schools, and transport requirements.

- **Transport Recurrence:**

PGL Training			
Tentative Timeline	No. of Weeks	City	Frequency (5 working days for each week)
	Week 1	Lahore	15 trainings at 15 venues simultaneously
	Week 2	Lahore	13 trainings at 13 venues simultaneously
	Week 3	Rawalpindi	15 trainings at 15 venues simultaneously
	Week 4	Rawalpindi	11 trainings at 11 venues simultaneously
	Week 5	Sheikhpura	10 trainings at 10 venues simultaneously

	Week 6	Kasur	8 trainings at 8 venues simultaneously
	Week 7	Multan	6 trainings at 6 venues simultaneously
	Week 7	Nankana Sahib	5 trainings at 5 venues simultaneously
	Week 7	Lodhran	2 trainings at 2 venues simultaneously

PGL Refresher Training			
Tentative Timeline	No. of Weeks	City	Frequency (2 working days for each week)
	Week 1	Lahore	15 trainings at 15 venues simultaneously
	Week 1	Lahore	13 trainings at 13 venues simultaneously
	Week 2	Rawalpindi	15 trainings at 15 venues simultaneously
	Week 2	Rawalpindi	11 trainings at 11 venues simultaneously
	Week 3	Sheikhupura	10 trainings at 10 venues simultaneously
	Week 3	Kasur	8 trainings at 8 venues simultaneously
	Week 4	Multan	6 trainings at 6 venues simultaneously
	Week 4	Nankana Sahib	5 trainings at 5 venues simultaneously
	Week 4	Lodhran	2 trainings at 2 venues simultaneously

- **Indicative Travel Distance:** The anticipated travel distance for each transfer is **approximately within a 10-kilometre radius**. This information is provided solely to assist the Service Provider in preparing an accurate commercial proposal and should be treated as indicative rather than guaranteed.
- **Transport Coordination:** The Service Provider shall be responsible for planning and coordinating all transport logistics to ensure the timely pick-up and drop-off of participants for both the **five (5)-day PGL Leadership Training** and **two (2)-day Refresher Leadership Training** sessions. The Service Provider shall ensure efficient scheduling and smooth transportation between participating schools and the designated training venues.
- **Service Level Agreements (SLAs) for transportation:**
 - Maintain a minimum **95% on-time performance** for all scheduled pick-ups and drop-offs.
 - Provide a dedicated focal person to coordinate transport schedules and respond promptly to operational issues throughout the service period.

- Notify the British Council immediately of any delays, breakdowns, route changes, or incidents that may affect service delivery.
- Ensure a replacement vehicle is deployed within **60 minutes** in the event of a breakdown or vehicle unavailability.
- Maintain a record of all journeys, including vehicle details, driver details, passenger lists (where required), and trip timings, and provide these upon request.
- Ensure all vehicles are cleaned and inspected daily before deployment.
- Maintain adequate backup vehicles and drivers to avoid disruption to scheduled services.
- Cooperate with the British Council in resolving any complaints or service issues within **24 hours**.
- Participate in periodic performance review meetings with the British Council and implement agreed corrective actions where service levels are not achieved.

E. Mandatory Service Delivery Requirements

- The Service Provider shall ensure that all goods, materials, and services are delivered in accordance with the agreed schedule and in good condition, using appropriate packaging and handling methods to prevent damage during transportation.
- The Service Provider shall maintain close coordination with the British Council's designated focal person(s) to confirm event schedules, delivery timelines, venue details, and any operational requirements prior to service delivery.
- All refreshments and event-related services shall be provided in quantities and quality commensurate with the confirmed number of participants and suitable for the venue and event requirements.
- The Service Provider shall comply with all applicable British Council and UNICEF procurement requirements, quality standards, and relevant statutory and regulatory obligations throughout the contract period.
- The Service Provider shall ensure full compliance with the British Council's Safeguarding Policy and Code of Conduct. All personnel engaged in delivering the services shall adhere to safeguarding requirements and take all reasonable measures to protect the safety and wellbeing of children and young people participating in the programme.

8 Mandatory Requirements / Constraints

8.1 As part of your Proposal, 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. Failure to comply with any mandatory requirements or constraints shall entitle the British Council to reject a Proposal.

9 Key background documents

9.1 Further relevant background documents / information may be provided to potential suppliers as an Annex to this RFP 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.

10 Timescales

10.1 Subject to any changes notified to potential suppliers by the British Council in accordance with the Proposal Conditions, the intended timescales applicable to this Procurement Process are:

Activity	Date / time
RFP Issued to bidding suppliers	17 July 2026
Deadline for clarification questions (Clarification Deadline)	23 July 2026
British Council to respond to clarification questions	27 July 2026
Deadline for submission of Proposals by potential suppliers (Response Deadline)	3 August 2026
Final Decision	TBC
Contract concluded with winning supplier	TBC
Contract start date	TBC

11 Instructions for Responding

11.1 The documents that must be submitted to form your Proposal are listed at Part 2 (Submission Checklist) of Annex 2 (Supplier Proposal) to this RFP. All documents required as part of your Proposal should be submitted to the British Council's e-Tendering portal hosted at <https://tap.tcsapps.com/tap2/#/bc-supplier-registration> (first time log in) or <https://tap.tcsapps.com/tap2/#/login-supplier?tenant=BritishCouncil&langCd=en> (existing supplier registered) / moiz.khalid@britishcouncil.org by the Response Deadline, as set out in the Timescales section of this RFP.

11.2 You agree to register a valid supplier account on the [UK government Central Digital Platform \(CDP\)](#). Such registration will be completed upon request by the British Council and prior to contract

award. You acknowledge and accept that failure to complete registration prior to contract award may result in withdrawal of any award decision.

11.3 The following requirements should be complied with when submitting your Proposal in response to this RFP:

- Please ensure that you send your submission in good time to prevent issues with technology – late Proposals may be rejected by the British Council.
- Do not submit any additional supporting documentation with your Proposal except where specifically requested to do so. 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 Proposal document, clearly labelled and cross-referenced to the Proposal as relevant.
- If you submit a generic policy / document you must indicate the page and paragraph reference that is relevant to a particular part of your Proposal.
- Unless otherwise stated as part of this RFP or its Annexes, all Proposals 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 Proposal.
- Any deliberate alteration of a British Council requirement as part of your Proposal will invalidate your Proposal 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 Proposal to the RFP requirements and pricing will be incorporated into the Contract, as appropriate.

12 Clarification Requests

12.1 All clarification requests should be submitted to British Council’s e-Tendering portal hosted at <https://tap.tcsapps.com/tap2/#/bc-supplier-registration> (first time log in) or <https://tap.tcsapps.com/tap2/#/login-supplier?tenant=BritishCouncil&langCd=en> (existing supplier registered) / moiz.khalid@britishcouncil.org by the Clarification Deadline, as set out in the Timescales section of this RFP. The British Council is under no obligation to respond to clarification requests and will response if the question is appropriate and received before the Clarification Deadline.

12.2 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.

12.3 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.

12.4 The British Council may at any time request further information from potential suppliers to verify or clarify any aspects of their Proposal 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 Proposal may be rejected in full and you may be disqualified from this Procurement Process.

13 Evaluation Criteria

13.1 You will have your Proposal evaluated as set out below:

Stage 1: Proposals will be checked to ensure that they have been completed correctly and all necessary information has been provided. responses correctly completed with all relevant information being provided and all mandatory requirements as outlined in Section 8 met will proceed to Stage 2. Any Proposal not correctly completed in accordance with the requirements of this RFP and/or containing omissions may be rejected at this point. Where a Proposal is rejected at this point it will automatically be disqualified and will not be further evaluated.



Stage 2: If a bidder succeeds in passing Stages 1 of the evaluation, then it will have its Proposal evaluated in accordance with the evaluation methodology set out below.

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

Criteria	Weighting
Company Profile & Safeguarding	25%
Quality, Methodology and Approach	35%
Commercial	40%

13.3 Scoring Model – Proposals will be subject to an initial review at the start of Stage 2 of the evaluation process. Any Proposals not meeting mandatory requirements or constraints (if any) will be rejected in full at this point and will not be assessed or scored further. Proposals not so rejected will be scored by an evaluation panel appointed by the British Council for all criteria other than Commercial using the following scoring model:

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

13.4 Commercial Evaluation – Your “Overall Price” (as calculated in accordance with requirements of Annex 3 (Pricing Approach) for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation, further information on this approach may be available in Annex 3. 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 Proposal at this point. The British Council may also reject any Proposal 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 Proposal offering the lowest “Overall Price”. Other Proposals 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.

13.5 Moderation and application of weightings – The evaluation panel appointed for this Procurement Process will meet to agree and moderate scores for each award criteria. Final scores in terms of a percentage of the overall Proposal 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.

13.6 The Winning Proposal(s) - The winning Proposal shall be the Proposal 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)] obtained by the Authority relating to any self-certification or other requirements referred to at any time in this Procurement Process.

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

Annex 1 – Framework Agreement

Annex 2 – Supplier Proposal

Annex 3 – Pricing Approach