

## Request for Proposal (RFP)

**For: Consultancy to provide research into ELT policy and practice to support the development of Viet Nam's ELT Development Road Map beyond 2025.**

**Date: 12 September 2024**

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

#### **1.1 Overview of the British Council**

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

1.1.2 We work with people in over 200 countries and territories and are on the ground in more than 100 countries. In 2022–23 we had meaningful engagement with 111 million people worldwide and reached 600 million people in total, including online and through our broadcasts and publications. Further information can be viewed at [www.britishcouncil.org](http://www.britishcouncil.org)

#### **1.2 About English and School Education**

Our work in English and School Education supports governments to build sustainable education systems, empowers teachers to improve their practice, and enables learners to access life-changing opportunities. English and School Education has the following three programme areas:

##### **School Systems**

**School Systems** supports sustainable improvement to the quality of basic education in schools, in relation to English, digital and life skills, by collaborating with governments to strengthen policy-making and/or implementation, classroom practice, school leadership and curriculum, assessment and resource development. Long-term, this builds better, more inclusive and globally connected school systems in a linguistically rich and diverse world.

Given our expertise and track record, **School Systems** focuses primarily on the following themes:

- A.** Language for foundational learning
- B.** English and life skills
- C.** Teaching quality and teacher quantity
- D.** School leadership

## **English Connects - Teaching and learning**

**English Connects** is our global technology-enabled programme for English language teachers and teacher educators. It provides:

- classroom, teaching and professional development resources
- peer-to-peer and expert support and networking
- events, webinars and training opportunities
- case studies and research papers on English language teaching.

**English Connects** is delivered through our global online TeachingEnglish platform and regional, country and partner platforms. These include our website (teachingenglish.org.uk) and social media channels, e.g. Facebook, Instagram, YouTube and Twitter.

## **Empowerment**

**English for Girls' Education** supports girls who are out of school, disadvantaged or isolated to learn English, digital and other core skills, and improves understanding of their rights.

**Language for Resilience** focuses on the role of language in building resilience among people who have been displaced, affected by conflict or misunderstanding, or are from socio-economically disadvantaged backgrounds or isolated communities.

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

### **2.1 NFLP – establishment and current review**

Viet Nam's Ministry of Education and Training (MoET) established the National Foreign Languages Project (NFLP) in 2008-2011 with an initial remit until 2020 (Decision 1400 – signed September 2008). In 2017, its initial remit was subsequently extended until end 2025 (Decision 2080). Indeed, in 2016-17 in consultation with NFLP, British Council commissioned 'Large Scale Innovation Projects in ELT: A Global Review' (compiled by UK consultants Dr Sarah Rich and Dr Jamie Dunlea) to contribute to the review process and extension of NFLP's remit from 2020 to 2025.

NFLP's stated goal is to 'Renovate foreign language teaching and learning in the national education system, continuing to implement new foreign language curriculums at every school level and training degree, improving foreign language proficiency to meet study and work requirements; increase competitiveness of human resources in the time of integration in order to create contribution to the building and development of the country; create a foundation for universalizing foreign languages in general education by 2025.'

As its current remit is coming to an end (December 2025), NFLP and VNIES - Viet Nam's National Institute for Educational Sciences (the internal research agency that advises MoET) - have once again been tasked by MoET with reviewing the progress of foreign language (predominantly English) teaching, learning and

assessment over the past approx. 15 years. They are expected to make joint recommendations to MOET in early 2025 regarding whether NFLP should continue in its current form, be reconstituted with a fresh remit or whether its various roles and responsibilities should be undertaken by other bodies and agencies of MoET.

## **2.2 NFLP/VNIES - response to date**

VNIES have already conducted their own research including most recently 'A new era of global citizens in Viet Nam through language education: the national report on language learning and teaching in Viet Nam Academic year 2022-23' which examines the importance of English learning in Viet Nam, the impact of the new 2018 national Curriculum Framework and the relevance of learning English in the 21<sup>st</sup> century. The research is still ongoing with preliminary findings shared in Sept and Dec 2023. But initial conclusions include:

1/ English language education is now a *recognized priority*, acknowledged by the government and the public.

2/ Despite recognition, Vietnam's English proficiency rankings remain a *pressing issue* that needs attention.

3/ The General Education Curriculum 2018 has undergone many innovations in its content, methods, and the level of motivation it provides to students. However, it is believed that the curriculum still focuses on teaching theoretical knowledge in service of the heavy achievement-based assessment [i.e. testing] in today's context.

4/ The quality of teachers has improved, but it still does not meet the demands of real-world development.

5/ Learning English is not only learning different words for the same things in Vietnamese, but it opens students' minds and raises their awareness of a variety of global cultures and practices.

6/ Technology continues to grow in importance as a tool to help teachers facilitate language learning for their learners

These conclusions are likely to form the basis of considerations as to how English language teaching, learning and assessment policy and practices should be addressed and developed in the forthcoming period.

## **2.3 NFLP/VNIES - expected outputs in 2025**

Considerable work has already been carried out by NFLP and VNIES and they will be expected to develop the following documents:

- VNIES Independent Assessment (2018-24) inc. data analysis and impact of NFLP on ELT system
- VNIES proposal for Vietnam ELT Master Plan beyond 2025

- NFLP Summative Report > MOET

Taken together these will form the basis of recommendations to MOET as to what (if anything) should replace NFLP beyond 2025.

As such, NFLP and VNIES have now requested support from British Council Viet Nam in facilitating a UK/VN consultancy to offer support in the form of current considerations as to how English language teaching, learning and assessment policy and practices should be addressed and developed in the forthcoming period i.e. 2026-2030 (with a vision to 2045). NFLP will appoint a small local team of Vietnamese ELT experts, most probably those involved in previous or existing NFLP and/or ELT projects, to work with the British Council appointed consultants (as a result of this Request for Proposal process).

## **2.4 British Council's response and support in 2024-25**

Globally, the British Council is celebrating its 90<sup>th</sup> anniversary in 2024, while in 2023 we celebrated the 30<sup>th</sup> anniversary of our presence in Viet Nam with the UK/VN Season 2023. Throughout this period, and the remit of NFLP, we have provided ELT research and insight and developed and delivered CPD and capacity building initiatives to support MOET/NFLP in their ambition to 'renovate' English language teaching, learning and assessment in Viet Nam.

In responding to the request of support from NFLP and VNIES as mentioned above, the English and School Education sector team of British Council Vietnam has confirmed our commitment of support, aiming to further contribute to sustainable system level improvements in education, to support the improved teaching, learning and assessment of English in Viet Nam, to promote improved opportunities for young people in Viet Nam, and therefore to contribute to the continuing modernisation and economic growth of Viet Nam. **We have agreed with NFLP and VNIES on conducting a consultancy project to provide research into ELT policy and practice to support the development of Viet Nam's ELT Development Road Map beyond 2025.**

**This Request for Proposal relates to the commissioning of a UK-based team of consultants to undertake this consultancy project.** 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**"). Please refer to **Section 7 Specification** below for more details.

## **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 Vietnam.

3.1.3 Duration: The contract awarded will be for a consultancy project to be provided within a duration of four months (October 2024-January 2025).

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. 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 3.3.1 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 paragraph 3.3.15, 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 paragraph 3.3.15, 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 Dinh Vui, Procurement manager [Dinh.Vui@britishcouncil.org](mailto:Dinh.Vui@britishcouncil.org) and copy to [EnglishProgrammes@britishcouncil.org.vn](mailto:EnglishProgrammes@britishcouncil.org.vn).

## **7 Specification**

This section spells out the scope for this assignment including the range of activities that the supplier is expected to deliver, the qualifications and expertise required of the supplier and the expected timeline for the task.



## 7.1 Purpose

To provide technical assistance and support to NFLP and VNIES as they review Viet Nam's ELT landscape and make recommendations to MOET for the continued development of English language teaching, learning and assessment in support of Viet Nam's social and economic development.

## 7.2 Methodology

**Focus areas of ELT policy and practice:** Following discussions with NFLP/VNIES, three core research areas [and tentative research questions (RQ) for further discussion and refinement] have been identified to inform the ELT policy dialogues and future recommendations to MOET (see **Annex 4** below for full details):

- **English as a medium of education (EME)/ English as a second language at school system**
  - RQ: In light of the Viet Nam Polit bureau's August 2024 Directive 91, outlining a vision for enhanced FL proficiency, resulting in English as the de facto second language in schools, is VN's basic and higher education system ready for such a transition? If so, how to build a sustainable and achievable roadmap for implementation based on global evidence regarding best practice in the implementation of EME?
- **Teacher quality** – proficiency and pedagogy (teacher education and development)
  - Context VNIES: 'The quality of teachers has improved, but it still does not meet the demands of real-world development'. RQs: In which areas are VN teachers' skills up to standard and which require further development? What does global research and best practice show are the skills required by teachers?
  - Context VNIES: 'Despite many innovations, it is believed that the 2018 curriculum still focuses on theoretical knowledge in service of the heavy achievement-based assessment [i.e. testing] in today's context'. RQ: What are the strengths and weaknesses of the present approach to curriculum and assessment?
- **Student attainment** – improving equity and inclusion to improve language proficiency more broadly as well as developing core life skills
  - RQ Language proficiency: How to have a deeper understanding about the English proficiency level of VN learners, and how to improve approaches to language assessment? In particular, identifying noticeable gaps e.g. urban-rural, rich-poor, ethnic groups, etc. and how to close them?
  - RQ English and life skills [For the purpose of this exercise, foundational skills, digital skills, core skills etc. may all be considered sub-sets of life skills. As defined by UNESCO (2017) and The World Bank (2013), life skills refer to the abilities individuals need to effectively manage their everyday lives and activities and the challenges they face.]: How can English,

when combined with relevant life skills such as critical thinking, digital literacy, etc., help students raise their awareness of and improve access to global cultures and practice?

**Methodology:**

- Conduct desk research in the three core focus areas above to identify research and gather evidence to inform policy position papers in advance of policy dialogues, covering e.g.
  - Existing data and evidence on ELT policy and practice in VN
  - Current global trends in ELT policy and practice
  - Comparative analysis of ELT in education systems between VN and global best practice
- Contribute to the organisation of two policy dialogues to:
  - Review VN landscape and comparative analysis of global ELT developments
  - Discuss and agree draft recommendations to MOET
- Following the policy dialogues, the UK consultants, in collaboration with the Vietnam ELT experts, will summarise key discussions and draft recommendations for NFLP/VNIES to consider for eventual submission to MOET.

**7.3 Timeline**

The contracted UK-based team of consultants are anticipated to work for a total minimum of 44 working days over a four-month period (October 2024 – January 2025) – see **Annex 4** for full details and key milestones.

**7.3 Scope of work and key activities**

See **Annex 4** for full details of the specific areas of responsibility for members of:

- The Governance Board
- The Working Group that consists of:
  - Vietnam ELT experts
  - UK Consultant(s) team

**UK consultant(s) team** – anticipated to be a team of 1-3 ELT experts led by a designated team leader who will liaise with key stakeholders from British Council Viet Nam, NFLP, VNIES and Viet Nam ELT experts, and are expected to conduct key activities as described in the table below:

Scope of work	
Overall	<ul style="list-style-type: none"> <li>• Research and produce policy briefing papers based on topics agreed between the parties that should form part of the ELT Road Map</li> </ul>

<b>responsibility</b>	<p>programme</p> <ul style="list-style-type: none"> <li>• advise and connect with relevant key stakeholders in Viet Nam’s ELT sector such as local and international governmental, sectorial and professional organisations, researchers and practitioners and curate content and lead on selected professional topics under the agreed Viet Nam ELT Road Map programme</li> <li>• contribute professional knowledge on specific contexts</li> <li>• support the local partners in the policy dialogues in their planning, implementation and monitoring and reporting of outputs</li> <li>• promote and champion the programme and act as an advocate for it nationally and internationally</li> </ul>
<b>Key activities by phases</b>	
<b>Phase 2 - Commencement</b>	<ul style="list-style-type: none"> <li>• Conduct desk research – comparative analysis of ELT landscape, policy developments</li> <li>• Produce initial position papers for policy dialogue 1 based on three focus areas of ELT policy and practice outlined in Annex 1 [of Annex 4]</li> </ul>
<b>Phase 3 – policy dialogue (1/2)</b>	<ul style="list-style-type: none"> <li>• Participate in initial Policy dialogue 1/2 to review VN landscape and comparative analysis of global ELT developments</li> </ul>
	<ul style="list-style-type: none"> <li>• Collate and analyse data and discussions emerging from initial policy dialogue</li> <li>• Prepare position papers with draft recommendations for policy dialogue 2/2</li> </ul>
<b>Phase 4 – policy dialogue (2/2)</b>	<ul style="list-style-type: none"> <li>• Participate in Policy dialogue 2/2 – to discuss and agree draft recommendations</li> </ul>
	<ul style="list-style-type: none"> <li>• Finalise recommendations arising from policy dialogues</li> </ul>
<b>Phase 5 - Report submission and presentation</b>	<ul style="list-style-type: none"> <li>• Produce a final report to NFLP/VNIES</li> <li>• Present the final report to NFLP/VNIES and members</li> </ul>
<b>Expected outcomes and outputs</b>	
<b>Outputs</b>	<p>There will be three main project outputs resulting from the scope of work and key activities outlined above:</p> <ul style="list-style-type: none"> <li>• initial position papers for policy dialogue 1 (November 2024)</li> <li>• position papers with draft recommendations for policy dialogue 2 (December 2024)</li> <li>• final report to NFLP/VNIES including recommendations arising from policy dialogues (January 2025)</li> </ul>
<b>Outcomes</b>	<p>In partnership with key Government stakeholders (e.g. NFLP, VNIES):</p>

	<ul style="list-style-type: none"> <li>• contribute research and policy evidence which can shape sustainable system level improvements to Viet Nam’s education system</li> <li>• make recommendations that will inform the long-term strengthening of the teaching, learning and assessment of English in Viet Nam</li> <li>• support continued improvement in the future provision of quality, inclusive teaching, learning and assessment of English in Viet Nam.</li> </ul>
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## 7.4 Budget

There will be **one contract** to be awarded. The contract value shall not exceed **GBP 25,000**.

## 7.5 Eligibility and experience required

As part of your tender response, you must provide all information required in the Supplier Proposal (Annex 2) including CVs of consultancy team members (team leader and key consultants). A failure to submit all information shall entitle the British Council to reject a tender response in full.

This Request for Proposal is open to UK-based organisations/institutions specialising in research evidence and policy consultancies operating with knowledge and experience of the global ELT sector, who could undertake this consultancy project for the duration mentioned above. These could include:

- Higher education institutions who specialise in English language teaching.
- Education institutes, organisations, and companies (public and private)
- Consulting firms (public and private)

It is envisaged that the assignment will be undertaken by a supplier comprising a small team of international experts, suitably qualified and experienced either in Viet Nam’s education and ELT system and/or with experience of research and policy consultancy/advocacy work in a comparable context. The team of experts are expected to demonstrate the following experience and skills:

Experience:

- Proven track record of research and policy consultancy work in comparative education systems and/or ELT education development
- Experience of teacher education and development in ELT
- Experience in consultancy work with ministries of education and/or government bodies

Skills:

- Proven project management skills to ensure smooth delivery against tight but flexible timelines
- Strong analytical, communication and interpersonal skills

- Proven report writing skills.
- Proven relationships building and stakeholder engagement skills

## **7.6 Equality, Diversity, and Inclusion in English and School Education activities**

In developing your response (**Annex 2 Supplier Proposal**), suppliers are requested to give detailed consideration to EDI issues as outlined in this section and incorporate how you intend to address these in the planning, delivery and evaluation of your proposed activities.

### **Our EDI policies**

The British Council's work is based on building meaningful, enduring, and respectful relationships across different cultures. To do this successfully and to build trust with our partners requires a strong commitment to equality, diversity, and inclusion. Our [equality, diversity and inclusion policy](#) explain our approach, which is to try to make sure that EDI is central to everything we do.

Our goal is to develop inclusive programmes that bring together people with different experiences and backgrounds. We hope this will make everyone's experiences richer, and ultimately lead to more inclusive societies. We focus on six areas of diversity, aligned to those protected by UK equality legislation:

- a. age
- b. disability – see Disability Equality below
- c. ethnicity/race – see Anti-racism below
- d. gender – see Gender Equality below
- e. religion or belief
- f. sexual orientation

We recognise that these areas intersect, together with other characteristics such as socio-economic background and geographical location.

### **Gender Equality**

We are committed to tackling gender discrimination. Our focus is on promoting equality and eradicating unjustified discrimination in relation to women and girls who frequently experience social and economic disadvantage, negative attitudes, alienation, abuse and violence worldwide.

We aim to embed gender equality into all our programmes, and our approach is set out in our [Guide to Addressing Gender Equality \(2018\)](#) .

### **Disability Equality**

We recognise disability as a broad concept that includes physical, sensory, learning and mental health issues and long-standing and fluctuating health conditions e.g., HIV/AIDS and cancer.

We made a commitment to embedding disability inclusion in our programmes through the [Global Disability Summit commitments](#) in 2018:

The British Council commits to taking action to support disabled people to increase their voice, skills, and agency to influence others and shape change in their own lives, the lives of others and wider society. We will do this through the meaningful involvement of disabled people within our own workforce and in our programmes in Arts, Education, Society and English and Exams, seeking to identify and remove barriers to inclusion and create conditions that encourage and value diversity.

We have taken forward these commitments over the years, tracking and reporting progress through the Global Disability Summit Working Group.

### **Anti-racism**

We strive to give everyone we engage with the opportunity to achieve their potential, regardless of race, ethnicity or background.

Our [Anti-Racism Action Plan](#) includes our priorities.

## **7.7 Confidentiality**

All information contained within this document is confidential and is provided only to give suppliers an adequate understanding of the British Council's requirements and under no circumstances should be disclosed to a third party without the British Council's consent.

Please refer to the template Contract in Annex 1 for other relevant British Council policies.

## **7.8 Payment and Invoicing**

### **Payment terms:**

- 30% value of the contract will be paid upon completion of relevant checks and the signing of the contract.
- 60% value of the contract will be paid upon the supplier's completion of the draft final recommendations after the second policy dialogue. (Please refer to the timelines set out in the ToR of the Working Group – Annex 4).
- The remaining 10% will be paid on satisfactory receipt of the agreed final report and presentation of the final report to NFLP. (Please refer to the timelines set out in the ToR of the Working Group – Annex 4).

The British Council will pay correctly addressed and undisputed invoices within 30 days in accordance with the requirements of the Contract.

### **Invoicing:**

General requirements for an invoice for the British Council include:

- A description of the services supplied is included.
- The British Council Purchase Order number is included.
- It is sent electronically via email in PDF format to [EnglishProgrammes@britishcouncil.org.vn](mailto:EnglishProgrammes@britishcouncil.org.vn).

Any submissions must expressly accept the British Council’s Contract (Terms and Conditions). If you have any objections these must be stated in writing on a separate appendix. A copy of the Contract is attached at Annex 1.

## 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	13 September 2024
Deadline for clarification questions ( <b>Clarification Deadline</b> )	17 September 2024
British Council to respond to clarification questions in the form of a <b>Briefing Session</b> for interested suppliers	<p><b>20 September 2024</b></p> <ul style="list-style-type: none"> <li>• The briefing session will take place at 10.00 - 11.00 (UK time)/ 16.00 - 17.00 (Viet Nam time).</li> <li>• Clarification questions submission and briefing session registration link: <a href="https://forms.office.com/e/fZaffsFjUR">https://forms.office.com/e/fZaffsFjUR</a></li> </ul>

Deadline for submission of Proposals by potential suppliers ( <b>Response Deadline</b> )	<b>3 October 2024 (23:59 Viet Nam time)</b>
Final Decision	18 October 2024
Contract concluded with winning supplier	18 – 25 October 2024
<b>Contract start date</b>	<b>28 October 2024</b>

## 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 [Dinh.Vui@britishcouncil.org](mailto:Dinh.Vui@britishcouncil.org) and copy to [EnglishProgrammes@britishcouncil.org.vn](mailto:EnglishProgrammes@britishcouncil.org.vn). by the Response Deadline, as set out in the Timescales section of this RFP.

11.2 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 [EnglishProgrammes@britishcouncil.org.vn](mailto:EnglishProgrammes@britishcouncil.org.vn) 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 respond 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 advantageous proposal using the following criteria and weightings and will be assessed entirely on your response submitted:

Criteria	Weighting
<b>Social Value</b> [Guidance Note: Please refer to the Supplier Response template – Part 1 – Social Value evaluation criteria section for further guidance]	10%

<p><b>Expertise and Experience:</b></p> <p><b>Capacity</b> – demonstrate a team of individuals with the requisite ELT knowledge skills and experience necessary to ensure successful contributions to and delivery of the project.</p> <p><b>Experience</b> – demonstrate experience of implementing similar policy research work and policy shaping, e.g. in the form of preparing position papers and contributing to policy dialogues, and how that experience(s) will help in the planning and delivery of this project.</p>	25%
<p><b>Methodology and approach</b></p> <p><b>Potential to deliver scope of work</b></p> <p>Proposals must clearly outline and articulate the methodology and approach that the supplier will take in order to respond to the expected outcomes and outputs as outlined in section 7 Specification.</p> <p>This should also include a clear identification of risks and appropriate mitigation strategies.</p>	25%
<p><b>Commercial:</b></p> <ul style="list-style-type: none"> <li>• <b>Innovative approach to ensure value for money</b> - demonstrate innovative approach that reflect a thorough understanding of the scope of the work, key activities required and the local contexts while ensuring funding and resources are used effectively and economically.</li> <li>• <b>Pricing Approach</b> – demonstrate ability/capacity to deliver on time and within budget</li> </ul>	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	<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.
5	<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.
3	<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.
0	<b>Unacceptable</b> – 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 – Terms and Conditions of Contract**

**Annex 2 – Supplier Response**

**Annex 3 – Pricing Approach**

**Annex 4 – Viet Nam Working Group (NFLP/VNIES) Terms of reference**