

Request for Proposal (RFP)

For: UK TNE development in Viet Nam

Date: 5 Aug 2024

1 Overview of the British Council

The British Council is the UK's international organisation for cultural relations and educational opportunities. We support peace and prosperity by building connections, understanding and trust between people in the UK and countries worldwide.

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

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

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

We work with people in over 200 countries and territories and are on the ground in more than 100 countries. In 2022-23 we reached 600 million people.

2 Introduction and Background to the Project / Programme

2.1 Going Global Partnerships supports universities, colleges and wider education stakeholders around the world to work together towards stronger, equitable, inclusive, more internationally connected higher education, science and TVET.

Through international partnerships, system collaborations and opportunities to connect and share, we enable stronger transnational education, more collaborative research, higher quality delivery, enhanced learner outcomes and stronger, internationalised, equitable and inclusive systems and institutions.

This leads to stronger higher education, research and TVET systems around the world that can support fairer social and economic growth and address national and global challenges – all backed up by mutually beneficial international relationships.

2.2 The Going Global Partnerships supports and strengthens quality tertiary system in Viet Nam and the internationalisation of higher education strategies in both UK and Viet Nam through:

- Exchanging experience, sharing insights and creating connection between UK and Viet Nam HE sectors and policy development
- Enabling and creating sustainable, diverse and inclusive HE partnerships and networks between UK, Viet Nam and other East Asian countries in teaching, research, innovation and knowledge transfer
- Strengthening the performance of Viet Nam's HE sector
- Promoting mobility and exchange for students and academics

2.3 Supporting the UK TNE development in Viet Nam is a part of the Going Global Partnerships programme to advocate stronger UK Viet Nam TNE partnership through implementation of the British Council's TNE strategy. The support also contributes to the implementation of the Government Memorandum of Understanding between UK and Viet Nam on cooperation in education and training, signed in October 2019 and the Memorandum of Collaboration between the Ministry of Education and Training and the British Council signed in October 2021.

The British Council's aim is to facilitate and develop scalable and sustainable UK TNE globally. To support this, we have developed a new TNE strategy. This strategy builds on our knowledge and experience of supporting and enabling TNE globally and draws on advice and feedback from our UK sector partners, in-country stakeholders and colleagues around the world.

Our strategy outlines four key actions:

- Action 1: Contribute to better data and insight on UK TNE.
- Action 2: Create and enabling environment for TNE in other countries and promote the quality of UK TNE internationally.
- Action 3: Contribute to a better understanding of local context and facilitate regulatory operational environment to best support TNE partnerships.
- Action 4: Support TNE, to contribute to the transformation of local education systems and contribute to the Sustainable Development Goals (SDGs).

Aligned with our global strategy, in 2024-25, British Council Viet Nam will implement number of activities to align with these four actions to strengthen capacity of the UK TNE providers, promote quality, advocate establishment of strong community of practice that can bring benefits to UK TNE providers.

The British Council in Viet Nam has established a TNE advisory group, comprising of experienced Vietnamese higher education leaders, who will provide support and give advice to the British Council for successful implementation TNE support initiatives in Viet Nam.

We would like to open a request for proposal to invite local TNE institution(s) to establish a UK Viet Nam TNE consortium to develop and deliver these activities in Viet Nam in consultation with the British Council and the TNE advisory group.

Objectives of the call is to:

- advocate establishment of strong community of practice that can bring benefits to the UK TNE providers through strengthening capacity of TNE providers in Viet Nam and promotion of UK Viet Nam TNE quality and partnerships. It is expected to support three components which includes:
- Promoting the value of UK TNE programmes
(https://www.britishcouncil.org/sites/default/files/value_tne_fullreport.pdf)
- UK TNE Community of Practice development
- UK TNE knowledge development (Insight and Research)

Expected outcomes:

- Increase public awareness and understanding of the social and economic benefits of TNE among stakeholders in Viet Nam (students, parents, educators, industry/employers and government).
- Enhance collaboration and create new partnerships between UK and Viet Nam higher education institutions.
- Strengthen capacity for local institutions to collaborate and deliver UK TNE programmes.
- Provide insights and research on TNE sector in Viet Nam to support stakeholders in decision making and strategy development for TNE partnership with the UK.
- Develop a TNE community of practice to share best practices, resources, learning, capacity building on TNE development with the UK

Target audience of the programme:

- Promoting the value of TNE: learners, parents, educators, industry and government
- Community of Practice development: Local TNE institutions and their staff
- TNE knowledge development: Local TNE institutions, regulatory bodies and their staff

Programme timeline: these components are expected to start between **September 2024 to March 2025**.

2.3 The purpose and scope of this RFP and supporting documents is to explain in further detail the requirements of the British Council and the process for submitting a proposal in response to this RFP (“**Proposal**”).

3 Proposal Conditions and Contractual Requirements

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

3.1 Contracting requirements

3.1.1 Contracting authority: the British Council which includes any other companies and organisations that control or are controlled by the British Council from time to time (see: <http://www.britishcouncil.org/organisation/structure/status>).

3.1.2 Delivery location for goods and/or services: the British Council offices in Viet Nam

3.1.3 Duration: 7 months from September 2024 to March 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. In the event that the chosen service provider is operating as a Sole Trader or through a Personal Service Company, the British Council retain the right to issue specific contractual terms and conditions, in order to take account of this status. If you plan to submit a bid as a Sole Trader or Personal Service Company please contact GGP.Vietnam@britishcouncil.org.vn for a copy of the specific terms. Once the Contract is awarded, there will be no changes allowed to the Contract (except in accordance with the provisions of the Contract). Any clarification questions in relation to any aspect of this Procurement Process and the associated documentation should be submitted in accordance with the process set out in paragraph 12 (*Clarification Requests*). Only changes which relate to the correction of ambiguity or manifest error in relation to the terms of the Contract will be considered and, if necessary, the British Council may, when issuing its response to clarification questions, reissue Annex [1] to reflect such changes. Any proposed amendments received from a potential supplier as part of its Proposal shall entitle the British Council to reject that Proposal and to disqualify that potential supplier from this Procurement Process.

3.2 General Policy Requirements

3.2.1 By submitting a Proposal, you confirm that you will, and that you will ensure that any consortium members and/or subcontractors will, comply with all applicable laws, codes of practice, statutory guidance and applicable British Council policies relevant to the goods and/or services being supplied. All relevant British Council policies that suppliers are expected to comply with can be found on the British Council website (<https://www.britishcouncil.org/organisation/transparency/policies>).

3.3 General Proposal conditions ("Proposal Conditions**")**

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

3.3.2 Third party verifications – Your Proposal is submitted on the basis that you consent to the British Council carrying out all necessary actions to verify the information that you have provided, and the analysis of your Proposal being undertaken by one or more third parties commissioned by the British Council for such purposes.

3.3.3 Information provided to potential suppliers – Information that is supplied as part of this Procurement Process is supplied in good faith. The information contained in the RFP and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue. No liability (save for fraudulent misrepresentation) is accepted for its accuracy, adequacy or completeness and no warranty is given as such.

3.3.4 Potential suppliers to make their own enquires – You are responsible for analysing and reviewing all information provided to you as part of this Procurement Process and for forming your own opinions and seeking advice as you consider appropriate. The clarification process set out in paragraph 12 should be used for any queries in relation to this Procurement Process.

3.3.5 Amendments to the RFP – At any time prior to the Response Deadline, the British Council may amend the RFP and if appropriate, the Response Deadline shall, at the discretion of the British Council, be extended.

3.3.6 Compliance of Proposal – Any goods and/or services offered should be on the basis of and strictly in accordance with the RFP (including, without limitation, any specification of the British Council's requirements, these Proposal Conditions and the Contract) and all other documents and any clarifications or updates issued by the British Council as part of this Procurement Process.

3.3.7 Compliance with the terms of the Contract – The successful supplier must comply with the Contract as set out in Annex [1] without any amendment (save as described in paragraph 3.1.4). .

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

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

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

- to inappropriately influence this Procurement Process or fix or set the price for goods or services;

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

the British Council shall be entitled to reject your Proposal in full and to disqualify you from this Procurement Process. Subject to paragraph 3.3.1 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 thirty 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 GGP.Vietnam@britishcouncil.org.vn or by post to:

7 Specification

Overall purpose and aims of the service is to provide capacity training, marketing, research and event organising services with high quality, environmentally friendly use under the direct supervision of the British Council staff and British Council guideline and branding. The British Council does not guarantee any minimum volume of quantity to service provider.

7.1 Project intended activities:

7.1.1 Promoting the value of UK TNE in Viet Nam

Media campaign

Run a media campaign or regular story sharing sessions from alumni of UK TNE programmes to raise public awareness and understanding of the benefits of TNE among stakeholder (students, parents, educators and employers).

Note:

- Consider utilising social media platforms to share successful TNE cases and their contributions to society (Eg: Posts on Facebook or livestream Q&A sessions with TNE students and educators)
- Topics might include.
 - Value of TNE to the local social and economic development
 - Innovative TNE delivery
 - Engaging with industry and graduate employability

7.1.2 TNE Community of Practice development

TNE Community of Practice development

In partnership with UK institutions, design activities that facilitate UK Viet Nam TNE Community development which may include

- Network recruitment (UK Viet Nam TNE Network)
- Capacity building
- UK TNE Coffee Talk. Suggested thematic focus:
 - workable and sustainable models and approaches of UK TNE in digitalized world (blended workshop)
 - Internationalisation at home to promote TNE
 - Promote UK TNE in the VUCA world
- UK Viet Nam Industry/employer - Academic Collaboration
- UK – Viet Nam TNE Partnership facilitation

Capacity Building

Develop and organise 4 - 6 training programmes for CoP members on following themes but not limit to:

- International partnership/internationalisation strategy
- Quality assurance of TNE programmes ie delivery and assessment methods and academic and pastoral student support
- Curriculum design, Outcome-Based Education and holistic assessment
- Innovative delivery: application of AI in TNE programmes; online/distance learning
- Integrate sustainability in TNE curriculum
- Research collaboration
- Scalable and Sustainable TNE partnerships that are based on mutual respect

7.1.3 TNE knowledge development (Insights and Research)

Promotion and grant management and dissemination of at least two research on key TNE topics.

The topics will be defined to respond to knowledge gap on TNE in Viet Nam.

7.2 Delivery of a final report at the end of the campaign outlining planned vs actual KPIs are expected upon project finishes.

7.3 Cross cutting issues

7.3.1 Gender Equality and Diversity, Equity, Inclusion (EDI):

Gender equality and EDI are essential for achieving the British Council and TNE strategy's development goals. It requires that all the British Council programs include activities to address gender disparities, reduce gender-based violence and/or empower women and girls. TNE development programme is encouraged to address women or men that are particularly disadvantaged or that have strong unmet needs for empowerment.

The interventions must promote gender and inclusion in the selection of participants, the design of the leadership and focus themes training, and the overall implementation of the programme. All people-level indicators must be disaggregated by sex, age groups, and appropriate gender-sensitive indicators should be included in the MEL Plan.

7.3.2 Sustainability

The activity will ensure sustainability by integrating the following approaches:

- Stakeholders' ownership of the interventions.
- Mechanisms for continuous involvement of the host institution, relevant government agencies, and industry partners in designing, planning, implementing, monitoring and evaluating the activity should be in place throughout the performance period.
- Increasing the necessary human resources capacity of the host institution to co-develop and co-implement the TNE Development programme.

7.4 Monitoring, Evaluation and Learning

The below includes a proposed monitoring evaluation and learning framework, bidders are however able to make adjustments to this framework based on their understanding of the local and international context and specialist knowledge of the UK and Vietnamese sectors.

Expected Change/Impact and Key Performance Indicators (KPIs)	
Expected Change/Impact	Key Performance Indicators (KPIs)
<p>Increased Public Awareness: A measurable increase in the awareness and understanding of the benefits of TNE among stakeholders in Viet Nam.</p>	<p>Public Awareness:</p> <p>KPI 1.1: Achieve a minimum of 5 - 7 video clip featuring successful UK TNE alumni. Each video achieves at least 20,000 views.</p> <p>KPI 1.2: Engage at least 10 - 15 UK TNE alumni in the media campaign.</p> <p>KPI 1.3: Achieve a minimum of 5 - 7 media stories shared on various media/social media channels with specific engagement metrics (e.g., number of views, likes, shares).</p> <p>KPI 1.4: Secure engagement and endorsements from at least 3 key sector stakeholders (Students, parents, educators, industry and government) in which 03 persons from each group.</p>
<p>Enhanced Collaborations and Partnerships: New and strengthened collaborations and partnerships between UK and Viet Nam higher education institutions.</p>	<p>Collaborations and Partnerships:</p> <p>KPI 2.1: Organise at least 2 collaborative activities between UK and Viet Nam higher education institutions.</p>
<p>Improved Institutional Capacity: Enhanced capacity of local institutions to effectively collaborate and deliver TNE programmes as part of the community of practice component.</p>	<p>Institutional Capacity:</p> <p>KPI 3.1: Conduct 4 - 6 training programmes (focused on topics of article 7.1.2 TNE Community of Practice development) with a total of at least 240 staff members from TNE institutions attending.</p> <p>KPI 3.2: Training programmes are conducted in 70% online and 30% hybrid format.</p> <p>KPI 3.3: 100% positive feedback from participants after attending the training series based on evaluation forms.</p>

<p>Informed Decision-Making: Stakeholders will have access to valuable insights and research to support strategic decision-making and development of TNE partnerships.</p>	<p>Insights and Research:</p> <p>KPI 4.1: Complete and disseminate 2 research studies on key TNE topics (download / access rates, SM mentions / testimonials on usefulness)</p> <p>KPI 4.2: Organise 2 online dissemination workshops with attendance from relevant stakeholders.</p> <p>KPI 4.3: Achieve at least 80% positive feedback from workshop participants on the usefulness of the research findings.</p>
<p>Established Community of Practice: A sustainable and active community of practice for sharing best practices and resources in TNE.</p>	<p>Community of Practice:</p> <p>KPI 5.1: Establish a community of practice with participation from at least 15 institutions (members can include local/ UK TNE providers, TNE staff member, experts who have good experience in TNE at HE or governmental bodies).</p> <p>KPI 5.2: Achieve active engagement from community members, with at least 70% of participants attending multiple activities.</p>

Overall Benefit to the UK Sector

The following KPIs are used by British Council to measure the success of the British Council support to the community of practice from the angle of benefits to the UK sector.

Key Area	Description	KPIs	Means of Verification
<p>Increased Global Influence and Reputation</p>	<p>By promoting UK TNE (Transnational Education) programmes in Viet Nam, the UK's higher education sector can enhance its global influence and reputation. Successful alumni and well-publicised collaborations will position the UK as a leader in international education.</p>	<p>KPI: Number of positive media mentions and case studies highlighting UK TNE success stories in international and Vietnamese media.</p>	<p>Media coverage reports, testimonials from alumni, and case study publications.</p>

Strengthened International Partnerships	<p>The establishment of new collaborations and partnerships between UK and Vietnamese institutions will foster long-term relationships, opening doors for further academic exchanges, joint research projects, and other cooperative ventures.</p>	<p>KPI: Number of formal agreements or MOUs signed between UK and Vietnamese institutions as a result of the project.</p>	<p>Copies of signed agreements, partnership announcements, and joint activity records.</p>
Resource Sharing and Best Practices	<p>The community of practice established through the project will facilitate the sharing of best practices, resources, and learning, leading to continuous improvement and innovation in TNE programme delivery.</p>	<p>KPI: Level of participation and engagement in the community of practice from UK institutions, including contributions to best practice discussions and resource sharing.</p>	<p>Community of practice activity logs, participant feedback, best practices are documented for future reference, and shared resource repositories.</p>

7.5 Eligibility criteria for Institutions

Proposals must fulfil the following criteria in order to be eligible for funding under this call:

ELIGIBILITY CRITERIA	Y/N
<p>Each consortium proposal must have:</p> <ul style="list-style-type: none"> • one Lead institution from Viet Nam, who is delivering UK TNE programmes • at least three participating institution(s) who will jointly deliver activities with the Lead institution. • Having UK institution(s) participated and jointly delivered activities with Viet Nam institutions is an advantage. • The proposal needs to be prepared jointly by lead and members from UK and Viet Nam institutions but submitted by the Lead Institution, and • Including in the proposal the diversity of institutions and location is an advantage 	<p>Y</p>
<p>Lead institution must be a Higher Education provider, as locally defined.</p>	<p>Y</p>
<p>The Lead institution must have the capacity to administer the budget. They need to submit a support letter to confirm their capacity and capacity must be confirmed in the support letter.</p>	<p>Y</p>
<p>The partnership must include in their proposals Associated Partners including Viet Nam and/or UK Institutions affiliated with:</p>	<p>Y</p>

<ul style="list-style-type: none"> • Higher Education providers • Not-for-profit research institutions, establishment and organisations • Other education organisations/charities/foundations/membership bodies • Not-for-profit organisations, including Non-Governmental Organisations (NGOs) • Branch and satellite campuses of UK Higher Education providers • Government organisations • Employer organisations and industry bodies • Civil Society Organisations (CSOs) and Social Enterprise organisations 	
<p>For-profit non-education organisations are not eligible to receive any budget, except to cover travel-associated costs. The proposal must clearly define their contribution to achieving call objectives.</p>	

7.6 Requirement in RFP

Based on the request, lead institution must provide:

- Unit price
- Other additional services (free supports)
- Delivery process/ standard working process

7.7 Programme budget

The total value of programme: **969,000,000 VND (including VAT)**. It is expected to support 3 components which includes:

- Promoting the value of TNE (budget: 129,200,000 VND)
- Community of Practice development (budget: 646,000,000 VND)
- TNE knowledge development (Insight and Research) (budget: 193,800,000 VND)

Budget will be disbursed directly to the Lead Institution according to the approved final budget. Applicants may be asked to adjust their budget if their request does not fit within funding guidelines or if this is considered not appropriate by the application reviewers.

For an equitable partnership, the Lead Institution should be able to timely transfer funding to the partnering institution(s) in Viet Nam for activities which support the objectives of the overall project, allowing activities implementation to be implemented without delay.

For-profit associate partners are only eligible to receive funds to cover travel-associated costs.

7.8 Programme duration

The programme is expected to start between **September 2024 to March 2025**.

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	5 Aug 2024
Deadline for clarification questions (Clarification Deadline)	16 Aug 2024
British Council to respond to clarification questions	20 Aug 2024
Deadline for submission of Proposals by potential suppliers (Response Deadline)	By 10.00 Viet Nam time, 5 Sep 2024
Final Decision	11 Sep 2024
Contract concluded with winning supplier	16 Sep 2024
Contract start date	20 Sep 2024

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 GGP.Vietnam@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 GGP.Vietnam@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
Social Value	10%
Quality	35%
Methodology and Approach	35%
Commercial	20%

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

Points	Interpretation
10	Excellent – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas evidence requested in the level of detail requested. This, therefore, is a detailed excellent response that meets all aspects of the requirement leaving no ambiguity as to whether the bidder can meet the requirement.
7	Good – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas of evidence requested, but contains some trivial omissions in relation to the level of detail requested in terms of either the response or the evidence. This, therefore, is a good response that meets all aspects of the requirement with only a trivial level ambiguity due the bidders failure to provide all information at the level of detail requested.

5	Adequate – Overall the response demonstrates that the bidder meets all areas of the requirement, but not all of the areas of evidence requested have been provided. This, therefore, is an adequate response, but with some limited ambiguity as to whether the bidder can meet the requirement due to the bidder’s failure to provide all of the evidence requested.
3	Poor – The response does not demonstrate that the bidder meets the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the bidder can meet the requirement due to the failure by the bidder to show that it meets one or more areas of the requirement.
0	Unacceptable – The response is non-compliant with the requirements of the RFP and/or no response has been provided.

13.4 Commercial Evaluation – Your “Overall Price” (as calculated in accordance with requirements of Annex [3] (Pricing Approach) for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation, further information on this approach may be available in Annex 3. In the event that any prices are expressed as being subject to any pricing assumptions, qualifications or indexation not provided for by the British Council as part of the pricing approach, the British Council may reject the full Proposal at this point. The British Council may also reject any Proposal where the Overall Price for the goods and/or services is considered by the British Council to be abnormally low following the relevant processes set out under the procurement rules. A maximum offer score of 10 will be awarded to the Proposal offering the lowest “Overall Price”. Other Proposals will be awarded a mark by application of the following formula: (Lowest Overall Price/Overall Price being evaluated) x 10 (rounded to two decimal places) = commercial score.

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

13.6 The Winning Proposal(s) - The winning Proposal shall be the Proposal scoring the highest percentage score out of 100 when applying the above evaluation methodology, which is also supported by any required verification evidence (to include, without limitation, any updated information)] obtained by the Authority relating to any self-certification or other requirements referred to at any time in this Procurement Process.

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

Annex 1 – Terms and Conditions of Contract

Annex 2 – Supplier response (vendor to return)

Annex 3 – Pricing Approach (vendor to return)

Annex 4 – BC Clarification Template