Going Global Partnerships

Request for Proposal (RFP)

UK consultant(s) for technical support the implementation of the Workplan ‘Enhancing Quality Assurance and Accreditation in Viet Nam Higher Education for international integration'

16 February 2023

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# Overview of the British Council

1.1 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.

1.2 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.

1.3 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 2021–22 we reached 650 million people.

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

2.1. In February 2023, the British Council and the Viet Nam Quality Management Agency (VQA), Ministry of Education and Training in Viet Nam developed a Work Plan 2023 – 2024 on Enhancing Quality Assurance (QA) and Accreditation in Viet Nam Higher Education for International Integration.

At strategic level, the Work Plan supports the implementation of three national programmes which includes Viet Nam government Decision 78 on enhancing QA and Accreditation in Higher Education in Viet Nam for period 2022 – 2030, The signed Memorandum of Collaboration on Education (MOC) between the Ministry of Education and Training (MOET) and the British Council Viet Nam in October 2021 set out priority areas of collaboration which aimed to strengthen bilateral cooperation between Vietnam and the UK in education development. The British Council Going Global Partnerships (GGP) is designed to support the development of quality higher education system in Vietnam drawing on expertise from UK higher education and enhance international reputation of UK and Vietnam HE system through developing partnerships, connections and trust. At national level, through GGP programme, the British Council and MOET will connect higher education institutions in Viet Nam with those in the UK.

The newly released Decision 78 on enhancing QA and Accreditation in Higher Education in Viet Nam for period 2022 – 2030 set out key goals which are to develop an effective system of quality assurance and accreditation in higher education to meet the requirements of education reforms, align with the ASEAN Quality Assurance Framework, and contribute to increased autonomy in higher education institutions, and improve the quality of higher education and pedagogical institutions. The Decision 78 aims to achieve ambitious targets that by 2025 at least 10% universities and 35% training programmes in Viet Nam are being accredited by internationally trusted accreditation bodies, two universities in the top 100 in Asia and four in the top 1000 globally. In term of internationalisation, the Decision 78 set out an objective to establish Viet Nam higher education ranking system which adapt region and the world ranking to gradually raise the ranking of Vietnamese higher education institutions in recognised international rankings.

The Work Plan is a document which set out aims/objectives/outcomes and activity plan (GGP) in period 2023 – 2024, whose performance has been observed by both the British Council Viet Nam and MOET which represented by the Viet Nam Quality Management Agency (VQA).

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 for delivering technical support to the Work Plan 2023 – 2024 on Enhancing Quality Assurance (QA) and Accreditation in Viet Nam Higher Education for International Integration. (“**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: The contract is expected to start on 27 March 2023 and completed by 30 October 2023

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 [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](mailto:GGP.Vietnam@britishcouncil.org.vn) or by post to:

The British Council, 20 Thuy Khue, Tay Ho, Hanoi, Vietnam

# 7 Specification

*Please refer to the Appendix to this RFP for the specification*

# 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 | 16 February 2023 |
| Deadline for clarification questions (**Clarification Deadline**) | 24 February 2023 |
| British Council to respond to clarification questions | 28 February 2023 |
| Deadline for submission of RFP responses by potential suppliers (**Response Deadline**) | 13 March 2023 (23.59 GMT) |
| Final Decision by British Council | 20 March 2023 |
| Contract concluded with winning supplier | 24 March 2023 |
| Contract start date | 27 March 2023 |

# 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](mailto: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](mailto: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 response if the question is appropriate and received before the Clarification Deadline.

12.2 Any clarification requests should clearly reference the appropriate paragraph in the RFP documentation and, to the extent possible, should be aggregated rather than sent individually.

12.3 The British Council reserves the right to issue any clarification request made by you, and the response, to all potential suppliers unless you expressly require it to be kept confidential at the time the request is made. If the British Council considers the contents of the request not to be confidential, it will inform you and you will have the opportunity to withdraw the clarification query prior to the British Council responding to all potential suppliers.

12.4 The British Council may at any time request further information from potential suppliers to verify or clarify any aspects of their Proposal or other information they may have provided. Should you not provide supplementary information or clarifications to the British Council by any deadline notified to you, your Proposal may be rejected in full and you may be disqualified from this Procurement Process.

# 13 Evaluation Criteria

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

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

↓

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

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

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Social Value | 10% |
| Quality | 30% |
| Methodology and Approach | 40% |
| 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 bidder’s 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.

# 14 Data protection

The British Council will use the information that you provide for the purposes of processing your application, making any awards, monitoring and review of any grants. The legal basis for processing your information is agreement with our terms and conditions of application (contract).

We may share all application data with Ministry of Education and Training in order to assist with management of the application process. We may share data with agencies responsible for monitoring and evaluation of the UK-Viet Nam Going Global Partnerships.

The British Council complies with the General Data Protection Regulations 2016/679 (EU) GDPR). We process and handle personal information according to these regulations. The personal information that you provide on this form will only be used for the processing of your application. The information will be viewed by British Council, Ministry of Education and Training staff and those who are part of the decision-making process. Your information will not be used/shared beyond the partners listed above for any other purpose without your specific consent. British Council and Ministry of Education and Training reserve the right to publish and share anonymised aggregated information with stakeholders.

Organisation details, where collected, are used for monitoring and evaluation and statistical purposes. Gender information and country of origin, where collected, is used solely for statistical purposes. If we need to contact you, we will do so using the contact details you have provided.

Under UK Data Protection law, you have the right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information. If you want more information about this, please contact your local British Council office or the Data Protection Team [inforgovernance@britishcouncil.org](mailto:inforgovernance@britishcouncil.org) or see our website: [www.britishcouncil.org/privacy-cookies/data-protection](http://www.britishcouncil.org/privacy-cookies/data-protection). We will keep your information for a period of seven years after the project.

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

**Annex 1 – Terms and Conditions of Contract**

**Annex 2 – Supplier Proposal**

**Annex 3 – Pricing Approach**

# Appendix - 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.

1. Assignment background

The British Council is seeking a supplier (UK consultant(s) or UK higher education organisations/sectorial bodies) to deliver technical support to the Work Plan 2023 – 2024 on Enhancing Quality Assurance and Accreditation in Viet Nam Higher Education for International Integration which contribute to achievement of expected outcomes set out in the Work Plan. Specifically,

**Internationalisation**

* HEIs in Viet Nam are better able to establish effective Internal Quality Assurance (IQA) from learning UK good practice and through partnerships with UK HEIs which then enable greater collaboration between the two countries.
* UK quality standards adopted and applied in joint review/accreditation of programmes by UK and Viet Nam accreditation agencies. This helps identity and address knowledge and capacity gaps to support HEIs in Viet Nam in achieving international recognition for quality delivery.
* Improved market understanding through mapping QA systems of the two countries and joint programme accreditation to enable market access for UK professional bodies in accreditation in Viet Nam and identify opportunity for transnational education (TNE) with innovative models of digital delivery.

**Strengthening systems**

Changes in policy/regulatory framework and practices to strengthen system of QA and moving to being more responsive and inter-connected system of QA which place the importance of:

* A commitment to quality.
* Effective internal quality assurance.
* Good external quality assurance
* Student involvement and engagement.
* Public information (on provision, quality, learning and teaching arrangements).
* Scrutiny of powers to award degrees by HEIs.
* Improved systems (IQA system) and strengthened the efficiency, quality standards and credibility of institutions

**Enhancing student outcomes**

Adoption of outcomes-focused quality system enable students to expose to opportunities for deeper engagement and have stronger voice in designing and delivering of training. Greater adoption of international quality standards will lead to them becoming ‘global graduates’ with the skills, knowledge and values required for a global community.

2. Assignment scope

**2.1. Main objectives / rationale**

The overall objective of the assignment is to deliver a comparative review of the QA system in Viet Nam through mapping/benchmarking with the QA system in the UK; and to help shape/advice the design UK-Viet Nam partnerships to enable the outcomes achievement and support effective implementation of activities as referred in the Work Plan. The work will be supported by a group of local consultants who are expected to provide insights of the QA local context in higher education institutions in Viet Nam.

**2.2. Specific objectives**

**Objective 1:** Mapping exercise of QA systems in Viet Nam and UK to identify gaps in core components which include regulatory frameworks, roles of government and stakeholders, external QA arrangements, internal QA procedures, public information, scrutiny of power to award degree, stakeholder involvement and engagement, etc. Furthermore, the mapping exercise will give particular focus on benchmarking IQA practices of HEIs in Viet Nam and UK.

**Objective 2**: Shape/advise on the design UK-Viet Nam partnerships to enable the outcomes achievement in alignment with [Going Global Partnerships programme](https://www.britishcouncil.org/education/he-science/going-global-partnerships/about) outcomes. Partnerships will include:

* Partnership to support MOET in developing Standards and Guide for IQA in HE in Viet Nam and training for institutional heads of QA and policy makers on IQA as an effective tool for quality assurance and management
* Partnership in capacity building for HEIs in Viet Nam to build effective IQA system. To enhance the project impact to benefit wider HEIs in the system, the partnership will encourage consortium arrangement in which a UK HEI can work with 3-5 HEIs in Vietnam to form a partnership. The partnership in IQA will include capacity building elements which might have:
* Production of guide and tools for development of a robust internal QA system
* Professional development in leadership support for IQA; monitoring the training; and assessment of activities and quality of teaching and learning
* Data management, LMI or other relevant training programmes as identified in the mapping exercise.
* Partnership in capacity building for Centres for Education Accreditation (CEA) in Viet Nam through joint review/accreditation of programmes This partnership interventions are designed to address country needs for improving EQA system and capacity building for CEAs in Viet Nam in international accreditation practice and application of UK quality standards through join review/accreditation of programmes between UK professional/chartered bodies and Viet Nam CEAs.

**Objective 3**: Support effective implementation of the Work Plan which include support Viet Nam’s recognition of programme accreditation by UK professional/accreditation bodies and facilitate knowledge sharing through policy dialogues/ seminars to connect experts in QA in the UK with those in Viet Nam to provide context inputs for the mapping; to disseminate findings of QA system mapping/ comparative review of QA systems in VN and UK and discuss opportunities for cross border or international recognition of accreditation; IQA review and sharing good IQA practice in HEIs in UK and Viet Nam; overview of education accreditation centres’ practices in Viet Nam - the need for change and capacity strengthening.

3. Required services and deliverables

**3.1. Required services and deliverables**

The selected supplier will be responsible for producing the following deliverables:

* A comparative review of QA systems in Vietnam with core components of QA system in the UK and analysis of gaps for cross border or international recognition of accreditation
* A report of benchmarking and analysis of Internal Quality Assurance practices of five selected HEIs in Viet Nam
* A report to overview centres of education accreditation practices in Viet Nam - the need for change and capacity strengthening
* Recommendation report to advise large scale improvements in QA in VN, facilitation of system alignment of QA between UK and VN, and Viet Nam’s recognition of accreditation by UK bodies
* At least three dialogues/ public seminars to disseminate findings of the comparative review of QA systems in VN and UK and discuss opportunities for cross border or international recognition of accreditation; IQA review and sharing good IQA practice in HEIs in UK and Vietnam; overview of education accreditation centres’ practices in Viet Nam - the need for change and capacity strengthening. These do not include workshops/seminars for data collection during the course of research
* A training workshop to Vietnam HE leaders in leadership to support for effective quality management
* TORs development for future UK-Viet Nam partnerships (as in Objective 2)

The selected supplier is also responsible for developing a TOR for local consultants (\*) and working with British Council and VQA to select three to four local consultants to conduct the above specifications. (Fee for local consultants will be on a separate contract by the British Council).

The supplier should manage the delivery of selected local consultants and liaise closely with the consultants, VQA and the British Council to identify targeted HEIs and educational centres of accreditation to include in the assignment.

The proposal should include a clear analysis of the implications of Gender equality, inclusion and women empowerment in HE QA in Viet Nam. Methodologies should recognise factors pertinent to the specific context, such as rural / urban divides, public and private, language.

**(\*) Local consultants**

The TOR for consultants should include clear specification, roles, responsibilities and expected time to deliver the project. The roles and responsibilities below are not inclusive and for reference only

The Vietnamese local consultant team is expected to work with the UK consultant(s), VQA and British Council to deliver the key roles and responsibilities as below

* provide literature review of current policies and report on IQA and EQA in Viet Nam
* conduct data collection including online, offline, f2f interview, focus group, interpretation and translation as requested by UK consultant(s)
* collaborate on initial report writing as agreed with UK consultants
* facilitate/coordinate administrative and logistics arrangement for workshops, webinars and visits (if travel allows)

**Expectations**

The Vietnamese local consultant team is expected to demonstrate:

* high level of English fluency
* proven track record in research with published research outputs on QA
* sound knowledge of HE system operation in Viet Nam and ability and capacity to get access to HE sector and data in Viet Nam
* sound knowledge of QA practices, standards, and frameworks in the region and/or international practices
* experience of conducting similar research in area of IQA and EQA
* proven record on international research coordination and willingness to work in collaboration with UK consultant(s) to deliver successful research
* experience of development insights report and provision of policy advisory (preferable)

**3.2. Review and finalisation of report.**

The draft reports and summary presentation will be subject to a review by the British Council. This will likely result in the suggestion of revisions which will require a response by the supplier before the final report can be accepted.

4. Qualification Requirements

* As part of your tender response, you must provide all information required in supplier proposal. A failure to submit all information shall entitle the British Council to reject a tender response in full.
* This Call for proposals is open to UK consultant(s) or UK higher education organisations/sectorial bodies. It is envisaged that the assignment will be undertaken by experts suitably qualified and experienced in QA, social research and analysis.
* Lead expert(s) experience:
  + Minimum 5 years’ experience conducting QA review internationally, having experience in Viet Nam is preferred.
  + Ability to manage a team in the UK and local consultants that can conduct research in multiple languages as appropriate.
  + Demonstrable expertise in QA and benchmarking and working with organisations involved in this type of work.
  + Proven experience of implementing qualitative evaluation methodologies in participatory ways for large international organisations, as well as experience of quantitative methodologies.
  + Experience of qualitative and quantitative data analysis
  + Experience of strong downward accountability mechanisms used with project research participants to actively share results and learning
  + Evidence of producing clear, concise reports in English and high quality, published research and active dissemination of research findings.
* Expert team experience: any expert team assembled to support this assignment will need to demonstrate:
  + knowledge and understanding of QA and benchmarking
  + experience working on similar research projects and reports
  + track record of working with a range of partner organisations and stakeholders
  + excellent communication skills with people of varying linguistic, educational, socio-economic and cultural backgrounds.

Stakeholders

* Viet Nam Quality Management Agency (VQA), Ministry of Education and Trainings
* Local consultants
* UK and Viet Nam HEIs, Quality Assurance and Accreditation professional bodies/centres
* HE leaders, heads of quality assurance unit/division/department, accreditors.

Contract value

GBP 55,000 including any VAT under UK regulations and withholding tax in Viet Nam (not including cost for local consultants):

* Where the supplier is an organisation, any withholding tax or taxes of same nature in Viet Nam applied on the contract value received from British Council **shall be deducted** at the applicable withholding tax rate by British Council before paying the remainder to the supplier. The current Vietnamese withholding tax rate applied for services provided by overseas suppliers is **10%**.
* Any personal income tax or any employment related liabilities of supplier (as individual(s)) or supplier’s employees shall be wholly responsible for in Viet Nam by the supplier or supplier’s employees themselves. British Council shall not pay or bear or be responsible for any of such personal income tax or employment related liabilities.
* To avoid any doubts, GBP 55,000 is the maximum amount payable by British Council to the successful supplier, which is meant to include any UK VAT, Viet Nam withholding tax and other taxes of similar nature. The final price/charges quoted in the Contract shall need to be “exclusive of any UK VAT” to comply with the Contract provisions as set out in Annex [1].
* Details of the contract provisions for tax clauses can be found in **Annex [1] Terms and Conditions of Contract**

Duration

27 March 2023 to 30 October 2023, with key timeline as below

* Mid August 2023: first draft of reports
* End September 2023: reports updated and finalised
* Early October 2023: report dissemination during UK-Viet Nam Higher Education forum
* End October 2023: completing and finishing all other deliverables

Contact

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