

**Annex 2 Supplier Response**

**For the supply of Domestic Flight Services 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 (Contract Management& Quality Process)  Please provide evidence of your experience in providing similar services as per our requirement in the Annex 4 – Goods and service specification |
| Supplier Response: |

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| Question – 2 (Contract Management& Quality Process)   1. How will you ensure that services are maintained at high quality? How will you handle delays and cancellation and provide alternatives for British Council passengers keeping them informed about reasons for doing so? 2. If you charge any additional cost to this, please specify this in Annex-3 Pricing Approach with remarks on the rightmost column of the same file. |
| Supplier Response: |

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| Question – 3 (Quality Process)   1. Please explain your service process (who is responsible for overall implementation for this service to British Council) & back up plan of staffs. 2. For excess baggage management, how will you ensure that these are paid by you and claimed on weekly/monthly basis from the British Council and not collected from passenger before boarding the flight? If there is any management fee to this, please quote the same in Annex 3 Pricing Approach with remarks in the rightmost column of the same file. |
| Supplier Response: |

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| Question – 4 (Safety and Security)  How do you ensure safety and security of passengers before/during the flights? Please share if you have any manuals/guidelines on this along with process of handling baggage of passengers. |
| Supplier Response: |

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| Question – 5 (Safety and Security)  How often do you provide training/support to your staffs involved in such services and how trained are your staffs? |
| Supplier Response: |

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| Question – 6 (Safety and Security)  Please share us about safety the aircrafts that you intend to use for providing these services to the British Council, you may share International certification of the aircrafts, security certificates and also the capacity of aircrafts available. |
| Supplier Response: |

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| Question – 7 (Value areas)  Please explain your internal systems and processes for below value areas of the British Council and provide a copy of policy or certificates, if available  a) Child Protection  b) Equality, Diversity and Inclusion  c) Environment friendliness – Carbon neutrality  d) Data protection and confidentiality |
| Supplier Response: |

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| Question – 8 (References)  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, except British Council. Please provide following information for each contract and subcontract:   1. Customer’s name, address, email and contact telephone; 2. 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:** |  |