

**Annex 2 Supplier Response**

**For the supply of Bulk SMS Service to the 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 1 – Supplier Response**

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

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| Question – 1 (Quality)  Please provide evidence of your experience in providing Bulk SMS service as per our requirement in the Annex 4 – Goods and service specification. |
| Supplier Response: |

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| Question – 2 (Data Integrity)  How will you ensure that data integrity is maintained at high standards and data privacy policy is followed religiously? |
| Supplier Response: |

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| Question – 3 (Methodology)  Please explain your service process and service availability (who will do what/who will be monitoring the process/who is responsible for overall operation of the activity). |
| Supplier Response: |

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| Question – 4 (Technical Capability and Availability)  Please explain the current capability of your system and if technical requirements mentioned in section B of annex 4 is fulfilled? Also, please explain the current system specifications and architecture of the process. |
| Supplier Response: |

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| Question – 5 (Value areas)  Please explain your internal systems and processes for below value areas of the British Council and provide a copy of policy, if available  a) Child Protection  b) Equality, Diversity and Inclusion  c) Environment friendliness  d) Data protection and confidentiality |
| *Supplier Response:* |

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| Question – 6:  Please provide a list of 3 high value contracts and subcontracts your company has held over the past two years for the same or similar work. Please provide following information for each contract and subcontract:   1. Customer’s name, address, email and contact telephone; 2. Contract number and type;   Date and duration of the contract, place(s) of performance |
| Supplier Response: |

**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 |  |
| Technical ability to perform the services |  |
| Company Registration Document (Renewal certificate) |  |
| Audited financial statement of previous 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.

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