



Request for Quotation (RFQ)

For data collection services for the “Usability of CEHRD “Usability of CEHRD Learning Portal”

for

TA 9215: Supporting Policies and Implementation in the School Sector Nepal's School Sector Development Plan - TA Facility

This TA is funded by EU and ADB and being implemented by the British Council

Date: 07.12.2020

1 Overview of the British Council

1.1 The British Council is the UK’s international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

1.2 We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

1.3 The British Council employs over 10,500 staff worldwide. It has its headquarters in the UK, with offices in London, Manchester, Belfast, Cardiff and Edinburgh. Further information can be viewed at www.britishcouncil.org.

2 Introduction and Specification

The British Council is implementing ADB supported Project - TA 9215: Supporting Policies and Implementation in the School Sector Nepal's School Sector Development Plan - TA Facility - Package 1: Program Management, Coordination and Technical Support Team in Nepal.

The Government currently provides 425 multimedia activity modules to support children’s learning in 4 topics (Math, Science, English and Nepali) for grades 1-10, with workbooks and storybooks for pre-school children. These modules are openly available to access on the CEHRD portal at <https://learning.cehrd.edu.np>, and have been promoted during the pandemic for students and teachers

who are working from home. The modules can be accessed freely online by anyone with appropriate tech and internet, and/or can be downloaded for offline use.

2.1 The TA has conducted a review of the CEHRD Learning Portal that focused on web analytics to provide quantitative data about the portal's use. While many assumptions can be drawn from those data, a qualitative usability study is an essential next step in order to understand the reality of user experience.

This new study is intended to capture behavioural data and to answer the following design-related questions:

- What do teachers and children experience when they are openly exploring the portal?
- What do teachers and children experience when they are directed to find and use specific content within the portal?
- How do parents feel about supporting their children's use of the portal?

The British Council would like to request a **quotation and a brief proposal** from firms who can provide data collection services to support this study.

3 Quotation Validity

3.1 Your quotation and proposal must remain open for acceptance by the British Council for a minimum of thirty days from the date that it is issued to the British Council in response to this requirement.

4 Payment and Invoicing

4.1 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 procurement.ssdpta@britishcouncil.org

5 Instructions for Responding

5.1 Your quotation must be submitted to procurement.ssdpta@britishcouncil.org by 13th December, 2020, 17:00 hours along with pricing approach and supplier response form with title "SSDP TA: Quotation for data collection for "Usability of CEHRD Learning Portal""

5.2 Please use the enclosed pricing approach to quote for your prices

5.3 Please complete the enclosed supplier response form

6 Clarification Requests

6.1 All clarification requests should be submitted to procurement.ssdpta@britishcouncil.org

7 Award Criteria

7.1 You will have your quotation response evaluated as set out below:

Stage 1: Quotation responses will be checked to ensure that they have been completed correctly and all necessary information has been provided. Quotations responses correctly completed with all relevant information being provided will proceed to Stage 2. Any quotation responses not correctly completed in accordance with the requirements of this RFQ and/or containing omissions may be rejected at this point. Where a quotation response is rejected at this point it will automatically be disqualified and will not be further evaluated.



Stage 2: The completed Qualification Questionnaire will then be reviewed to confirm that the potential supplier meets all of the qualification criteria set out in the questionnaire. Potential suppliers that meet the qualification criteria will proceed to Stage 3. Potential suppliers that do not meet the qualification criteria set out in the Qualification Questionnaire may be excluded from the Procurement Process at this point. Where a potential supplier is excluded at this point, its quotation response will be rejected in full and not evaluated further and the supplier will automatically be disqualified from this Procurement Process.



Stage 3: If a bidder succeeds in passing Stages 1 and 2 of the evaluation, then it will have its detailed quotation response to the British Council's requirements evaluated in accordance with the evaluation methodology set out below. Information provided as part of Qualification Questionnaire responses may also be verified as part of this stage. A brief interview with personnel proposed will be conducted during this stage.

7.2 Award Criteria – Responses from potential suppliers will be assessed to determine the most economically advantages quotation using the following criteria and weightings and will be assessed entirely on your response submitted:

Criteria	Weighting
Quality and experience (may include interview with proposed personnel)	50%
Commercial	40%

Value Areas (Child protection, Equality Diversion and Inclusion, Environment friendliness, Information Governance and Risk Management)	10%
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7.3 Scoring Model – Quotation responses will be subject to an initial review at the start of Stage 3 of the evaluation process. Any quotation responses not meeting mandatory requirements or constraints (if any) will be rejected in full at this point and will not be assessed or scored further. Quotation responses 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 bidder’s 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.

7.4 Commercial Evaluation – Your “Overall Price” (as calculated in accordance with requirements of Pricing Approach for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation. Prices must not be subject to any pricing assumptions, qualifications or indexation not provided for explicitly by the British Council as part of the pricing approach. 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 quotation response at this point. The British Council may also reject any quotation response where the Overall Price for the goods and/or services is considered by the British Council to be abnormally low. A maximum offer score of 10 will be awarded to the quotation response offering the lowest “Overall Price”. Other quotation responses 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.

7.5 Moderation and application of weightings – The evaluation panel appointed for this procurement will meet to agree and moderate scores for each award criteria. Final scores in terms of a percentage of the overall quotation 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.

7.6 The winning quotation response – The winning quotation response shall be the quotation response scoring the highest percentage score out of 100 when applying the above evaluation methodology, which is also supported by any required verification evidence.

8 Disclaimer

8.1 By issuing this RFQ, the British Council is not bound in any way to enter into any contractual or other arrangement with you or any other potential supplier.