Request for Proposal (RFP)

For: RFP for Access Control System JJ99IT102026

Date: 05 November 2026

1 Overview of the British Council

The British Council is the UK's international culture and education organisation. We support peace and prosperity by building connections, understanding and trust between people in the UK and countries worldwide.

Creating these vital connections between the people of all four nations of the UK and other countries benefits everyone. It encourages people and organisations from around the world to visit, study and partner with the UK, strengthening the UK's global reputation and influence and driving economic growth.

By connecting the UK's expertise in arts and culture, education and the English language to our global presence and unparalleled networks, we unlock potential and transform lives. We help artists to share their distinctive voices. We provide educators with the tools to shape generations. We give young people the confidence to shine.

We work with governments and our partners in the education, English language and cultural sectors to make a bigger difference, creating benefit for millions of people all over the world. At the heart of these relationships is trust which is built over time and nurtured through shared experiences.

We work with people in over 150 countries and reach over 700 million people.

For almost a century, it's been our mission to build a world where people connect across borders, and where trust is the foundation for lasting change. A world where opportunities are limitless.

2 Introduction and Background to the Project / Programme

2.1 The supplier shall provide comprehensive **Access Control System management, maintenance, and support services** for British Council offices in **Lahore, Karachi, and Islamabad**. Services shall include preventive and corrective maintenance, troubleshooting, replacement of faulty parts, software and hardware support, system health checks, and timely incident resolution to ensure continuous and secure operation of access control systems across all locations.

- British Council Office, 65 Mozang Rd, Lahore
- British Council Office, Shahrah-e-Iran Clifton Karachi
- British Council Office, Shahrah-e-Iran Diplomatic Enclave Islamabad

- Or at any other place within the same city, as mutually agreed by both parties

Type of Maintenance	Schedule	Details
Regular System Maintenance (Hardware)	Monthly Visit	Performing maintenance & servicing of the following equipment: 1. Magnetic Locks 2. Proximity Readers 3. Push Buttons, PIR Exit Devices 4. Emergency Door Releases 5. Contact Switches 6. Equipment Cabinets 7. Hardware Panels 8. Power supplies 9. Key switches 10-Door Closer
Regular System Maintenance (Software)	Monthly Visit	Performing system check-up / verification involving the following: 1. Overall functionality check 2. System log checks 3. Alarm Monitoring logs 4. System time & date 5. Carry out testing of all access doors

S. No	Part	Description	Lahore	Karachi	Islamabad
1	SWC-32ES	OnGuard 32ES Client Software License - includes OnGuard Client software licenses for System Administration, Alarm Monitoring, Map Designer and Login Driver.	1	1	1
2	LNL-2210	Intelligent Single Door Controller – PoE or12 VDC @ 900mA, size (5.5" (140mm) W x 2.75" (70mm) L x 0.96" (24mm) H, (rechargeable battery) 6 MB standard cardholder flash memory, 50,000 of Event memory, maximum of one door, two readers (entry and exit reader , On-board PoE Ethernet, two inputs (supervised / unsupervised), two outputs (NO/NC), power fault input and cabinet tamper monitors. Reader power 12VDC@ 650mA max, RoHS, CE, and UL 294 (pending)	5	1	1
3	LNL-1320	Dual Reader Interface Module (Series 2 –Supports OSDP Readers) – 12/24 VDC, 2 Reader interface, W/M, 8 inputs, 6 (5A) form C relays , RoHS, CE, Ctick and	8	1	2

		UL294 certified			
4	LNL-1300	Single Reader Interface Module (Series 2 - Supports OSDP Readers)	-	8	-
5	LNL-8000	Star Multiplexer –12 VDC, (8) Downstream RS-485 2-wire ports or (4) RS-485 4-wire ports and stand-offs	-	1	-
6	PANEL	Local made enclosure with Altronix 6AMP 12/24VDC power supply with 1 x 12V7AH battery packs	3	8	1
7	430222003	Reader, T-100, Transition series, mini mullion, 125KHZ, black	16	7	3
8	5355-AGK09	ProxPro, Gray, w/ Keypad, (12 VDC)	2	2	2
9		GEM electromechanical strike locks (12/24VDC)(FAIL SECURE)	-	6	3
10		GEM electromechanical strike locks (12/24VDC)(FAIL SAFE)	16	7	-
11		Emergency Door Release (resettable type) green color	10	6	3
12		Metallic push button	9	13	1
13		Keyswitch for lockdown DPDT (will create a log in LENEL)	-	2	
14		Local made enclosure with Altronix 6AMP 12/24VDC power supply and 4 x 2 fused distribution boards for lock and panel power supply with 2 x 12V7AH battery packs	-	1	1
15		Local made enclosure with 12/24VDC power supply with 1 x 12V7AH battery pack	-	1	-
16	HB194	ARITECH Panic button white double action type Personal attack switch button	8	-	-
17	DDV1016	ARITECH 16 m volumetric Dual Technology motion sensor 16m 50ft Dual Vector 9C	4	-	-
18	AS271	Interlogix Indoor siren, 1 tone - with flash	3	-	-
19		Sentrol Door contact	8	-	-
20		Sounder	-	-	3
21		RED and green signalling lights installed in PVC box with buzzer	4	2	-

2.3 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 British Council offices in

- British Council Office, 65 Mozang Rd, Lahore
- British Council Office, Shahrah-e-Iran Clifton Karachi
- British Council Office, Shahrah-e-Iran Diplomatic Enclave Islamabad

- Or at any other place within the same city, as mutually agreed by both parties

3.1.3 Duration: The Contract awarded will be for a duration of 3 years with an extension of additional 1 year based on performance evaluation.

3.1.4 Contractual terms: As set out at Annex 1 *Terms and Conditions of Contract* ("**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 mohammad.qasim@britishcouncil.org.pk 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 Sheeraz.Ahmed@britishcouncil.org

7 Specification

1. Detailed Scope of Work – Access Control System Management, Maintenance and Support Services

The Supplier shall provide comprehensive Access Control System Management, Preventive Maintenance, Corrective Maintenance, Technical Support, and Replacement of Faulty Parts for the British Council Offices located at:

- British Council Office, 65 Mozang Road, Lahore
- British Council Office, Shahrah-e-Iran, Clifton, Karachi
- British Council Office, Shahrah-e-Iran, Diplomatic Enclave, Islamabad

The objective of this contract is to ensure the continuous, reliable, and secure operation of all Access Control Systems installed at the above locations through scheduled maintenance, emergency support, system monitoring, fault rectification, and replacement of defective components.

- 1. Preventive Maintenance Services (Monthly)

The Supplier shall conduct one preventive maintenance visit per month at each site and perform the following activities:

2. A. Hardware Maintenance

Inspection, testing, cleaning, servicing, and performance verification of:

3. Magnetic Locks
4. Electro-Mechanical Strike Locks (Fail Safe and Fail Secure)
5. Proximity Card Readers
6. Reader Keypads
7. Push Exit Buttons
8. PIR Exit Devices
9. Emergency Door Release Units
10. Door Contact Switches
11. Key Switches
12. Door Closers
13. Access Control Panels
14. Intelligent Door Controllers
15. Reader Interface Modules
16. Star Multiplexers
17. Equipment Cabinets and Enclosures
18. Power Supply Units
19. Battery Backup Systems
20. Lock Power Distribution Boards
21. Alarm Sounders and Sirens

22. Panic Buttons
23. Motion Sensors
24. Signalling Lights and Buzzers
25. Associated cabling, connectors, and terminations

Activities shall include:

- Physical inspection of all equipment
- Tightening of terminals and connections
- Cleaning of readers, locks, cabinets, and electronic components
- Verification of lock and reader operation
- Verification of battery health and charging status
- Testing of door open/door forced alarms
- Verification of tamper protection functionality
- Functional testing of all access-controlled doors
- Recording of findings and recommendations

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26. B. Software Maintenance

Monthly system verification and software health checks shall include:

1. Overall system functionality check
2. Review and verification of event logs
3. Review of alarm monitoring logs
4. System date and time synchronization
5. User account and access level verification
6. Database integrity checks
7. Backup verification
8. Controller communication status checks

9. Network connectivity verification
10. System performance monitoring
11. Alarm acknowledgement testing
12. Door operation testing
13. System configuration verification
14. Verification of reporting functions
15. Software patch and update assessment
16. Testing of all access-controlled doors

The Supplier shall submit a maintenance report after each visit detailing activities performed, observations, faults identified, and corrective actions taken.

- **2. Corrective Maintenance Services**

The Supplier shall provide corrective maintenance services whenever a fault or system malfunction is reported.

Corrective maintenance shall include:

- Fault diagnosis and troubleshooting
- Repair of defective hardware
- Controller configuration and reconfiguration
- Reader replacement and programming
- Lock repair and adjustment
- Restoration of communication links
- Database recovery and restoration
- Software troubleshooting
- Alarm fault rectification
- Replacement of defective batteries

- Power supply troubleshooting
- Restoration of system functionality following breakdowns

- **3. Replacement of Faulty Parts**

The Supplier shall supply and replace defective parts as required, including but not limited to:

- Lenel OnGuard Software Components
- Intelligent Door Controllers
- Reader Interface Modules
- Star Multiplexers
- Access Control Readers
- Keypad Readers
- Magnetic Locks
- Strike Locks
- Emergency Door Release Units
- Push Buttons
- Contact Switches
- Door Closers
- Key Switches
- Power Supplies
- Battery Backup Units
- Equipment Enclosures
- Panic Buttons
- Motion Sensors
- Alarm Sounders

- Signalling Lights and Buzzers

All replacement parts shall be genuine, compatible, and equivalent to or better than the existing installed equipment.

- **4. Emergency Breakdown Support**

The Supplier shall provide:

- Telephone support during business hours.
- Remote technical assistance where feasible.
- Emergency onsite support for critical faults.
- Escalation support for major incidents affecting site security.

27. Service Levels (SLA)

Priority	Description	Response Time
Critical	Complete system failure or security breach	Within 4 Hours
High	Multiple doors inoperative	Within 8 Hours
Medium	Single door/access issue	Within 1 Business Day
Low	Non-critical issues and configuration requests	Within 2 Business Days

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- **5. Asset Coverage**

The maintenance service shall cover all installed access control equipment at Lahore, Karachi, and Islamabad offices, including the inventory listed in the asset schedule, such as:

- SWC-32ES OnGuard Licenses
- LNL-2210 Intelligent Controllers
- LNL-1320 Reader Interface Modules
- LNL-1300 Reader Interface Modules

- LNL-8000 Star Multiplexers
- T-100 Readers
- ProxPro Readers with Keypads
- GEM Strike Locks
- Emergency Door Release Units
- Panic Buttons
- Motion Sensors
- Indoor Sirens
- Door Contacts
- Signalling Systems
- Power Supply and Battery Systems

- **6. Documentation and Reporting**

The Supplier shall provide:

- Monthly Preventive Maintenance Reports
- Fault Resolution Reports
- Parts Replacement Reports
- Asset Health Assessment Reports
- Quarterly Performance Summary Reports
- Recommendations for system improvements and upgrades

The Supplier shall maintain complete service records and provide reports to the British Council Contract Manager after each maintenance visit and upon completion of any corrective maintenance activity.

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	05 November 2026
Deadline for clarification questions (**Clarification Deadline**)	11 November 2026
British Council to respond to clarification questions	13 November 2026
Deadline for submission of Proposals by potential suppliers (**Response Deadline**)	19 November 2026
Clarification]/[Negotiation] stage	TBC
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 https://tap.tcsapps.com/tap2/#/login-supplier?tenant=BritishCouncil / mohammad.qasim@britishcouncil.org.pk 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.
- Artificial Intelligence (AI) tools can be used to assist in your bid writing process, however they may also introduce an increased risk of incorrect or misleading statements via 'hallucination'. Your submission should clearly identify any instances where AI or machine learning tools, including large language models, have been used to generate written content or support your bid submission.

12 Clarification Requests

12.1 All clarification requests should be submitted to https://tap.tcsapps.com/tap2/#/login-supplier?tenant=BritishCouncil / mohammad.qasim@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 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.

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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
Quality	35%
Methodology and Approach	25%
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) - 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 – Terms and Conditions of Contract

Annex 2 – Supplier Proposal

Annex 3 – Pricing Approach