Request for Proposal (RFP)

For: Supply of services for data collection and analysis for research on Communities of Practice (CoP) for teacher professional development in Tamil Nadu and Maharashtra

Date: 27 March 2023

1   Overview of the British Council

1.1   The British Council builds connections, understanding and trust between people in the UK and other countries through arts and culture, education and the English language. We help young people to gain the skills, confidence and connections they are looking for to realise their potential and to participate in strong and inclusive communities. We support them to learn English, to get a high-quality education and to gain internationally recognised qualifications. Our work in arts and culture stimulates creative expression and exchange and nurtures creative enterprise.

1.2   We connect the best of the UK with the world and the best of the world with the UK. These connections lead to an understanding of each other's strengths and of the challenges and values that we share. These builds trust between people in the UK and other nations which endures even when official relations may be strained.

1.3   We work on the ground in more than 100 countries. In 2019-20 we connected with 80 million people directly and with 791 million people overall, including online and through our broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body. Further information can be viewed at www.britishcouncil.org.

2   Introduction and background

2.1   Background

British Council and STiR Education have commissioned collaborative research focussing on teacher Communities of Practice (CoP). The main objectives of this research project will be to investigate CoP as a potentially effective professional development model for teachers, recognising and establishing tools, processes and behaviours that make CoPs effective and sustainable and to develop a holistic framework that helps education systems embed the CoP model for teacher professional development successfully for overall systemic development.

This research project is one of the strategic insight and innovation outputs planned as part of work done by British Council's English Programmes team in India.

British Council

The British Council's approach to CPD is called Teaching for Success, which aims to provide frameworks, resources and support for needs-based and contextualised teacher development. The launch of Teaching for Success in 2015 aimed to further raise awareness among educational authorities that conventional top-down, short-term, large-scale cascade models of in-service teacher education were not delivering visible and sustained changes in teaching and learning. Using this approach, the British Council's work in recent years has promoted additional forms of CPD which, in line with international insights into effective teacher learning (Desimone, 2011; Earley & Porritt, 2009; Zepeda, 2019), have sought to provide teachers with opportunities to learn collaboratively, over time, and in a manner which is more teacher-driven and linked to what happens in classrooms.

An early site of exploration was Maharashtra in West India, where the British Council had a history of engagement (particularly via cascade CPD projects) with the state government. It was in this context that the model of CPD examined in this report – Teacher Activity Groups (TAGs) – emerged. TAGs were initially conceptualised as communities of practice (CoPs) made up of groups of around 25 English teachers from the same cluster who met once a month for the purposes of professional development. In between these meetings, which were led by TAG facilitators, teachers continued to interact via WhatsApp groups. TAGs aimed, via discussions of relevant professional issues, to provide teachers with opportunities to develop their English language and pedagogical skills and to experiment in the classroom and reflect on innovative, student-centred approaches to teaching.

Since 2016, TAGs have become an established model of CPD on projects delivered by the British Council in different parts of the world. British Council has also published an analysis of the implementation and evaluation of this formal kind of teacher community of practice. Click here for the report. On the basis of the evidence available from six completed or ongoing projects, it was evident that TAGs are valued by teachers and other stakeholders.

STiR Education

STiR's model seeks to realise sustainable behaviour-change scalable across entire education systems. The core activities are grounded in using communities of practice to foster learning, development and ultimately behaviour change. STiR uses the process of action, feedback and reflection to create cultures of improvement across key relationships in the education ecosystem. STiR uses communities of practice at the officials and teacher levels, encouraging routine critical thinking, sharing and peer reflection to build stakeholder self-esteem and

increase their intentional engagement with schools (officials) and students (teachers). Click here to access one of the impact evaluation reports of STiR's programme.

STiR believes in the tracking of outcomes beyond simple outputs, and believes that through focusing on intended outcome behaviours it can create long-lasting and sustainable change in systems and communities. STiR's model considers role-modelling of positive behaviours across an environment as a key factor in accelerating and strengthening communities of practice. I.e., when teachers can act as role-models to each other, they are able to carve out autonomy and create learning environments that support their students.

Currently, many small tools exist to facilitate peer collaboration at the teacher level. Predominantly, these usually include peer-observation forms and reflection activities. While these have the potential to be instrumental, most of these tools exist in isolation, without the requisite environment to support their effective usage. STiR understands that to truly support teachers to develop useful communities of practice, it's crucial to facilitate and enhance peer learning relationships.

To facilitate a culture of improvement within the system, STiR has also been piloting the usage of a WhatsApp Chatbot to understand how technology can be leveraged to encourage routines around data reflection, usage and sharing. After two successful rounds of piloting and research, this year the attempt is to use the extensive learnings to drive such technological innovations further as assistive tools in promoting communities of practice, reflection, and improvement among education system stakeholders.

Research Overview

The research piece includes two components: a literature review and a scoping exercise to bring into consideration relevant literature, research, and evidence from practice that exists about CoPs and an exploratory research with teachers in the selected geographies through observations, Focus Group Discussions (FGD) and in-depth interviews to gain a deeper understanding of how teachers have interacted with, and been impacted by, communities of practice.

The aims of this research project are to:

a. consolidate research already conducted by British Council and STiR in this area thereby establishing a clear starting point to build on work already done

b. provide a strong context by scoping relevant research, literature and evidence that exists in contexts in and beyond India

c. embed the toolkit within evidence from practices in and beyond India

d. based on learnings and findings from this research project, develop a CoP framework to support government and/or education systems to embed and implement the CoP model for teacher professional development.

The research project could be divided into three stages and types of outputs.

i. Tools, mechanisms, resources and routines that make CoPs successful

This stage involves investigating active CoPs and research tools including digital tools, mechanisms and routines that help make CoPs successful. Outputs include description and guidance around tools, mechanisms and activities that teachers find useful during CoP meetings.

ii. Impact

This involves examining the impact CoPs could potentially have on students' learning experiences and classroom environment.

iii. CoP framework

This involves consolidating findings from all research questions to arrive at a framework that outlines the community of practice approach. This will include a set of processes, tools, mechanism, technology, CPD activities and best practice that provides guidance and structure to learning ecosystems for an intervention that adopts the CoP approach of systemic teacher capacity building.

Important links

[Professional development through Teacher Activity Groups | TeachingEnglish | British Council | BBC](#)

[Tejas | British Council](#)

[Maharashtra teacher development programme: evaluation | British Council](#)

[Our work in English teaching and learning | British Council](#)

2.2 Overview of requirements

British Council and STiR Education would like to engage a data collection agency to assist in the ongoing collaborative research study. The agency is expected to conduct primary surveys using the survey tools developed by STiR and British Council. The research is expected to follow a case study approach. Therefore, the survey agency needs to collect both qualitative and quantitative data from key stakeholders such as government education officials and teachers including teachers of English teaching primary and secondary levels in government schools. In terms of geographical spread, the survey will be conducted across several districts in at least two states –Maharashtra and Tamil Nadu. The survey design and the sample size will be shared with the selected agency well in advance. Tentative scope of the data collection is as follows:

- 4-8 interviews with State Government officials (2-4 in Maharashtra, 2-4 in Tamil Nadu)
- 10-14 interviews with CoP coordinators (5-7 in each state)
- 8-10 focus groups of CoP coordinators (4-5 in each state)
- 12-16 CoP meeting observations (6-8 observations in each state)
- 10-12 focus groups with teachers (5-6 focus groups per state), plus the online survey
- 10-12 classroom observations (5-6 in each state)

Overview of deliverables

- Work with the British Council and STiR Education's research consultant to implement deliverables e.g. agree scope, timelines, data collection plan and quality assurance standards.
- Develop a data collection plan specifying activities, tools and locations in a time bound manner.
- Translate all the tools developed during the course of this project into local languages wherever required.
- Translate raw data in local languages into English at the time of submission of the raw data to the British Council. (If raw data is originally recorded in local languages.)
- Conduct pre-survey activities such as piloting survey tools, training the enumerators, etc. The list of activities must be finalised in consultation with STiR and British Council.
- Carry out all qualitative and quantitative data collection in face to face and/or digital modes as per the tentative scope outlined.

- Ensure effective quality checks on the raw data being collected during the surveys including field checks.

- Use agreed methods, platforms and formats of saving all data related to this research.

- Collate all data using agreed collation methods, templates and formats.

- List and consolidate any peripheral learnings from interactions with the stakeholders during the survey. Submit preliminary analysis of all data collected and highlight key observations that may have emerged during the data collection phase.

- Communicate regularly with the British Council India and STiR research project team regarding any updates or challenges.

- Follow all child, adult and digital safeguarding norms while collecting data including but not limited to obtaining and recording child and adult consent while conducting any activity related to this survey.

- Mainstream Equality, Diversity and Inclusion (EDI) and gender as much as the scope of this research allows.

Key outputs

1. Translated survey tools into local languages.
2. Draft report on the pre-survey field activities and preliminary analysis report.
3. Final report on the survey undertaken including the submission of all raw data (in the format as agreed with British Council and STiR). The raw data includes all forms of information collected from all stakeholders during the course of the implementation of this project, such as audio/video recordings, survey data, minutes of meetings, interviews, focus groups and CoP and classroom observations. Please note that this report must include all the raw data collected in local languages and the raw data that was translated in English. Any raw data that was originally recorded in local languages needs to be translated into English before submission.
4. Communication collaterals (like PPT and Infographics, etc.) based on the final report submitted (in at least 3 formats as agreed with British Council and STiR).

3   Proposal Conditions and Contractual Requirements

This section of the RFP sets out the British Council's contracting requirements, general policy requirements, and the general conditions relating to this procurement process ("**Procurement Process**").

3.1   Contracting requirements

3.1.1   Contracting authority: the British Council which includes any other companies and organisations that control or are controlled by the British Council from time to time (see: http://www.britishcouncil.org/organisation/structure/status).

3.1.2   Delivery location for goods and/or services: the British Council offices in India.

3.1.3   Duration: The duration of the contract will be from the date of work awarded until 30 May 2024 with the option of extension until June 2024 for specific deliverables See section 7.5 for further details.

3.1.4   Contractual terms: As set out at Annex [1] ("**Contract**"). By submitting a Proposal, you are agreeing to be bound by the terms of this RFP and the Contract without further negotiation or amendment. Once the Contract is awarded, there will be no changes allowed to the Contract (except in accordance with the provisions of the Contract). Any clarification questions in relation to any aspect of this Procurement Process and the associated documentation should be submitted in accordance with the process set out in paragraph 12 (*Clarification Requests*). Only changes which relate to the correction of ambiguity or manifest error in relation to the terms of the Contract will be considered and, if necessary, the British Council may, when issuing its response to clarification questions, reissue Annex [1] to reflect such changes. Any proposed amendments received from a potential supplier as part of its Proposal shall entitle the British Council to reject that Proposal and to disqualify that potential supplier from this Procurement Process.

3.2   General Policy Requirements

3.2.1   By submitting a Proposal, you confirm that you will, and that you will ensure that any consortium members and/or subcontractors will, comply with all applicable laws, codes of practice, statutory guidance and applicable British Council policies relevant to the goods and/or services being supplied. All relevant British Council policies that suppliers are expected to comply with can be found on the British Council website (https://www.britishcouncil.org/organisation/transparency/policies).

3.3   General Proposal conditions ("Proposal Conditions")

3.3.1   Application of these Proposal Conditions – In participating in this Procurement Process and/or by submitting a Proposal it will be implied that you accept and will be bound

by all the provisions of this RFP and its Annexes. Accordingly, Proposals should be made on the basis of and strictly in accordance with the requirements of this RFP.

3.3.2   Third party verifications – Your Proposal is submitted on the basis that you consent to the British Council carrying out all necessary actions to verify the information that you have provided, and the analysis of your Proposal being undertaken by one or more third parties commissioned by the British Council for such purposes.

3.3.3   Information provided to potential suppliers – Information that is supplied as part of this Procurement Process is supplied in good faith. The information contained in the RFP and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue. No liability (save for fraudulent misrepresentation) is accepted for its accuracy, adequacy or completeness and no warranty is given as such.

3.3.4   Potential suppliers to make their own enquires – You are responsible for analysing and reviewing all information provided to you as part of this Procurement Process and for forming your own opinions and seeking advice as you consider appropriate. The clarification process set out in paragraph 12 should be used for any queries in relation to this Procurement Process.

3.3.5   Amendments to the RFP – At any time prior to the Response Deadline, the British Council may amend the RFP and if appropriate, the Response Deadline shall, at the discretion of the British Council, be extended.

3.3.6   Compliance of Proposal – Any goods and/or services offered should be on the basis of and strictly in accordance with the RFP (including, without limitation, any specification of the British Council's requirements, these Proposal Conditions and the Contract) and all other documents and any clarifications or updates issued by the British Council as part of this Procurement Process.

3.3.7   Compliance with the terms of the Contract – The successful supplier must comply with the Contract as set out in Annex [1] without any amendment (save as described in paragraph 3.1.4).

3.3.8   Format of Proposal – Proposals must comprise the relevant documents as detailed by the British Council in Annex [2] (Supplier Proposal) completed in accordance with relevant all instructions. Any documents requested by the British Council must be completed

in full. It is important that you read the RFP carefully before completing and submitting your Proposal.

3.3.9   Modifications to Proposals once submitted – You may modify your Proposal prior to the Response Deadline by giving written notice to the British Council. Any modification should be clear and submitted as a completely new Proposal in accordance with Annex [2] (Supplier Proposal) and these Proposal Conditions.

3.3.10 Disqualification – If you breach these Proposal Conditions, if there are any errors, omissions or material adverse changes relating to any information supplied by you at any stage in this Procurement Process, if any other circumstances set out in this RFP, and/or in any supporting documents, entitling the British Council to reject a Proposal apply and/or if you or your appointed advisers attempt:

- to inappropriately influence this Procurement Process or fix or set the price for goods or services;

- to enter into an arrangement with any other party that such party shall refrain from submitting a Proposal;

- to enter into any arrangement with any other party (other than another party that forms part of your consortium bid or is your proposed sub-contractor) as to the prices submitted;

- to collude in any other way;

- to engage in direct or indirect bribery or canvassing by you or your appointed advisers in relation to this Procurement Process; or

- to obtain information from any of the employees, agents or advisors of the British Council concerning this Procurement Process (other than as set out in these Proposal Conditions) or from another potential supplier or another Proposal,

the British Council shall be entitled to reject your Proposal in full and to disqualify you from this Procurement Process. Subject to paragraph 3.3.1 below, by participating in this Procurement Process you accept that the British Council shall have no liability to a disqualified potential supplier in these circumstances.

3.3.11 <u>Proposal costs</u> – You are responsible for obtaining all information necessary for preparation of your Proposal and for all costs and expenses incurred in preparation of the Proposal. Subject paragraph 3.3.15, you accept by your participation in this Procurement Process, including without limitation the submission of a Proposal, that you will not be entitled to claim from the British Council any costs, expenses or liabilities that you may incur in submitting a Proposal irrespective of whether or not your Proposal is successful.

3.3.12 <u>Rights to cancel or vary this Procurement Process</u> – Nothing in this Procurement Process will bind the British Council to enter into any contractual or other arrangement with you or any other potential supplier. It is intended that the remainder of this Procurement Process will take place in accordance with the provisions of this RFP, but the British Council reserves the right to terminate, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice in writing. Subject to paragraph 3.3.15, the British will have no liability for any losses, costs or expenses you incur as a result of such actions.

3.3.13 <u>Consortium Members and sub-contractors</u> – It is your responsibility to ensure that any staff, consortium members, sub-contractors and advisers abide by these Proposal Conditions and the requirements of this RFP.

3.3.14 <u>Liability</u> – Nothing in these Proposal Conditions is intended to exclude or limit the liability of the British Council in relation to fraud or in other circumstances where the British Council's liability may not be limited under any applicable law.

4   Confidentiality and Information Governance

4.1   All information supplied to you by the British Council, including this RFP and all other documents relating to this Procurement Process, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your Proposal) unless the information is already in the public domain or is required to be disclosed under any applicable laws.

4.2   You shall not disclose, copy or reproduce any of the information supplied to you as part of this Procurement Process other than for the purposes of preparing and submitting a Proposal. There must be no publicity by you regarding the Procurement Process or the

future award of any contract unless the British Council has given express written consent to the relevant communication.

4.3   The British Council reserves the right to disclose all documents relating to this Procurement Process, including without limitation your Proposal, to any employee, third party agent, adviser or other third party involved in the Procurement Process in support of, and/or in collaboration with, the British Council. The British Council further reserves the right to publish the Contract once awarded and/or disclose information in connection with supplier performance under the Contract in accordance with any public sector transparency policies (as referred to below). By participating in this Procurement Process, you agree to such disclosure and/or publication by the British Council in accordance with such rights reserved by it under this paragraph.

4.4   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 apply to the British Council (together the "**Disclosure Obligations**").

4.5   You should be aware of the British Council's obligations and responsibilities under the Disclosure Obligations to disclose information held by the British Council. Information provided by you in connection with this Procurement Process, or with any contract that may be awarded as a result of this exercise, may therefore have to be disclosed by the British Council under the Disclosure Obligations, unless the British Council decides that one of the statutory exemptions under the FOIA or the EIR applies.

5   Proposal Validity

5.1   Your Proposal must remain open for acceptance by the British Council for a period of sixty days from the Response Deadline. A Proposal not valid for this period may be rejected by the British Council.

6   Payment and Invoicing

6.1   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 TeachEnglish.India@britishcouncil.org or by post to British Council Division, British Deputy High Commission, 901 Tower 1 One World Centre, 841 Senapati Bapat Marg Elphinstone Road (West) Mumbai 400013 India.

7   Specification

7.1   Background and Justification

British Council India and STiR Education have had significant experience in implementing the CoP model for teacher CPD In India. Both partners have also contributed to insights through evaluations and reviews of their ongoing work in the area. This research project is an attempt to bring together expertise from both partners to build on each other's work in the area and to strengthen the CoP model by consolidating insights and experience in the form of a report, a toolkit for teachers and a framework for education and/or government systems can embed and implement the CoP model effectively.

7.2   Objective

With this background, the aim of this consultancy is to engage a supplier who can contribute further to this expertise and experience, bring in international insight, and anchor and manage the overall research project in collaboration with the two partners.

The aims of this research project are to:

a. consolidate research already conducted by British Council and STIR in this area thereby establishing a clear starting point to build on work already done

b. provide a strong context by scoping relevant research, literature and evidence that exists in contexts in and beyond India

c. embed the toolkit within evidence from practices in and beyond India

d. based on learnings and findings from this research project, develop a CoP framework to support government and/or education systems to embed and implement the CoP model for teacher professional development.

7.3   Partners

British Council India and STiR Education. Ecctis Ltd. UK is the research agency who will lead on this research and manage the research project in collaboration with British Council India and STiR Education.

7.4   Recipients

- Teachers of English and other subjects
- Teacher Educators of English and other subjects
- Key national and state level government officials

7.5   Scope/Deliverables and Timeframes

The supplier will be required to deliver the following outputs within the given timeframes taking into consideration, gender mainstreaming checklists and Equality, Diversity, Inclusion (EDI) mainstreaming guidance and checklists wherever relevant to identify opportunities to embed gender and EDI related positive actions during data collection. All guidance documents and checklists will be provided to the supplier after selection.

Tentative scope of the data collection is as follows:

- 4-8 interviews with State Government officials (2-4 in Maharashtra, 2-4 in Tamil Nadu)
- 10-14 interviews with CoP coordinators (5-7 in each state)
- 8-10 focus groups of CoP coordinators (4-5 in each state)
- 12-16 CoP meeting observations (6-8 observations in each state)
- 10-12 focus groups with teachers (5-6 focus groups per state), plus the online survey
- 10-12 classroom observations (5-6 in each state)

Key outputs

Deliverable 1:

- **Planning data collection for this research project aligning with agreed research approach and methodology. Develop a data collection plan specifying activities, tools and locations in a time bound manner.**

Key outputs: data collection implementation plan

Deliverable 2:

- **Implementing data collection plan as agreed and finalised.**

This includes**:**

o conducting all stakeholder engagement activities as outlined in this section including conducting pre-survey activities such as piloting survey tools, briefing and training the enumerators, etc.

o translating all the tools developed during the course of this project into local languages and translate raw data into English

o carrying out qualitative and quantitative data collection in face to face and digital modes; ensuring effective quality checks on the raw data being collected during the surveys including field checks

o consolidating any peripheral learnings from interactions with the stakeholders during the survey. Submit preliminary analysis of all data collected and highlight key observations that may have emerged during the data collection phase.

o using agreed methods, platforms and formats of saving all data related to this research

o maintaining regular communication with British Council and STiR teams

o following all child, adult and digital safeguarding norms while collecting data including but not limited to obtaining and recording child and adult consent while conducting any activity related to this survey

o mainstreaming Equality, Diversity and Inclusion (EDI) and gender as much as the scope of this research allows.

Key outputs:

1. Translated survey tools into local languages.
2. Draft report on the pre-survey field activities, peripheral learnings from interactions with the stakeholders during the survey and preliminary analysis report.
3. Final report on the survey undertaken including the submission of all raw data (in the format as agreed with British Council and STiR). The raw data includes all forms of information collected from all stakeholders during the course of the implementation of this project, such as audio/video recordings, survey data, minutes of meetings, interviews, focus groups and CoP and classroom observations. Please note that this report must include all the raw data collected in local languages and the raw data that was translated in English. Any raw data that was originally recorded in local languages needs to be translated into English before submission.

4. Communication collaterals (like PPT and Infographics, etc.) based on the final report submitted (in at least 3 formats as agreed with British Council and STiR).

5. Collated data (all data using agreed collation methods, templates and formats.)

Please note:

- The supplier will work in collaboration with governance teams set up by British Council and STiR.
- Ecctis Ltd. UK is the lead research agency that is designing and managing the research project.
- All data collection and data management must be carried out in line with appropriate quality checks for the data collection.
- The core timeline for data collection will tentatively be between June and December 2023. This is subject to permissions from government stakeholders.

A snapshot of key activities, expected number of days for each and deadline thereof are given below:

S. No	Deliverable	Expected deadline
1	**Deliverable 1:** Planning data collection for this research project aligning with agreed research approach and methodology. Develop a data collection plan specifying activities, tools and locations in a time bound manner. **Key output:** data collection implementation plan	10 May 2023

2	**Deliverable 2:** Implementing data collection plan as agreed and finalised.	Between June and December 2023
	Key outputs: 1. Translated survey tools into local languages. 2. Draft report on the pre-survey field activities, peripheral learnings from interactions with the stakeholders during the survey and preliminary analysis report. 3. Final report on the survey undertaken including the submission of all raw data (in the format as agreed with British Council and STiR). The raw data includes all forms of information collected from all stakeholders during the course of the implementation of this project, such as audio/video recordings, survey data, minutes of meetings, interviews, focus groups and CoP and classroom observations. Please note that this report must include all the raw data collected in local languages and the raw data that was translated in English. Any raw data that was originally recorded in local languages needs to be translated into English before submission. 4. Communication collaterals (like PPT and Infographics, etc.) based on the final report submitted (in at least 3 formats as agreed with British Council and STiR). 5. Collated data (all data using agreed collation methods, templates and formats.)	

7.6 Methodology

It is expected that the consultancy services provider will take a collaborative and consultative approach to the assignment, working closely with British Council and STiR Education to manage this project.

7.7 Reporting

As outlined in 7.5, key outputs as identified including the final research report, toolkit and framework to be completed as per timelines mentioned in the section.

7.8 Coordination

For any sort of proposal submission queries, the same needs to be raised via e mail to:
TeachEnglish.India@britishcouncil.org and cc to India.procurement@britishcouncil.org

7.9 Consultancy management

The work of this assignment will be guided by the British Council India English Programmes team. This team is responsible for supporting the supplier by:

- providing a direct point of contact for the Supplier's team

- setting up initial meetings with the supplier and gaining consensus on approach and overall timelines

- facilitating any stakeholder engagement and feedback with other project team members including from STiR.

- providing feedback on submitted draft content and deliverables

- approving the final content

8   Mandatory Requirements / Constraints

8.1   As part of your Proposal, you must confirm that you meet the mandatory requirements / constraints, if any, as set out in the British Council's specification forming part of this RFP. Failure to comply with any mandatory requirements or constraints shall entitle the British Council to reject a Proposal. Please refer to pt. no. 2 details about the final output.

9   Key background documents

9.1   Further relevant background documents / information may be provided to potential suppliers as an Annex to this RFP and/or by way of the issue of additional documents / links to additional information / documents. Please view list of Annexes at the end of this document.

10   Timescales

10.1   Subject to any changes notified to potential suppliers by the British Council in accordance with the Proposal Conditions, the intended timescales applicable to this Procurement Process are:

Activity	Date / time
RFP Issued to bidding suppliers	27 March 2023
Deadline for clarification questions (**Clarification Deadline**)	31 March 2023 (23:59 BST)
British Council to respond to clarification questions	05 April 2023
Deadline for submission of Proposals by potential suppliers (**Response Deadline**)	18 April 2023 (23:59 BST)
Final Decision	21 April 2023
Contract concluded with winning supplier	28 April 2023
Contract start date	28 April 2023

11 Instructions for Responding

11.1 The documents that must be submitted to form your Proposal are listed at Part [2] (Submission Checklist) of Annex [2] (Supplier Proposal) to this RFP. All documents required as part of your Proposal should be mailed to: TeachEnglish.India@britishcouncil.org and cc India.procurement@britishcouncil.org by the Response Deadline, as set out in the Timescales section of this RFP.

11.2 The following requirements should be complied with when submitting your Proposal in response to this RFP:

- Please ensure that you send your submission in good time to prevent issues with technology – late Proposals may be rejected by the British Council.

- Do not submit any additional supporting documentation with your Proposal except where specifically requested to do so. PDF, JPG, PPT, Word and Excel formats can be used for any additional supporting documentation (other formats should not be used without the prior written approval of the British Council).

- All attachments/supporting documentation should be provided separately to your main Proposal document, clearly labelled and cross-referenced to the Proposal as relevant.

- If you submit a generic policy / document you must indicate the page and paragraph reference that is relevant to a particular part of your Proposal.

- Unless otherwise stated as part of this RFP or its Annexes, all Proposals should be in the format of the relevant British Council requirement with your response to that requirement inserted underneath.

- Where supporting evidence is requested as 'or equivalent' you must demonstrate such equivalence as part of your Proposal.

- Any deliberate alteration of a British Council requirement as part of your Proposal will invalidate your Proposal to that requirement and for evaluation purposes you shall be deemed not to have responded to that particular requirement.

- Responses should be concise, unambiguous, and should directly address the requirement stated.

- Your Proposal to the RFP requirements and pricing will be incorporated into the Contract, as appropriate.

12   Clarification Requests

12.1   All clarification requests should be submitted via mail to: TeachEnglish.India@britishcouncil.org and cc India.procurement@britishcouncil.org by the Clarification Deadline, as set out in the Timescales section of this RFP. The British Council is under no obligation to respond to clarification requests and will response if the question is appropriate and received before the Clarification Deadline.

12.2   Any clarification requests should clearly reference the appropriate paragraph in the RFP documentation and, to the extent possible, should be aggregated rather than sent individually.

12.3   The British Council reserves the right to issue any clarification request made by you, and the response, to all potential suppliers unless you expressly require it to be kept confidential at the time the request is made. If the British Council considers the contents of the request not to be confidential, it will inform you and you will have the opportunity to withdraw the clarification query prior to the British Council responding to all potential suppliers.

12.4   The British Council may at any time request further information from potential suppliers to verify or clarify any aspects of their Proposal or other information they may have provided. Should you not provide supplementary information or clarifications to the British Council by any deadline notified to you, your Proposal may be rejected in full and you may be disqualified from this Procurement Process.

13   Evaluation Criteria

13.1   You will have your Proposal evaluated as set out below:

Stage 1: Proposals will be checked to ensure that they have been completed correctly and all necessary information has been provided.   responses correctly completed with all relevant information being provided and all mandatory requirements as outlined in Section 8 met will proceed to Stage 2. Any Proposal not correctly completed in accordance with the requirements of this RFP and/or containing omissions may be rejected at this point. Where a Proposal is rejected at this point it will automatically be disqualified and will not be further evaluated.

Stage 2: If a bidder succeeds in passing Stages 1 of the evaluation, then it will have its Proposal evaluated in accordance with the evaluation methodology set out below.

13.2   <u>Award Criteria</u> – Responses from potential suppliers will be assessed to determine the most economically advantages proposal using the following criteria and weightings and will be assessed entirely on your response submitted:

Criteria	Weighting
Social Value	10%
Quality: technical expertise and qualifications of the team and evidence of similar work previously done	30%
Methodology and Approach	20%
Commercial	40%

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13.3   Scoring Model – Proposals will be subject to an initial review at the start of Stage 2 of the evaluation process. Any Proposals not meeting mandatory requirements or constraints (if any) will be rejected in full at this point and will not be assessed or scored further. Proposals 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 bidders 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.

13.4   Commercial Evaluation – Your "Overall Price" (as calculated in accordance with requirements of Annex [3] (Pricing Approach) for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation, further information on this approach may be available in Annex 3. 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 Proposal at this point. The British Council may also reject any Proposal where the Overall Price for the goods and/or services is considered by the British Council to be abnormally low following the relevant processes set out under the procurement rules. A maximum offer score of 10 will be awarded to the Proposal offering the lowest "Overall Price". Other Proposals 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.

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

13.6   The Winning Proposal(s) - when applying the above evaluation methodology, which is also supported by any required verification evidence (to include, without limitation, any updated information)] obtained by the Authority relating to any self-certification or other requirements referred to at any time in this Procurement Process.

List of Annexes forming part of this RFP (issued as separate documents):

Annex 1 – Terms and Conditions of Contract (pdf)

Annex 2 – Supplier Response

Annex 3 – Pricing Approach