

Annex [5] Supplier Response

For the supply of Customer 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. Note: Any alteration to a question will invalidate your response to that question and a mark of zero will be applied.
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 authorised representative.
4. Submit all mandatory documentation to julen.pradhan@britishcouncil.org.np hosted at <https://intendhost.co.uk/britishcouncil> by the Response Deadline, as set out in the Timescales section of the RFP/ITT document.

Part 1 – Supplier Response

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

1.2 Each requirement within this document is preceded by an instruction to the bidder specifying its relevance as follows:

Mandatory (M): Responses that do not meet any mandatory requirement may not be considered;

Desirable (D): Responses will be awarded marks for each desirable requirement that they satisfy;

Optional (O): Responses will be awarded marks for each optional requirement that they satisfy, but are considered to be of lesser importance than desirable requirements met;

Mandatory Response (MR): Requirements labelled 'MR' specify information that must be provided in the bidder's response in order that the British Council can evaluate the bidder's proposal. Failure to respond to any MR requirement will result in lower marks being awarded to the bidder;

Information (I): Requirements labelled 'I' provides information to the bidder and therefore need not be responded to.

Requirements with relevance **M**, **D** or **O** should be answered with a **Yes / No / Partial** response.

Previous track record of providing similar service weightage 40%		
ID	Cat.	Requirement
Q01	[MR]	Please provide a list of organizations/clients for whom you have provided similar service (30%) in the last 2 years
		Supplier Response: (You can provide the list here and attach additional sheet for service description)
Q02	[MR]	Please provide feedback from your past clients listed in Q01 (30%)
		Supplier Response: (Please include additional sheet if required)
Q03	[MR]	Please provide in bullet points how you evaluate the customer service needs of British Council and how you plan to start the project. (40%)
		Supplier Response: (Please include additional sheet if required)

Overall Pricing 40% (Annex 6)

ID	Cat.	Requirement
MA01	[MR]	Total Quoted service fee payable for British Council [70%]
		Supplier Response:
MA01	[MR]	Fee Calculation methodology [30%]
		Supplier Response

Financial performance and sustainability of the company/organization 20%

ID	Cat.	Requirement
Annex 4	[I]	Total tenure time involved in similar area since inception [20%]
		Supplier Response:
Annex 8 and 9	[MR]	Short term financial position of the service provider [40%]
		Supplier Response
Annex 8 and 9	[MR]	Long Term financial position of the service provider [40%]
		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.

Important Note: Failure to provide all mandatory documentation may result in your submission being rejected.

Submission Checklist	
Document	Y / N
1. Completed Annex [1] (Qualification Questionnaire) and all associated documentation requested as part of that document	
2. Completed Ratio Analysis spreadsheet	
3. Audited Financial Accounts (the most recent two years)	
4. A tender response in accordance with the requirements of the RFP/ITT and as set out in Annex [5] (Supplier Response) to the RFP/ITT	
5. A pricing proposal completed in accordance with the requirements of the RFP/ITT and as set out in Annex [6] (Pricing Approach) to the RFP/ITT	
6. This checklist signed by an authorised representative	
7. Appendix A to this checklist in relation to information considered by you to be confidential / commercially sensitive	

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:	

Appendix A to Submission Checklist

Table of Information Designated by the supplier as Confidential and / or Commercially Sensitive
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This table only needs to be completed if any information inserted as part of your tender response and in any accompanying documents is deemed by you to be confidential and/or commercially sensitive. Please note that the Confidentiality and Information Governance provisions of the RFP/ITT apply to any information designated as confidential and/or commercially sensitive.

No	Section of tender response which the supplier wishes to designate as confidential and / or commercially sensitive	Reasons as to why supplier considers this information confidential and/or commercially sensitive and why it should be exempt from disclosure under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004 or other relevant laws	Length of time during which supplier thinks that such exemption should apply