

Queries	British Council response
Is there a specific format of proposal, if yes, can you provide us with the format	Yes there is a specific format. Please refer the document titled 'Supplier Response'
What is the budget limit, an NGO can apply for?	As we will be evaluating budgets in terms of value for money, we would not be able to share the budget.
Whether an Indian NGO can propose the activities in India only and not bilateral	The applicant is expected to have capabilities of delivering the contract in India and the UK
Whether the education(digital literacy) proposals will be accepted under the EDI	This is a service delivery contract as described in the RFP. All proposals must speak to these terms of reference
We are Headquartered in India (Bengaluru) and Registered in the UK as well. So, we hope we are eligible to submit our response to the RFP	Yes
We are specially working on promoting Equality, Diversity and Inclusion as our work centres around Changing lives of persons with disabilities. Please also refer to our work overview. So, we would like to know can we submit our response on arts & Culture standalone OR can we submit our response to Education, Arts & Culture both	The proposal needs to address the requirements mentioned under section 7 on <b>Specifications</b> of the RFP
Commercials - As we understand that the project is to be implemented in 5-6 cities in India but if we would also like to consider activities for the UK cities, shall we propose the same in our response to showcase benefits to India and the UK both in terms of promoting & engaging arts & Culture	The contract requires the specialist organisation to work with 22 partners who have already been identified for the Season. Please note that we are not asking you to submit a proposal for implementation of your own programme but to work with our partners in ensuring that EDI is mainstreamed into the planning and delivery of their programmes.
What range of value of funding can we propose?	As commercials are one of the criteria for assessment, we would not be able to disclose this. You may propose a budget based on your experience and assessment of the section on Specifications

<p>The stated objectives of the programme to</p> <p>a. Share UK arts, education and English with India, and Indian arts and education with the UK</p> <p>b. Close alignment with Government of India, India High Commission in the UK, and other cultural and educational organisations (including those of the large Indian diaspora in UK)</p> <p>Question: Objectives translate to on field support both in India and UK. While 6 states are mentioned in India it is not clear the extent of support required in UK (number of cities/ regions etc.)</p>	<p>The extent of support required in the UK regarding face-to-face activities is minimal as most in person activities will take place in India. The main support required for UK partners and audiences will be ensuring appropriate digital accessibility (eg- sign language interpretation) and translation ( eg- Welsh) wherever required.</p>
<p>Multiple streams / strands under Arts &amp; English Programmes</p> <p>Question: Would you help us with number of existing partners across the strands in UK and India – this would help us understand the magnitude of the programme, reach and effort estimate?</p> <p>Also please specifically mention the number of implementing agencies of British Council in UK and India (Pag3 mentions 20 partners – what’s the split across UK &amp; India)</p>	<p>The arts programme consists of 22 projects at present with 3 more in the pipeline. As each project has one main UK and India partner working together to deliver these projects , there are currently around 22 India and 22 UK partners.</p>
<p>To build capacities of partners and the British Council project teams on aspects that include but is not limited to accessible tools and content, inclusive language in audio visual communications etc.</p> <p>Question: This would require extensive translation of capacity building material, audio-visual content – for a better effort estimate may we know the number of languages the content needs to be translated</p>	<p>Focus on Hindi, Bangla, Tamil, Kannada, Marathi and Welsh</p>

<p>Workshops and support for partners</p> <p>Question: In addition to 2 workshops for British Council teams the RFP mandates workshops for BC partners; given that your partners are diverse Teachers, implementing agencies, Policy makers, teacher educators, academics and researchers – please help to prioritize who the priority partners in India and UK are who need to be engaged in 3 workshops</p>	<p>For the Arts programmes, the key project partners involved in the delivery need to be prioritized such as small- mid-size arts and culture organisations. More established partners such as for example – museums are more likely to have established access guides and tools for delivery in place. An initial assessment of the partners with the EDI consultant will help establish the baseline situation for each.</p>
<p>Establish and trial an online helpdesk for ongoing support to the partners and participants</p> <p>Question: Is the helpline requirement both in UK and India?</p> <p>Please specify if the helpdesk is required in multiple languages?</p> <p>May we suggest tie up with existing help desks run through PPP models in India? Will British Council be responsible for the operational expenses of the Helpdesk?</p>	<p>The helpline is to support the India and UK partners involved in the programme. The helpdesk is not required in multiple languages as the project partners speak English fluently (in case it is, only Hindi / Welsh may be required)</p> <p>The help desk must consider how to support or take requests from partners with disabilities as well.</p> <p>Existing help desks run through PPP models in India can be considered but will need to be managed by the consultant and must be included in the budget proposed.</p>
<p>Develop a list of suppliers, including but not limited to translators, sign language interpreters (for use in India and the UK as per need), wheelchair providers, touch tour organisers, captioning etc. This would be uploaded on the India UK Together website (under construction).</p> <p>Question: To what extent is the accountability of the PR services provider on supplier list. Does our responsibility cease with provision of supplier list or are we expected to do a preliminary due diligence – your input will help us the effort estimate</p> <p>Is it possible to have list of services /products to help us understand</p>	<p>Due diligence checks must be carried out by the contractor.</p> <p>Vendor mapping should consider access needs of different audiences and a variety of disabilities including – deaf and hearing impairment, physical mobility, learning difficulties, blind and sight impairment, mental wellbeing.</p>

<p>the effort required on supplier /vendor mapping?</p>	
<p>Delivery location for goods and/or services: India (Maharashtra, Goa, West Bengal, Karnataka, Gujarat, and Delhi) and the UK</p> <p>Question: Which entity will oversee the contractual agreements British Council India or in the UK? We have offices in both India and UK – which entity to be treated as the prime supplier, or do we need to sign two separate contracts in Indian and the UK?</p>	<p>Contract will be issued by either British Council in India or the UK depending on where the organization is based. If the organization has base in India and the UK, the organization must decide which legal entity will be best placed to deliver the programme.</p> <p>We will only be able to contract one legal entity.</p>
<p><b>The Supplier shall take out and maintain during the Term with a reputable insurance company the following cover types with the following indemnity limits</b></p> <p><b>Question: What's the purpose that British Council needs an indemnity coverage from the service provider? Can we list this requirement as Not Applicable if not relevant to this assignment?</b></p>	<p>Response awaited, will share an update in due course</p>
<p>Unless this clause is relevant (see final point below), it must be deleted before sending the Agreement to the Supplier. Please do not send the Supplier a form of the Agreement which includes this clause.</p> <p>Question: Is this clause relevant for the assignment?</p>	<p>Yes, it is relevant. The uploaded document had an error. We have corrected it now.</p>
<p>Insert here the Terms of Reference issued by the British Council and/or the End Client]</p> <p>Question: Per Submission Check list the Supplier needs to Confirm acceptance of the Annex 1(Terms and Conditions), including any changes made via clarifications during the tender process</p>	<p>The details provided in the Request for Proposals document are the Terms of Reference for this contract.</p>

<p>Will British Council share the TOR for us to confirm the acceptance or please clearly outline the instructions for suppliers</p>	
<p>Price and Payment specifies payment of undisputed invoices within 30 days following receipt from the Supplier of a valid and accurate tax invoice.</p> <p>Question: Certain expenses during inception phase may require CAPEX for instance management of helpdesk – please suggest how a supplier expected raise invoices for any CAPEX and Out of Pocket expenses</p>	<p>Applicant should provide details of all the estimated costs in the budget template provided, including the ones mentioned in the question. For travel related costs, please refer to the British Council travel policy that has been uploaded on the website along with this document.</p>
<p><b>The Supplier may not sub-contract the provision of any material part of the Services without the prior written consent of the British Council, such consent not to be unreasonably withheld or delayed.</b></p> <p><b>Question: Some of the services like Helpdesk, Supplier lists, Translations require external support. Are we allowed to clearly outlines the subcontracting at the time of submission of the proposal?</b></p>	<p>Response awaited, will share an update in due course</p>
<p>Question: The supplier is expected to fill the Annexure 2 per specified format and strictly adhere to word count of the response wherever applicable</p>	<p>No limitation for annexures</p>

<p>Submit any additional references, case studies or previous experience team profiles as Annexures</p> <p>Is the understanding correct? If yes, is there any limitation for Annexures</p>	
<p>3.1.2 - this clause mentions the UK as a delivery location, so will we have to consider an in-person event, travel, boarding, and lodging to the UK too?</p> <p>Will we be required to provide EDI-related facilities in the UK too? For example British Sign Language, Inclusive communication Workshop etc.</p> <p>if yes then will the fees be benchmarked as per UK standards or India standards?</p>	<p>We would expect the contractor to have a counterpart network in India or the UK to deliver on the ground activity.</p> <p>We do not envisage the contractor making international travel to deliver on-ground workshops.</p> <p>However we would expect an India based contractor to make some travel internally in India or through digital delivery hybrid.</p>
<p>Proposal Validity - We did not understand this point. Please clarify.</p>	<p>This means that the proposal and budget you submit should be valid for a period of 30 days. During this period any changes to the proposal or budget will not be accepted.</p>
<p>Payment &amp; Invoicing:</p> <ul style="list-style-type: none"> <li>- In whose name will the invoice be issued?</li> <li>- Will the payment be made from a UK bank or an Indian bank account?</li> <li>- Do we have to charge GST? or this will be an Export Invoice?</li> </ul> <p>Please clarify</p> <p>Annex 1:</p> <ul style="list-style-type: none"> <li>- Since this is a PDF file, do we have to fill up the brackets as</li> </ul>	<p>The invoice should be issued in the name of British Council. If the selected supplier is from India, payment will be from Indian bank account and if from UK it will be from a UK bank.</p> <p>Yes, GST to be charged as applicable.</p> <p>Annex 1 if for reference to understand and agree to the T&amp;C of the contract should you be selected.</p>

mentioned or this is only for reference to understand the T&C. Please clarify	Annex 1 is for your reference to understand the T&C
<p>- Schedule 1:</p> <p>7 - Insurance requirements:</p> <p>&gt; Can you please clarify what kind of insurance would we need, for what, and for whom/ who all? As the scope of work is towards providing services?</p> <p>&gt; Also some of those listed are not available in India, so in this case what to do?</p> <p>&gt; do we need to insure services will be provided in the UK?</p>	<p>The insurance details mentioned are for the organization not specifically for the project. It is important that applicant is aligned to all of these. Please indicate the ones you do have as additional information in your submission, along with the limit of the insurance.</p> <p>All these insurances are available in India though nomenclature could vary. Applicant is advised to research and be aware of the same.</p>
<p><b>9 - Supplier's Liability:</b></p> <p><b>Can you please explain this entire point.</b></p>	Response awaited, will share an update in due course
<p>SCHEDULE 2-</p> <p>What needs to be inserted here? Please help as we do not understand</p>	Annex 1 (Terms and conditions of the agreement) has been provided for you to understand what the terms and conditions of our contract will be. You do not need to complete schedule 2 as part of your submission. It will be completed at the time of contracting should you get selected.
<p>SCHEDULE 3: Charges</p> <p>&gt;Will the charges be paid as fixed monthly fees or as against services rendered?</p> <p>&gt;Can we adapt the details in the schedule in our simplified language along with the costs?</p>	<p>Payment will be made against the delivery of services</p> <p>Annex-1 terms and conditions is for the reference and agreement of the applicant. All schedules will be completed at the time of contracting should you be selected. Kindly provide your proposed budget in the budget template provided</p>
<p>What does para 8 &amp; 9 mean? Will BC be providing any premises or place &amp; equipments to work? Do we need to provide a list of equipment?</p>	Query is not clear. Please reference the relevant document for which the query is raised.

<p>SCHEDULE 5 - Please explain what is this?</p>	<p>British Council is required to comply with the provisions of the Freedom of Information Act 2000 ("FOIA"), EU General Data Protection Regulation (GDPR) 2015, the Environmental Information Regulations 2004 ("EIR"), and public sector transparency policies that apply to the British Council. Schedule 5 will set out the details of the personal data that would be collected by the British Council or the supplier to deliver this contract so that we are in compliance with the above mentioned regulations.</p>
<p>Annex 2: Please clarify what do we need to explain or mention in Part 1 - under Methodology &amp; Approach - MA01</p>	<p>In this section you need to describe your organizational ability and plan to deliver the requirements of this contract as described in section 7 of the RfP. Please include examples and evidence of recent track.</p>
<p>Annex 3: Requirements Costs: Use the table below to insert costs for the requirements within the Specification/Terms of Reference. Add additional budget lines as required  Q1:  -We have a query regarding how do you want us to provide the costing should it be an Itemized costing in the 'Requirements Costs' tab in Annex 3, if itemized then how do we calculate the no. of events or days of travel?  -OR is it going to be based ONLY on Clause 7.3 of the RFP pdf file? Should para 7.3 be considered as SCOPE OF WORK to benchmark the costs?  - OR we must only provide the fees for services like a laundry list of services which will be multiplied as and when the services are</p>	<p>Yes, your costing should be based on the 'specifications' set out in clause 7, particularly 7.3</p>





**Tender name: Specialist services for Equality, Diversity and Inclusion under India UK Together 2022 programme.**

rendered against the quantifiable hours/ days or no. of people?

Please clarify.