



## Request for Proposal (RFP)

**For:** Community of Practice Consultant for Skills for Inclusive Digital Participation (SIDP) in Indonesia

**Date:** 27 December 2023

### 1. Overview of the British Council

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 2021–22 we have reached 650 million people.

The British Council employs over 10,500 staff worldwide. It has its headquarters in the UK, with offices in London, Manchester, Belfast, Cardiff and Edinburgh. Further information can be viewed at [www.britishcouncil.org](http://www.britishcouncil.org).

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

2.1 The Skills for Inclusive Digital Participation (SIDP) is a Foreign, Commonwealth and Development Office (FCDO) funded project that will contribute to Pillar 1, Models & Enablers of UK Government's Digital Access Programme led by FCDO with the objective of building digital literacy and basic digital skills for underserved communities in order to make inclusive digital access locally relevant, meaningful and productive.

The SIDP project builds capacity of digitally excluded individuals which are including young people from lower socio-economic backgrounds, women, and Persons Living with Disabilities/PLWD to help them develop the digital competencies they need to take part in digital life and online activities safely. The project also contributes to enhancing the livelihoods through entrepreneurship that leverages online resources and markets.

The project has been implemented since April 2021 in Indonesia, Kenya and Nigeria and will end in March 2024.

### **SIDP Project Phase 3**

SIDP Project has entered Phase 3 from April 2023 – March 2024. During this phase, SIDP will add to the benefits already realised – by embedding materials into institutional curricula and programmes and continuing to build the community of practice for trainers, strengthening implementing partners, women, youth and persons with disability on inclusive digital literacy in the targeted countries. Priority activities are:

#### **1. Implementation and Embedding of SIDP:**

- a. Invite partners to apply for grants to train more persons with disabilities, youth and women from lower socio-economic backgrounds using our materials and their additional materials where relevant.
- b. Sharing best practice from phase 1 with partners and stakeholders
- c. More focussed monitoring and evaluation of the partner activities
- d. Strengthening partners' capacity towards inclusive digital skills delivery and EDI

#### **2. Building Communities of Practice and Policy Advocacy Events**

- a. Continue to support regular exchange (local, national and international) and peer-learning among trainers, using online platform.
- b. Identify and engage with local, national and international stakeholders in positions of influence and authority in the area of inclusive digital literacy skills.
- c. Plan and deliver events to promote SIDP's policy relevance – leading to government-level recognition in each of the countries covered.

#### **3. Monitoring, Evaluation and Learning**

As the basis for planning and implementing the proposed activities in the extension period between January 2023 and March 2024, learning-points from the reports on project implementation progress and learning shall be reviewed to inform M&E activities.

A Theory of Change (ToC) and Logical Framework have been designed for the project, similarly, baseline and process monitoring assessments have been conducted for project activities implemented up to June 2022. Assessments will also be conducted to estimate the progress made with the activities implemented during the costed extension. Ahead of these assessments, the team is revising its ToC to capture elements of the project to be delivered by December 2022. This revision of the ToC has also informed the revision of the Logical Framework and additional data collection tools focused on assessing the implementation of activities around the Community of Practice and increased awareness among stakeholders. This revision of the ToC, Log Frame and data collection tools shall also capture the additional activities to be implemented up to March 2024.

Project Expected Outcomes:

1. Higher levels of digital literacy among project participants, giving access to economic and social benefits.
2. Higher levels of professional competence and access to relevant professional networks (local, national and international - including the UK) among project trainers.

3. Higher levels of capacity and access to international best practice in inclusive digital literacy among local implementing partners and stakeholders in positions of influence and authority regarding digital access.
  4. Access to opportunities for business and job leading to improved livelihoods of participants.
- 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 process for submitting a proposal in response to this RFP (“Proposal”)

### 3. Tender Conditions and Contractual Requirements

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

#### 3.1 Contracting requirements

- 3.1.1 **Contracting authority:** The contracting authority is the British Council which includes any subsidiary companies and other organisations that control or are controlled by the British Council from time to time (see: <http://www.britishcouncil.org/organisation/structure/status>).
- 3.1.2 **Delivery location for goods and/or services:** the British Council offices in **Indonesia**
- 3.1.3 **Duration:** The contract will be awarded up to 3 months in line with the project workplan.
- 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 the chosen service provider is operating as a Sole Trader or through a Personal Service Company, 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 [society.indonesia@britishcouncil.org](mailto:society.indonesia@britishcouncil.org). 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 response 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 to 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 or 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 – Proposal must comprise the relevant documents specified 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 Proposal 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 complete 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 tender response in full and to disqualify you from this Procurement Process. Subject to the 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 to paragraph 3.3.15, you accept by your participation in this procurement, 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 requirement 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 **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.
  - Signed invoice and delivery form is included.
  - It is sent electronically via email in PDF format to [Society.indonesia@britishcouncil.org](mailto:Society.indonesia@britishcouncil.org) and by post to:

British Council Indonesia  
Attn. SIDP Team / Emma Yunita  
Office 8 Building, 9<sup>th</sup> floor  
Jl. Senopati Raya no. 8B Jakarta, Indonesia

## 7. Specification – Background of the task

The Community of Practice (CoP) is intended to support the Community Level Trainers (CLTs) (trained during the delivery of SIDP programme, and furthermore to support the ongoing development of skills, sharing of best practice, networks, economic and employment opportunities after the end of the SIDP training delivery). 183 CLTs have involved in the project since 2021 in Indonesia. They are spread in South Sulawesi, East Nusa Tenggara, Papua, Papua Barat/Papua Barat Daya, Maluku and Bali.

During SIDP phase 2 (June 2022 – March 2023), the project has piloted the CoP where each country (Indonesia, Kenya and Nigeria) has organized their own CoP including agenda, curricula/learning content, approach and platform. In this current phase, the project continues supporting regular exchange (local, national and international) and peer-learning among trainers, using online platform.

### 7.1 The output of the CoP is:

- a. A framework of engagement in the CoP and an outline of monthly and quarterly activities that meet the needs and interest of digital skill trainers in Indonesia and their implementation through the CoP.
- b. A platform for hosting and coordinating meaningful online and physical engagement of digital skills trainers through the set of activities.
- c. Provide access to local and international capacities and resources that contribute to professional development of the CoP audience.
- d. Mentorship and coaching on areas of interest for community level trainers.
- e. Repository for CoP content to the online platform: (documents, materials, videos, recording, conversations etc)

This recruitment exercise will allow for a consultant to be availed to deliver the SIDP programme objectives through the Community of Practice (CoP) and the CoP objectives and activities in Indonesia between January to March 2024.

The consultant will work closely with the SIDP programme team in Indonesia, Lead Consultant for Community of Practice and Expert Level Trainers to provide technical support and management oversight of the Community of Practice and the Country level community of practice consultants. He/she will promote CLTs engagement and developing opportunities to scale the CoP which will contribute to the SIDP programme objectives.

### 7.2 The specific deliverables of CoP Consultant will include:

**Deliverable 1:** Develop strategy - framework of Community of Practice.

- Develop a country level CoP framework out of the intercountry framework, detailing guidelines for engagement (including dos and don'ts), providing and applying engagement methodologies and approaches that create and embed ownership of CoP activities by trainers to ensure continuity and sustainability in Indonesia.
- Develop a workplan outlining monthly and quarterly CoP activities for CLTs in Indonesia.
- Coordinate implementation of the monthly and quarterly activities, this will entail but not limited to developing event programs, identifying any external guest and managing their invitations, hosting the events together with the project team, coordinating attendance and active participation by the CoP audience, and submit reports detailing outcomes and recommendation from the activities.

- Ensure that the CoP development aligns to SIDP's theory of change and the project outcomes.
- Create opportunities and facilitate active engagement of CLTs in an International Community of Practice sharing best practice in digital skills development. This will require coordination and communications with CoP Consultant across countries.

**Deliverable 2:** Training and capacity building: to enhance CLTs skills & knowledge.

- Organize and host topical training, webinars, workshops bringing together local and international capacities and resources that contribute to professional development of the CoP audience.
- Manage active engagement of CLTs on topical issues on digital skills and providing access to opportunities for growth, learning, and sharing best practices, and challenges in digital skills development at intercountry level.

**Deliverable 3:** Organizing and facilitating & organizing further trainings and practices/exercised on areas of interest for CLTs.

- Identify areas of interest of CLTs in the CoP, together with the SIDP team recruit mentors and coaches relevant to the areas of interest.
- Support the coaches to develop and execute a 1month mentorship and coaching program.
- Form the CLTs into mentorship and coaching groups according to the areas of shared interest for coaching and mentorship sessions.
- Collate feedback and submit reports on the coaching and mentorship sessions for continuous improvement.

**Deliverable 4:** Knowledge management: to organise, document, and disseminate knowledge within the CoP audiences (documents, materials, videos, recording e.g. webinars, conversations etc)

- Adopt and customise where necessary the repository guideline developed by the lead CoP consultant for all CoP content produced in Indonesia.
- Collate and upload all CoP content in Indonesia and upload it to the CoP platform.
- Support the CoP audience in Indonesia to access the online platform and content with ease, while observing the necessary restrictions.
- Work closely with the British Council team to maintain the content in the required standards.

**Deliverable 5:** Evaluation and improvement: to assess the effectiveness of the CoP and improvement recommendation.

### 7.3 Methodological aspects

This will entail:

- Support and advice to British Council SIDP program teams, other country consultants, expert level trainers, community level trainers/digital skills trainers, SIDP implementing



partners, experts/practitioners. Support and coordinate with Lead Consultant for Community of Practice.

- Capacity Building
- Project Planning
- Group facilitation
- Face to face and virtual events facilitation and hosting

The task will be done remotely, with of face to face working in fulfilment of their deliverables of the physical activities. Some travel may be required in fulfilment of the deliverables.

#### 7.4 Outcome and outputs

- a. Inception report that includes an implementation approach and workplan.
- b. Communities of Practice Framework
- c. Formation of Sustainable and Inclusive Groups
- d. Continuous feedback in progress review meetings.
- e. Progress report at midway implementation.
- f. Final report

#### 7.5 Project Timeline

C/o 5 February 2024	<ul style="list-style-type: none"> <li>• Inception meeting</li> <li>• Inception report that includes an implementation approach and workplan.</li> <li>• Community of Practice Framework</li> </ul>
February – March 2024	<ul style="list-style-type: none"> <li>• Implementation of CoP framework and activities in Indonesia and coordination with global consultant and other country CoP coordinators.</li> <li>• Progress review meetings.</li> <li>• Overseeing CoP activities and providing feedback</li> <li>• Progress report submission</li> </ul>
C/o 25 March 2024	<ul style="list-style-type: none"> <li>• Overseeing CoP activities and providing feedback.</li> <li>• Final report submission</li> </ul>

#### 7.6 Budget

The recommended budget:

- a. For the consultancy fee is up to **Rp 48,750,000,- (forty eight million seven hundred fifty thousand rupiah) inclusive VAT.**
- b. For supporting face to face training activities that close to CLT’s community or SIDP’s partners location. The indicative budget is **up to Rp 30,000,000,- (thirty million rupiah) inclusive VAT.** The budget will be used for actual expenditures such as training venue, refreshment, transport fee (reviewed case by case by British Council), internet data, reasonable guest speakers/trainers fee, access & inclusivity to ensure people with

disabilities are able to participate fully. It can be absorbed to support CLT's internet data when necessary.

- c. The consultant might require travel to project locations. Travel logistics will be covered by British Council.

## 8. Mandatory Requirements / Constraints

- 1.1 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.

**Interested organisations or individual will have mandatory requirements, demonstrable evidence of the following:**

1. Level of English (C1) – Essential. Your task is required to coordinate and communicate with cross countries SIDP Team and Consultants (Kenya, Nigeria and UK).
2. Experience in designing, developing and managing successful community of practice in Indonesia. Provide evidence of the successful community of practice
3. Experience in developing digital skills in underserved communities and facilitation skills for diverse groups.
4. Having experience working and having network, local facilitator in the location where SIDIP implemented.
5. Ability to identify opportunities for partnerships and expansion of the delivery of our work in Indonesia. A greater understanding of digital economy development in Indonesia.
6. A good track record of project implementation and successful stakeholder management.
7. An innovative approach to the use of digital and social media to connect audiences.

## 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 following timescales shall apply to this Procurement Process are:

Activity	Date / time
RFP Issued to bidding suppliers	Wednesday, 27 December 2023
Deadline for clarification questions (Clarification Deadline)	Wednesday, 03 January 2024, 19.00 WIB
British Council to respond to clarification questions	Thursday, 04 January 2024
Deadline for submission of Proposals by potential suppliers (Response Deadline)	Tuesday, 9 January 2024, 23.59 WIB

Activity	Date / time
Final Decision	w/c 15 January 2024
Contract concluded with winning supplier	w/c 22 January 2024
Contract start date	Monday, 29 January 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 [society.indonesia@britishcouncil.org](mailto:society.indonesia@britishcouncil.org) 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 [society.indonesia@britishcouncil.org](mailto:society.indonesia@britishcouncil.org) by the Clarification Deadline, as set out in the Timescales section of this RFP. The British Council is

under no obligation to clarification 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 tender response or other information they may have provided. Should you not provide supplementary information or clarifications to the British Council by any deadline notified to you, your tender response may be rejected in full and you may be disqualified from this Procurement Process.

### 13. Evaluation Criteria

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

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

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

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

Criteria	Weighting
Social Value	10%
Quality	30%
Methodology and Approach	40%
Commercial/Pricing	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	<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 Proposal**

**Annex 3 – Pricing Approach**