



Annex 2 Supplier Response

For Laptop (OEM), WinPro & Office Std 2016 to British Council

Company name: _____

Contact name: _____

Contact email address: _____

Contact Telephone number: _____

Instructions

1. Provide Company Name and Contact details above.
2. Complete Part 1 (Supplier Response) ensuring all answers are inserted in the space below each section of the British Council requirement / question.
3. Complete Part 2 (Submission Checklist) to acknowledge and ensure your submission includes all the mandatory requirements and documentation. The checklist must also be signed by an authorized representative.
4. Submit all mandatory documentation by the Response Deadline, as set out in the Timescales section of the RFP document.

Part I – Supplier Response

Responses will be scored according to the methodology as set out in Evaluation Criteria section of the tender document.

Question – 1:

Do you have any prior knowledge of how contract will work once it has been awarded? Provide details

Supplier Response: **Include separate sheet if required**

Question – 2:

How will you ensure that services are maintained at high quality?

Supplier Response: **Include separate sheet if required**

Question – 3:

Please explain your service process. (who will do what/who will be monitoring the process/who is responsible for overall implementation of the activity)

Supplier Response: **Include separate sheet if required**

<p>Question – 4:</p> <p>Please provide your SLA & escalation matrix for problem identification, address and resolution</p>
<p>Supplier Response: <u>Include separate sheet if required</u></p>

<p>Question – 5:</p> <p>Please provide name/contact number/email address of two organizational references where you have provided similar goods/services.</p>
<p>Supplier Response: <u>Include separate sheet if required</u></p>

Part 2 – Submission Checklist

Insert Yes (Y) or No (N) in each box in the table below to indicate that your submission includes all of the mandatory requirements for this tender.

Submission Checklist	
Document	Y / N
General Information of your company / Active Cisco Partner Certificate	
Technical ability to perform the services	
Company Registration Document (Renewal certificate)	
Tax clearance of previous financial year	
Completed tender response in Annex 2 (Supplier Response) and in accordance with the requirements of the RFP	
Completed pricing proposal in Annex 3 (Pricing Approach)	
Name of references	
This checklist signed by an authorised representative	

I confirm on behalf of the supplier submitting the documents set out in the above checklist that to the best of our knowledge and belief, having applied all reasonable diligence and care in the preparation of our responses, that the information contained within our responses is accurate and truthful.

Supplier:	
Date:	
Name (print):	
Position:	
Signature:	
Title:	