

Request for Proposal (RFP)

For: Expert Level Trainers

Date: 30 July 2021

1 Overview of the British Council

1.1 The British Council builds connections, understanding and trust between people in the UK and other countries through arts and culture, education and the English language. We help young people to gain the skills, confidence and connections they are looking for to realise their potential and to participate in strong and inclusive communities. We support them to learn English, to get a high-quality education and to gain internationally recognised qualifications. Our work in arts and culture stimulates creative expression and exchange and nurtures creative enterprise.

1.2 We connect the best of the UK with the world and the best of the world with the UK. These connections lead to an understanding of each other's strengths and of the challenges and values that we share. This builds trust between people in the UK and other nations which endures even when official relations may be strained.

1.3 We work on the ground in more than 100 countries. In 2019-20 we connected with 80 million people directly and with 791 million people overall, including online and through our broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body. Further information can be viewed at www.britishcouncil.org.

2 Introduction and Background to the Project / Programme

2.1 The Skills for Inclusive Digital Participation project aims to build capacity of digitally excluded* individuals to help them develop the digital competencies they need to take part in digital life and online activities safely. The project also aims to contribute to enhancing the livelihoods through entrepreneurship that leverages online resources and markets.

*including young people from lower socio-economic backgrounds, women and Persons Living with Disabilities – PLWD

The skills for inclusive digital participation is a Foreign, Commonwealth and Development Office (FCDO) funded project in Indonesia, Kenya and Nigeria. The project 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.

2.2 The project will work with Community Level Trainers (CLTs) selected from digitally excluded groups* young people from lower socio-economic backgrounds, women and Persons Living with Disabilities – PLWD, with the support from Expert Level Trainers (ELTs) to deliver basic digital literacy and intermediate digital skills training to these excluded groups. The training will be based on bespoke manuals and toolkits tailored to the needs and aspirations of the target groups, cocreated by the CLTs and ELTs. The cocreated manuals will be built on recognised digital literacy frameworks and contextualised based on the representative lived experiences of the CLTs.

In addition to being used for training on the project, the created manuals and toolkits will be disseminated to relevant institutions like schools, vocational institutions targeting these digitally excluded* groups, to share the learning and insight and influence their own approaches to teaching digital literacy more effectively to these groups.

The project will use a mix of traditional workshop styles (at a fixed location and fixed time) and more dynamic styles adapted to the lifestyles and needs of the target audiences (e.g., flexible timing, meeting trainees in their own spaces e.g., open markets).

Project Expected Outcomes:

- a. To enhance Digital Literacy Training skills, for digitally excluded groups through trainer training and active international Community of Practice for Continued Professional Development
- b. To improve digital literacy of target audience (particularly women, youth from lower socio-economic brackets and People Living with Disability) towards improved awareness about existing relevant digital opportunities and enhanced access to livelihood opportunities.

Skills for Inclusive Digital Participation will engage with 10 Expert Level Trainers (ELTs) that consist of 1 country lead of ELT and 9 ELTs in each of the 3 countries who will work closely with the Coordinating Facilitator and Community Level Trainers (CLTs)

2.3. All courses developed through the project will be distributed to at least 90 institutions focusing on relevant target groups. All materials will be accessible to the project beneficiaries at no charge.

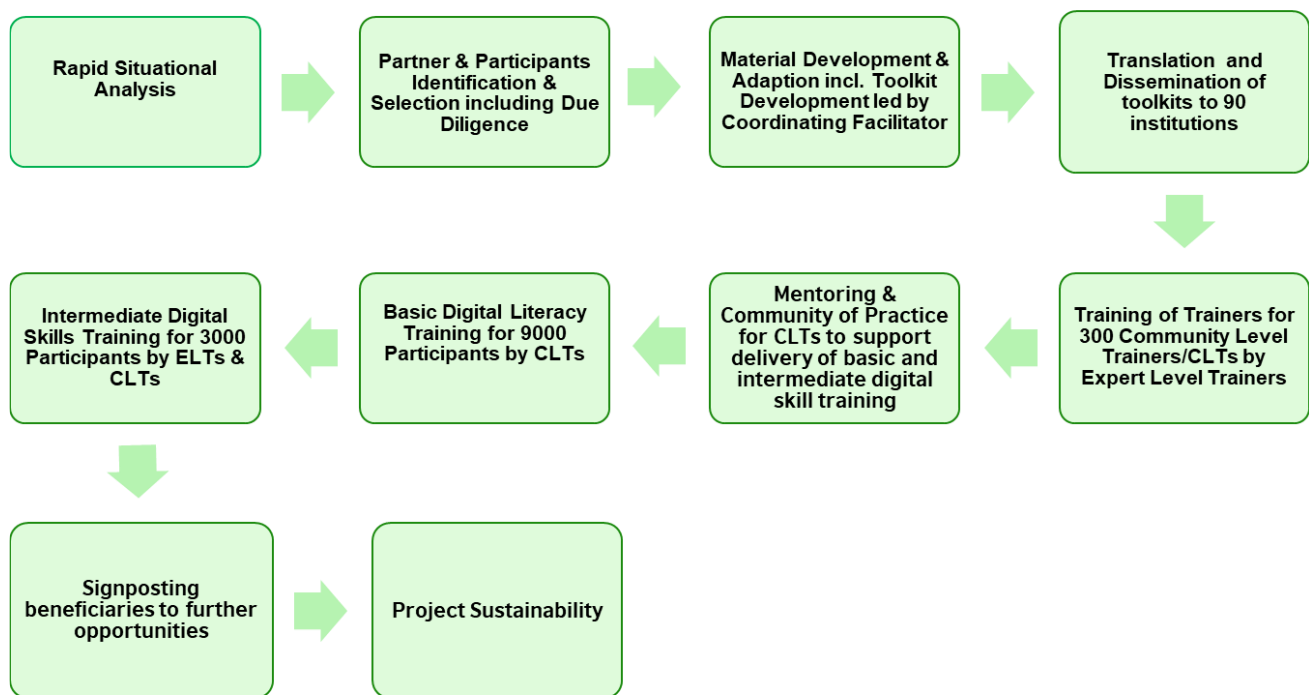
2.4. The purpose and scope of this RFP and supporting documents is to explain in further detail the requirements of the British Council and the process for submitting a proposal in response to this RFP (“Proposal”).

2.5 Project Scope

2.5.1 The Skills for Inclusive Digital Participation project outcomes will be achieved through the following key activities in each country.

- i. Adaptation and development of training toolkits and manuals based on inclusive approaches to digital skills training. These will be developed by One Coordinating Facilitator working with Thirty Expert Level Trainers (10 from each of 3 participating countries).
- ii. Training of 100 (one hundred) Community Level Trainers (CLTs) and related activities
- iii. Training of Direct Beneficiaries / Participants by Community Level Trainers and Expert Level Trainers:
 - Basic Digital Literacy Training for 3000 (three thousand) direct beneficiaries (Foundation and Essential)
 - Intermediate Digital Skills Training for 1000 (one thousand) direct beneficiaries.
- iv. Signposting of CLTs and Direct Beneficiaries and Participants to further training and work placement opportunities

2.5.2 Summary of Project Activities Flow



2.5.3 Courses and Toolkits to be developed.

Product Type	Proposed Content	Timelines
Community Level Trainer Toolkit	The toolkit should cover the guidance for usage of the training manuals, and other pedagogical guidance. It should also include a section on considerations for the inclusion of disabled people, women and people from lower socio-economic backgrounds in digital literacy courses	Final Draft by end of September 2021/early October 2021
Basic Digital Literacy Training Manual	<p>1) Foundation Level. It will focus on developing skills related to using a physical digital device confidently. Skills here related to cognitive load: remembering and understanding</p> <ul style="list-style-type: none"> • Modules will include working with computers and other devices e.g. turning a device on, navigating the screen, controlling the device, using accessibility features, creating passwords, and managing them, connecting to the internet. <p>2) Essential Level. It will focus on application of foundation skills to effective usage of the device including to get online. Skills here relate to cognitive load: understanding and applying. Modules will include</p> <ul style="list-style-type: none"> • Accessing information online e.g., searching for information on the internet, registering for an online course. • Communicating online e.g., using a mobile app to communicate with friends, send and receive emails. • Participating safely and responsibly online e.g., understanding meaning, and importance of online safety, and techniques for safety including of their digital identity and how to report cyber 	Final Draft by end of September 2021/early October 2021

	bullying.	
Intermediate Level Training Manual	<p>This will focus on application of Foundation and Essential skills for content production, entrepreneurship activity and active participation in online communities, safely. Skills here are related to cognitive load: applying, analysing, evaluating, and creating.</p> <p>Modules will include:</p> <ul style="list-style-type: none"> • Producing content online e.g., publishing a blog, using online design tools to create content • Introduction to Social Media and basics of connecting with larger, remote communities • Introduction to E-Commerce and E-commerce platforms; Techniques and strategies for buying and selling online e.g., setting up an online shop using available online tools, • Digital marketing platforms and tools • Cybersecurity for SMEs and active online users • Analysing online news and understanding how to distinguish fake news, • Personal Learning and Development using the internet <p>Participants here may participants from the Basic Training phase as relevant.</p>	Final Draft by September 2021/early October 2021

All the materials will be produced in English. British Council will arrange for translation into local language.

2.5.4 Content Design and Technical Requirements

Content will be developed or adapted for manuals suited to the young people (18 – 35) women and people Living with Disabilities (PLWD) that want to gain digital skills towards accessing both entrepreneurial and employment opportunities. The developed content and manuals must be responsive to the Gender Equality and Social Inclusion guidelines and the universal design principles for digital inclusion.

Content Accessibility

All content should be produced with considerations for inclusiveness. Some good practices include:

- 1) Language:
 - Make use of inclusive and gender-neutral language and pronouns
 - Avoid the use of common stereotypes and misconceptions which may be offensive to different groups of people
 - Use gender neutral language and pronouns for both boys and girls are used proportionately.

- 2) Images (stationary/motion):
 - All images should include descriptive captions avoid use of flashing or flickering imagery.
 - The images used should also be representative of gender, ability, and cultural diversity.
 - Images used should also be representative of gender, ability and cultural diversity including but not limited to: Ensuring there are equal number of women and men represented in the images (including any images for PWD); images should depict both women and men in active roles and not just watching or assisting and in non-traditional gender roles and with voice and agency.

The materials will be produced in English and translated by British Council contracted translators

2.6 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: **Office 8, 9th Floor. Jl. Senopati No. 8B Jakarta Selatan.**

3.1.3 Duration: The Contract awarded will be up to 5 months between September 2021 and February 2022 in line with the project workplan.

3.1.4 Contractual terms: As set out at Annex [1] *Terms and Conditions of 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 [Terms and Conditions of Contract.] 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 3.3.14, the British will have no liability for any losses, costs or expenses you incur as a result of such actions.

3.3.13 Consortium Members and sub-contractors – It is your responsibility to ensure that any staff, consortium members, sub-contractors and advisers abide by these Proposal Conditions and the requirements of this RFP.

3.3.14 Liability – Nothing in these Proposal Conditions is intended to exclude or limit the liability of the British Council in relation to fraud or in other circumstances where the British Council's liability may not be limited under any applicable law.

4 Confidentiality and Information Governance

4.1 All information supplied to you by the British Council, including this RFP and all other documents relating to this Procurement Process, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your Proposal) unless the information is already in the public domain or is required to be disclosed under any applicable laws.

4.2 You shall not disclose, copy or reproduce any of the information supplied to you as part of this Procurement Process other than for the purposes of preparing and submitting a Proposal. There must be no publicity by you regarding the Procurement Process or the future award of any contract unless the British Council has given express written consent to the relevant communication.

4.3 The British Council reserves the right to disclose all documents relating to this Procurement Process, including without limitation your Proposal, to any employee, third party agent, adviser or other third party involved in the Procurement Process in support of, and/or in collaboration with, the British Council. The British Council further reserves the right to publish the Contract once awarded and/or disclose information in connection with supplier performance under the Contract in accordance with any public sector transparency policies (as referred to below). By participating in this Procurement Process, you agree to such disclosure and/or publication by the British Council in accordance with such rights reserved by it under this paragraph.

4.4 The Freedom of Information Act 2000 (“FOIA”), EU General Data Protection Regulation (GDPR) 2015, the Environmental Information Regulations 2004 (“EIR”), and public sector transparency policies apply to the British Council (together the “**Disclosure Obligations**”).

4.5 You should be aware of the British Council’s obligations and responsibilities under the Disclosure Obligations to disclose information held by the British Council. Information provided by you in connection with this Procurement Process, or with any contract that may be awarded as a result of this exercise, may therefore have to be disclosed by the British Council under the Disclosure Obligations, unless the British Council decides that one of the statutory exemptions under the FOIA or the EIR applies.

5 Proposal Validity

5.1 Your Proposal must remain open for acceptance by the British Council for a period of sixty days from the Response Deadline. A Proposal not valid for this period may be rejected by the British Council.

6 Payment and Invoicing

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

- A description of the good/services supplied is included.
- The British Council Purchase Order number is included.
- It is sent electronically via email in PDF format to society.indonesia@britishcouncil.org and the original invoice including supporting documents to: Office 8 - 9th floor Jl. Senopati no. 8B Jakarta Selatan.

7 Specification

The British Council is inviting digital trainers/consultants who meet the specified criteria to apply for this opportunity. British Council will select 9 Expert Level Trainers to support project implementation in Eastern Part of Indonesia.

7.1 The role of Expert Level Trainers will include:

1. To support Country Lead Expert Level Trainer and Coordinating Facilitator in the development and adaptation of inclusive training materials throughout the project (based on workplan) through a number of remote or offline materials adaptation workshops.
2. To work closely with Country Lead Expert Level Trainer to design and plan of digital skills literacy trainings for youth from lower economic background, people living with disability and women participating in the project.
3. To train Community Level Trainers (CLTs) through a blended style (online and face to face) and to mentor and support CLTs further through peer-to-peer engagement in a community of practice which will be set up.
4. In liaison with the Lead Expert Level trainer ensure that identified content for signposting is relevant for the learners
5. Based on the adopted methodology, training content and training/workshop schedule, conduct 2-3 days trainings/workshops for the intermediary level training for the beneficiaries
6. Development of the training plan/schedule in liaison with the expert level trainer and Programme Manager
7. Conduct the evaluation of the training/workshop and ensure data is well documented

7.2. Intellectual Property: The consultant hereby grants to the British Council and FCDO irrevocable, royalty-free, non-exclusive, worldwide right and licence to use any information, data, reports, documents, or other materials obtained, created or developed in the course of the Project for non-commercial purposes to publicise and report on the activities of the British Council in connection with the delivery of the Project.

7.3 The value of the contract shall not exceed GBP 3,300 (British Council's July 2021 Bookkeeping rate of IDR 20,100), all-cost and all-applicable-taxes inclusive with 3 terms of payment based on the progress tasks achieved by appointed Expert Level Trainer. Additional budget to cover e.g. travel/accommodation for the purpose of the project (if necessary) will be covered separately by the project and has been agreed by British Council prior to the travel.

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.

Interested individuals will have, as mandatory requirements, demonstrable evidence of the following:

- Extensive experience (at least 5 years) experience in conducting digital related trainings/workshops for organizations
- Extensive knowledge of digital skills and literacy
- Extensive experience on experience in designing, developing and delivering inclusive digital literacy face to face or virtually
- Demonstrated high level of professionalism and an ability to work independently and in high pressure situations under tight deadlines
- Excellent inter-personal communication skills including experience of facilitation of trainings/workshops and presentation
- Proven and demonstrated broad knowledge of and ability to utilize principles, methods, techniques, and systems of digital training methodologies

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	02.08.2021
Deadline for clarification questions (Clarification Deadline)	31.08.2021
British Council to respond to clarification questions	01.09.2021
Deadline for submission of Proposals by potential suppliers (Response Deadline)	06.09.2021

Final Decision	16.09.2021
Contract concluded with winning supplier	24.09.2021
Contract start date	27.09.2021

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 IDJKTprocurement@britishcouncil.or.id by 6 September 2021, 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 IDJKTprocurement@britishcouncil.or.id by 31 August 2021, 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	[25]%
Methodology and Approach	[45]%
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 Proposal

Annex 3 – Pricing Approach