

## **Request for Proposal (RFP)**

**For research on:** How are vocational institutions innovating, evolving and changing as result of Covid-19

**Date:** 22/10/2020

### **1 Overview of the British Council**

1.1 The British Council is the United Kingdom's international organisation for cultural relations and educational opportunities. Its purpose is to promote a friendly knowledge and understanding between the people of the UK and people worldwide; making a positive contribution to all the countries we work with; and making a lasting difference to the UK's security, prosperity and influence. It seeks to achieve its aims by working in education, science, governance, English and the arts.

1.2 The British Council was established in 1934 and incorporated by Royal Charter in 1940. It is registered as a charity in England and Wales (charity no. 209131) and Scotland (charity no. SCO37733). It is also an executive non-departmental public body, with the Foreign and Commonwealth Office as its sponsoring department.

1.3 Its primary charitable objects are set out in the Charter and are stated to be to:

- Promote cultural relationships and the understanding of different cultures between people and peoples of the United Kingdom and other countries;
- Promote a wider knowledge of the United Kingdom;
- Develop a wider knowledge of the English language;
- Encourage cultural, scientific, technological and other educational co-operation between the United Kingdom and other countries; and
- Otherwise promote the advancement of education.

1.4 The British Council works in more than 110 countries around the world and employs over 7000 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](http://www.britishcouncil.org).

### **2 Introduction and Background to the Project / Programme**

2.1 The British Council works to enhance the quality of skills systems by encouraging closer links between education, employers and policy makers in the UK and worldwide.

This work aims to ensure that skills development better meets the needs of individuals and the economy through high quality, relevant, respected and innovative provision.

The British Council Skills team currently works in 30 countries, prioritising those with fast-developing or emerging economies, fragile states and post-conflict states.

Building on our I-WORK (Improving Work Opportunities – Relaying Knowledge) programme, we are seeking to commission research to explore **how vocational institutions in the participating countries are innovating and evolving to adapt to the changes brought by Covid-19 in the long term**. The focus will be placed on the measures vocational institutions are undertaking or planning to undertake in order to adequately prepare learners for the future.

The I-WORK programme was established with the objective to support skills strengthening systems and enhance TVET in Commonwealth countries, with the overarching aim of improving job opportunities for young people. The programme was funded by the Foreign, Commonwealth and Development Office (FCDO) as part of the Commonwealth 18-20 programme, and included Ghana, South Africa, India (Punjab), Malaysia and UK as target countries. The programme had an overall budget of £2 million and ran from November 2018 to March 2020. By promoting good practice, partnership working and knowledge exchange between Commonwealth member states at a policy and delivery level, the programme aimed to drive improved opportunities for young people whilst raising the knowledge and understanding of the Commonwealth and strengthening relationships with the UK.

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 at the British Council offices in London.

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 shall be for no more than £25 000 inclusive of VAT. We are seeking applications that demonstrate the best use of this funding.

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 Annex [3] (Supplier Response). 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 Annex [3] (Supplier Response) and these 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 hand written 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 at Part [2] (Submission Checklist) of Annex [3] (Supplier Response), you must provide clear and specific detail as to:

- the precise elements which are considered confidential and/or commercially sensitive;
- why you consider an exemption under the FOIA or EIR would apply; and
- the estimated length of time during which the exemption will apply.

4.8 The use of blanket protective markings of whole documents such as “commercial in confidence” will not be sufficient. By participating in this Procurement Process you agree that the British Council should not and will not be bound by any such markings.

4.9 In addition, marking any material as “confidential” or “commercially sensitive” or equivalent should not be taken to mean that the British Council accepts any duty of confidentiality by virtue of such marking. You accept that the decision as to which information will be disclosed is reserved to the British Council, notwithstanding any consultation with you or any designation of information as confidential or commercially sensitive or equivalent you may have made. You agree, by participating further in this Procurement Process and/or submitting your tender response, that all information is provided to the British Council on the basis that it may be disclosed under the Disclosure Obligations if the British Council considers that it is required to do so and/or may be used by the British Council in accordance with the provisions provision of this 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 sixty days from the Response Deadline. A tender response not valid for this period may be rejected by the British Council.

## **6 Payment and Invoicing**

6.1 The British Council will pay correctly addressed and undisputed invoices within 30 days in accordance with the requirements of the Contract. Suppliers to the British Council must ensure comparable payment provisions apply to the payment of their sub-contractors and the sub-contractors of their sub-contractors. General requirements for an invoice for the British Council include:

- A description of the good/services supplied is included.

- The British Council Purchase Order number is included.
- It is sent electronically via email in PDF format to [BC.Invoices@britishcouncil.org](mailto:BC.Invoices@britishcouncil.org) or by post to:  
The British Council, Corporate Services – UK Hub Team, 1 Redman Place, Stratford, London E20 1JQ

## 7 Specification

### 7.1 Research objective

The British Council is committed to working in partnerships to develop high-quality skills systems that help both individuals and economies to prosper and promote stable societies. We share knowledge and good practice and enhance skills system by encouraging closer links between education, employers and policy makers in the UK and worldwide. We work with skills bodies so that they are equipped to deal with current challenges and adapt and respond to new ones. This work aims to ensure that skills development better meets the needs of individuals and the economy through high quality, relevant and innovative provision.

To better inform our future work, the purpose of this research is to support the global effort in tackling the common challenge of Covid-19 by highlighting some of the opportunities for innovation, emerging trends and solutions to boost education systems going forward. We are interested to find out what measures vocational institutions are undertaking or planning to undertake which will be sustained post-Covid and the changes which need to be introduced for the long term.

By undertaking the research with the institutions involved in the I-work programme this study will look at how and whether these already connected and internationally aware colleges and vocational institutions are preparing for supporting their students.

In order to support the objective the study will set out to answer the following broad questions:

- How are Institutional policy and structures likely to change to reflect the changing situation? Is this different for private institutions?
- What changes are proposed to the curriculum/occupational areas to reflect the rapidly changing demand and how are they identifying this demand?
- How will learners get practical and work-based experience they need and what changes to work-based learning and Apprenticeships are needed?
- What changes are needed to the skills and type of staff in the teaching Institution?
- How can new delivery models and ways of working promote more inclusive practice?

**When exploring the above questions focus should be placed on the long terms measures vocational institutions are undertaking or planning to undertake in order to adequately prepare learners for the future and not on their immediate emergency response to Covid-19.**

## **7.2 Context**

The COVID-19 pandemic made it clear that as the world becomes increasingly interconnected so do the risks we face. It has affected people's lives, national economies, and education is no exception. The lockdowns in response to COVID-19 have interrupted conventional teaching and learning practices. While remote learning has offered some educational continuity when it comes to academic learning, vocational education and training has been particularly affected by the crisis. Compared to general programmes, VET programmes suffer a double disadvantage, as social distancing requirements and the closure of enterprises have made practical and work based learning that are so crucial for the success of vocational education difficult or impossible. Yet, this sector plays a central role in ensuring the alignment between education and work, the successful transition of students into the labour market, and for employment and the economic recovery more generally.

In the midst of this unprecedented crisis the impact on young people's employability, resilience and sense of wellbeing have to be considered and the delivery, quality assurance and assessment of technical and vocational education all need to be thought through. To remain relevant, education institutions will need to reinvent their learning environments so that digitalisation expands and complements student-teacher relationship. Teachers also have to adapt to new pedagogical concepts and modes of delivery for which they may not have been trained.

At the same time Covid-19 has accelerated the transformation and digitalisation of the economy, and new industries emerged, creating enormous potential for innovation, creativity and progress. In this context education systems are increasingly looking towards international experiences to inspire and inform national reforms. The challenges posed by Covid -19 present an enormous opportunity for the TVET sector to innovate and increase its attractiveness from experiential virtual training to remote placements with employers building bridges across countries and boosting inclusiveness of provision and work experience.

This piece will therefore explore the issues relating to the future of employment and how vocational training is adapting in order to prepare learners adequately and provide potential solutions to mitigate to common challenges.

By undertaking research with the Institutions who were involved in the I-work programme this study will identify common and innovative approaches which are being considered by institutions across three continents and will explore how the vocational institutions in the five delivery countries (Ghana, India, Malaysia and South Africa, UK) are evolving and changing to prepare their learners for the future.

The I-WORK programme combined support for multilateral partnerships as well as systems-strengthening for apprenticeships, with a focus on disseminating learning:

- The **partnership strand** focussed on fostering partnerships between TVET colleges in the UK, Ghana, South Africa, India (Punjab) and Malaysia to develop innovative, inclusive and employer-led education approaches that equip students to take their place in the future job market.
- The **apprenticeship strand** focussed on supporting national authorities in Ghana, South Africa, India (Punjab) and Malaysia to strengthen key areas of their apprenticeship systems through Technical Assistance projects.
- The **dissemination strand** sought to synthesise the partnership and apprenticeship strands through a series of National and International workshops, which took place in the five I-WORK countries in early 2020

Colleges involved in the partnership strand were grouped into six clusters, with each cluster comprised of representatives from Ghana, Malaysia, India (Punjab), South Africa and the UK. Each cluster was further subdivided into two working groups: a leadership group consisting of a TVET leader from each country and a practitioner group consisting of two TVET institution staff members.

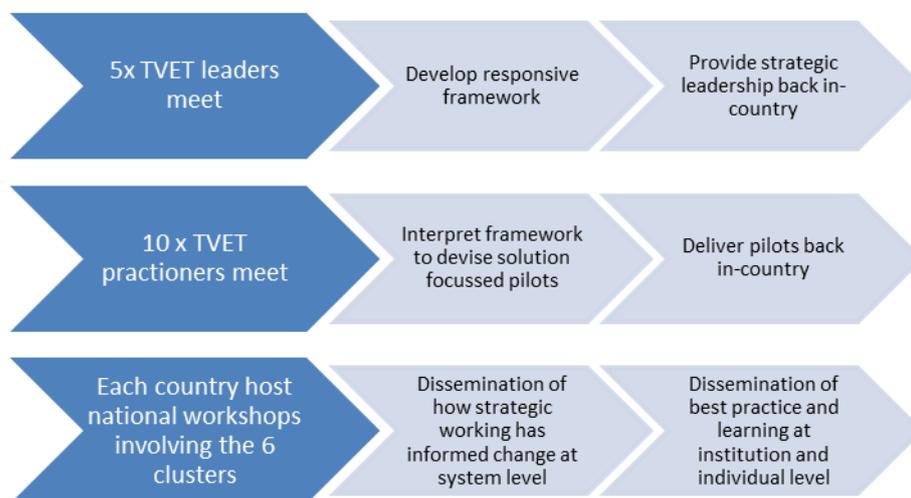
The list of participating institutions in the Partnership strand, a sample of which will inform this research:

Country	Inst Name	Type of Inst.
Ghana	2nd Image International Skills College	Public/State
Ghana	Dabokpa Technical Institute (DTI)	Public/State
Ghana	Doress Fashion	Public/State
Ghana	Accra Technical Training Centre	Public/State
Ghana	Kumasi Vocational Training Institute (KVTI)	Public/State
Ghana	Ho Technical University	Public/State
India	Gram Tarang Employability Training Services Pvt. Ltd.	Private
India	LabourNet	Private
India	LabourNet	Private
India	Empower Pragati Vocational and Training Private Limited	Private
India	BASIX Academy for Building Life-long Employability (B-ABLE)	Private
India	Nettur Technical Training Foundation	Private
Malaysia	Community College Gerik, Perak	Public/State
Malaysia	Kolej Kemhairan Tinggi Mara (KKTM) Masjid Tanah	Public/State
Malaysia	The National Craft Institute	Public/State
Malaysia	Muadzam Shah Polytechnic	Public/State
Malaysia	Mersing Institute of Industrial Training	Public/State
Malaysia	Kuala Langat National Youth Skills Institute (IKBNKL)	Public/State

SA	Northlink TVET College	Public/State
SA	Gert Sibande TVET College	Public/State
SA	Northern Cape Rural TVET	Public/State
SA	Majuba TVET College	Public/State
UK	Isle of Wight College	Public/State
UK	Hertford College	Public/State
UK	SERC	Public/State
UK	South West College	Public/State
UK	Cardiff & Vale College	Public/State
UK	Coleg y Cymoedd	Public/State

We expect roughly half of the above institutions, equally spread across the five countries, to take part in the research. Representative from each organisation will include 1 x senior leadership (Principals/Deputies) and 1-2 x practitioner group (Head of departments, Curriculum leads). British Council will provide support in identifying the stakeholders and establishing the link to them.

The Cluster approach:



The partnership strand was designed to enable knowledge exchange and innovation between TVET leaders and practitioners across the five countries, bringing them together face to face in six clusters. It drew on a cultural relations approach, and focussed on promoting a multilateral model, creating partnerships between five different Commonwealth countries rather than a single partnership between the UK and the other countries involved. This approach was found to be particularly relevant as it enabled close collaboration and information sharing between the focal countries and UK partner colleges.

### **7.3 Outcomes**

The proposed research will:

- explore and analyse different approaches, strategies and plans that vocational institutions in the study countries are undertaking or planning to undertake to respond to the common challenges posed by Covid -19, which will be sustained post-Covid
- examine the relevance of context and system characteristics the institutions are operating in and how they affect their planned measures
- highlight innovation in different areas of curriculum, employer engagement, quality assurance, teaching practices and others
- Highlight the specific attributes or experience that the UK and the other four countries have which could form a body of knowledge to share with other countries.

The research will be used in policy and practice forums and other contexts to promote debate about approaches and responses to the changing education and work environment.

### **7.4 Approach**

In order to meet the objectives of this research, the commissioned consultant/agency will:

1. Attend a briefing with the British Council skills team to finalise the approach and the objectives of the research.
2. Familiarise themselves with the TVET landscape of the study countries and the stakeholders involved in the I-Work work programme. (British Council offices will provide support with background information on the I-Work programme and establishing links with the stakeholders.)
3. Based on the broad questions included in the Research objectives, devise questionnaires for the senior leadership and the practitioners' groups, to be agreed with the British Council skills team.
4. Conduct semi-structured interviews and focus groups with stakeholders from the identified institutions
5. Produce a report on the findings of the research including case studies. The report should be suitable for online external dissemination and compliant with the British Council branding standards. Access to the British Council online Brandhub will be provided, where guidance on style, formatting and branding can be found.
6. Undertake a small number of speaking engagements identified by the British Council to share the results of the research

All of the above is to be written in plain English.

The Supplier response invites bidders to provide a quote for the number of days and a day rate that they anticipate being necessary to fulfil the above. We expect that the cost will not exceed £25,000 inclusive of VAT.

7.5 The work must be completed by 1<sup>st</sup> March 2020.

7.6 Intellectual property: The British Council will retain full ownership of any intellectual property created as part of this contract, including any amendments, revisions or edits.

## 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 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.

## 10 Key background documents and further information

10.1 Further relevant background documents / information may be provided to potential suppliers as set out below, as an Annex to this RFP and/or by way of the issue of additional documents / links to additional information / documents. Where no such information / documents are provided, this Section of the RFP will not apply.

10.2 The following additional documentation / information is provided as part of this RFP: None

## 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	22/10/20
Deadline for clarification questions ( <b>Clarification Deadline</b> )	27/10/20

British Council to respond to clarification questions	3/11/20
Deadline for submission of RFP responses by potential suppliers <b>(Response Deadline)</b>	6/11/20
Final Decision	11/11/20
Contract concluded with winning supplier	13/11/20
Contract start date	16/11/20

## 12 Instructions for Responding

12.1 The documents that must be submitted to form your tender response are listed at Part [2] (Submission Checklist) of Annex [3] (Supplier Response) to this RFP. All documents required as part of your tender response should be submitted to [rossi.vogler@britishcouncil.org](mailto:rossi.vogler@britishcouncil.org) 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 [rossi.vogler@britishcouncil.org](mailto:rossi.vogler@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 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
Section 1 – Methodology and Approach	30%
Section 2 – Understanding of British Council’s Objectives for this work	10%
Section 3 – Strong writing skills and a track record of producing high quality research in international context in the field of education and skills	30%
Section 4 – Timescale and work plan	20%
Section 5 – Costing and value for money	10%

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	<b>Excellent</b> – 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	<b>Good</b> – 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.

<b>5</b>	<b>Adequate</b> – 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.
<b>3</b>	<b>Poor</b> – 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.
<b>0</b>	<b>Unacceptable</b> – 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” (as calculated in accordance with requirements of Annex [4] (Pricing Approach) for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation. Prices must not be subject to any pricing assumptions, qualifications or indexation not provided for explicitly by the British Council as part of the pricing approach. In the event that any prices are expressed as being subject to any pricing assumptions, qualifications or indexation not provided for by the British Council as part of the pricing approach, the British Council may reject the full tender response at this point. The British Council may also reject any tender response where the Overall Price for the goods and/or services is considered by the British Council to be abnormally low following the relevant processes set out under the 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: (Lowest Overall Price/Overall Price being evaluated) x 10 (rounded to two decimal places) = commercial score.

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

14.6 The winning tender response – The winning tender response shall be the tender response scoring the highest percentage score out of 100 when applying the above evaluation methodology, which is also supported by any required verification evidence (to include, without limitation, any updated information or references relating to any Qualification Question responses) obtained by the Authority relating to any self-certification or other requirements referred to in the 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 – N/A**

**Annex 2 – N/A**

**Annex 3 – Supplier Response**

**Annex 4 – Pricing Approach**