

Request for Proposal (RFP)

For: RFP for Japan Venue and Event Management Agency

Date: 2 January 2025

1 Overview of the British Council

We support peace and prosperity by building connections, understanding and trust between people in the UK and countries worldwide.

We uniquely combine the UK's deep expertise in arts and culture, education and the English language, our global presence and relationships in over 100 countries, our unparalleled access to young people and influencers and our creative sparkle.

We work directly with individuals to help them gain the skills, confidence and connections to transform their lives and shape a better world in partnership with the UK. We support them to build networks and explore creative ideas, to learn English, to get a high-quality education and to gain internationally recognised qualifications.

We work with governments and our partners in the education, English language and cultural sectors, in the UK and globally. Working together we make a bigger difference, creating benefit for millions of people all over the world.

We work with people in over 200 countries and territories and are on the ground in more than 100 countries. In 2021–22 we reached 650 million people.

2 Introduction and Background to the Project / Programme

2.1 British Council Japan is seeking for a venue and event management agency to focusing on professionalism, efficiency, and alignment with our brand and objectives. The agency is also required to offer event planning, logistics coordination service, equipment provision, on-site management, vendor coordination, communication support, post-event services, and other event services relevant to the country and the organisation's industry. It also provide updates during the event to help the British Council monitor key aspects such as attendance, session timings, and feedback.

2.2 The purpose and scope of this RFP and supporting documents is to explain in further detail the requirements of the British Council and the process for submitting a proposal in response to this RFP (**"Proposal"**).

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 appointed supplier will be expected to deliver the goods and/or provide services at the British Council offices in British Council Japan office.

3.1.3 Duration: The Contract awarded will be for a duration of 24 months.

3.1.4 Contractual terms: The British Council's contracting and commercial approach in respect of the required goods and/or services is set out at Annex 1 (Key Terms of Engagement) ("**Contract**"). By submitting a tender response, you are agreeing to be bound by the terms of this RFP and the Contract without further negotiation or amendment. In the event that the chosen service provider is operating as a Sole Trader or through a Personal Service Company, the British Council retain the right to issue specific contractual terms and conditions, in order to take account of this status. If you plan to submit a bid as a Sole Trader or Personal Service Company please contact <https://tap.tcsapps.com/sourcing/Supplier/Login> for a copy of the specific terms. 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, the terms of the Contract or the payment schedule should be submitted in accordance with the process set out in paragraph 13 (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 that it has received, reissue Annex 1 to reflect such changes.

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 Proposal costs – 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 to the “Liability” Tender Condition below, 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 Rights to cancel or vary this Procurement Process – 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 the “Liability” Tender Condition below, the British will have no liability for any losses, costs or expenses you incur as a result of such actions.

3.3.13 Consortium Members and sub-contractors – 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 Liability – 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 arshad.ismail@britishcouncil.org or by post to:
1-2, Kagurazaka Shinjuku-ku, Tokyo 162-0825 Japan

7 Specification

7.1 British Council Japan is look for a venue and event management agency for long term partnership to support marketing events activities in Year 2025 and Year 2026. The following service scope might not be necessary for every event or might need to include any additional service that's not included in the service scope. For each event, we will collaborate with the selected agency to determine the specific services needed and agree on the final scope of work. This will be in commissioned rate based on the total event cost with British council consent on the given costing proposal.

I - Service Scope:

1. Venue Sourcing and Management:

- **Venue Identification including event type (seminars, conferences, or corporate events):** Identifying suitable venues based on the event type, size, budget, and location preferences.
- **Venue Booking and Negotiation:** Securing the best rates and terms for the chosen venue.
- **Venue Logistics:** Coordinating with the venue to arrange for setup, breakdown, security, and transportation of materials and other logistical details.
- **Permits and Licenses:** Obtaining necessary permits or licenses for the event
- **Types of venue** (multiple options): Conference Centers, Exhibition Halls, Outdoor Venues, Etc.
- **Commercial Venues (Hotel / Banquets Etc)** – to be arranged by the Supplier
- Commercial events will be billed as per actual (invoices to be submitted) with proposed service charges

2. Venue Setup;

- Tables, chairs, sofas, stage, podium, lighting, white Covers and decorations Items, etc. Ensure all equipment and furniture are ready well in advance.
- Optimize venue layout based on the type of event (seating arrangements, stage placement, activity zones). Design and construction of stages, ramps, and performance platforms.
- Custom setups (e.g., classroom, theatre, (Any request given By British Council styles)

3. Event Planning and Coordination:

- **Concept Development:** Collaborating with British Council team to develop a unique and memorable event concept.
- **Theme Development:** Creating cohesive theme and visual identity for event.

- **Timeline Creation:** Developing detailed timeline for all event activities.
- **Budget Management:** Managing the event budget and ensuring cost-effective solutions.
- **Vendor Selection:** Sourcing and selecting reliable vendors for catering, entertainment, decor, and any other services.
- **Risk Management:** Identifying and mitigating potential risks to ensure smooth events.

4. Design and Production:

- **Event Design:** Creating visually appealing designs for invitations, signage, giveaway gifts, and other event materials.
- **Stage Design and Production:** Designing and producing stage setups, backdrops, and lighting, etc.
- **AV Production:** Providing audio-visual equipment and technical support for presentations, speeches, and performances.

5. Marketing and Promotion:

- **Branding and Marketing Materials:** Developing and producing brand identity and marketing materials.
- Each item will be packed separately, British Council logo, Pens, Notebooks, Brand Plastic Bottles, Branded Tote bags, Tables Clanders, Wall Calendar/Poster etc as per British Council standard.

6. Invitation and Guest Management: Creating and distributing invitations, managing RSVPs, and guest lists

7. The Supplier shall be responsible to deliver following items at venues as per number of participants and event requirement:

#	Particulars	Estimated Quantities
1	SMDs – Two Digital Screens (10 x 10 Ft) We will require multiple panels for SMD Screens as wings of main Backdrop or Screen or projecting	(Any request given By British Council)
2	SMDs – Digital screens (10 x 20 Ft) as Main Backdrop Screen We will require multiple panels for SMD Screens as backdrop	(Any request given By British Council)
3	Digital Standees (Standard Size 6 ft X 2 ft) Content resolution [1080x1920]	2-4 standees event Any request given By British Council

8. On-site Management and Execution:

- **Event Day Coordination:** Overseeing all aspects of the event on the day of.
- **Staff Management (The minimum required event staff is 2-3, with the number adjusted based on the event's scale and size to ensure seamless execution):** Hiring and managing event staff, including ushers, security, and volunteers.
- **Photo and video:** on-site photo and video service to capture events. This includes capturing key moments, speeches, performances, and overall ambience, etc.
- **Coverage of Photography:** 100 stills per location with 50 edits. Vendor to quote cost of 1 photographer per location for photography.
- **Videography:** Videography 10 to 15 clips 1 min each including the 5 mins event highlights clip. One Video covering all events.

- **Emergency Preparedness:** Having a plan in place to handle any unexpected issues or emergencies.
- **Post-Event Evaluation:** Conducting a post-event evaluation to identify areas for improvement.

9. Additional Services (Optional):

- **Catering and Beverage Services:** Arranging for food and drink services as requested.
- Food and beverages (if required)
- Customizable menus catering to different dietary requirements (vegetarian, halal, Meat etc).
- Non-alcoholic beverages such as tea, coffee, juices, and water. (As requested by British Council)
- Optional inclusion of cocktails/mocktails if requested.
- **Entertainment and Activities:** Booking entertainment options, such as live music, DJs, influencers, or performers.
- **Transportation and Accommodation:** Arranging transportation and accommodation for guests, if necessary.
- Transport event materials such as stage equipment, decor, audio-visual systems, and furniture to and from the venue.
- Arrange buses or vans & hotel Accommodation to transport attendees/Staff from hotels, airports, or designated pickup points to the venue. (if required).
- Maintain additional vehicles on standby for last-minute requirements or emergencies.
- Ensure availability of wheelchair-accessible transport for disabled attendees.
- Transport attendees/Staff and equipment back to their origins or next destinations after the event concludes.
- **Security and Safety:** Ensuring the safety and security of all attendees.
- **Insurance:** Obtaining event insurance to protect against unforeseen circumstances.
- **Others:** Venue Layout and design as per our programme both 3D & 2D Map – Plan of the entire Events.
- Electronic/technical equipment: mics (stand mics, hand mics, collar mics, / speakers/sound system, lights, SMD screens, projectors and projector screens etc
- SMD Screen backdrop graphics for each segment with speaker name, picture and details etc
- Multiple stages with podiums and backdrops etc. in multiple rooms
- Banners/backdrops, maps and necessary signage. (if necessary)
- Printing of backdrops, posters, leaflets, programmes, (if necessary)
- Timers, stop watches, buzzers etc.
- Printing of name tags, badges etc. for organisers and volunteers/ushers
- Market stalls setup, Reception desks (trussing, tables, chairs, electricity connections as per venue setup)

****Please note that additions, subtractions, and changes to the list of requirements above shall be mutually agreed in writing by both parties.**

II - Deliverables:

1. Pre-Event Deliverables:

- **Event Concept Document:** A detailed outline of the event's theme, goals, and objectives.
- **Venue Booking:** Secure the chosen venue for the event.
- **Vendor Contracts:** Contracts with all vendors involved, including caterers, decorators, entertainment providers, etc.
- **Event Timeline:** A detailed timeline outlining all tasks and deadlines.
- **Budget Breakdown:** A detailed breakdown of the event's budget.
- **Marketing and Promotional Materials:** Invitations, flyers, signages, giveaway gifts, etc.

- **Guest List and RSVP Tracking:** A system to manage guest lists and track RSVPs.

2. On-Site Deliverables:

- **Event Day Timeline:** A detailed schedule for the day of the event.
- **Staff Assignments:** Clear assignments for all staff members, including volunteers if any.
- **Emergency Plan:** A comprehensive emergency plan to address potential issues.
- **On-Site Coordination:** Management of all aspects of the event on the day of, including logistics, technical setup, and guest experience

3. Post-Event Deliverables:

- **Event Recap Report:** A summary of the event, including key highlights and challenges, and evaluation for further improvement.
- **Financial Report:** A detailed expenses report.
- **Photo and Video Documentation:** A collection of photos and videos from the event.

III - Qualifications:

1. Experience and Expertise

- **Seasoned agency:** A seasoned agency with a proven track record can handle complex events with ease.
- **Diverse Event Experience:** Look for an agency that has experience in handling various event types, such as conferences, corporate events, new centre opening, and product launches, etc.
- **Industry Knowledge:** A strong understanding of education industry trends, regulations, and best practices.
- **Strong Vendor Relationships:** A network of reliable vendors, including caterers, decorators, and entertainment providers.

2. Team Skills and Qualifications

- **Project Management Skills:** Effective planning, organization, and time management abilities.
- **Strong Communication Skills:** Clear and concise communication with clients, vendors, and team members.
- **Creativity and Innovation:** Ability to develop unique and creative event concepts.
- **Problem-Solving Skills:** The capacity to handle unexpected challenges and find solutions.
- **Attention to Detail:** Meticulous attention to every aspect of the event.
- **Budget Management:** Effective financial planning and control.

3. Additional Qualifications

- **Technology Proficiency:** Knowledge of event management software and tools.
- **Sustainability Practices:** Commitment to eco-friendly and sustainable event planning.
- **Global Reach:** Ability to handle international events and work with clients from different cultures

The Services will be more fully defined for each Order in the relevant Order Contract.

7.2 British Council Japan is look for venue and event management agency for the upcoming Jan and Feb 2025 marketing event at Lala Terrace Musashi-Kosugi with the minimum scope of work above and fulfil to the pricing approach detailed scope as well.

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.

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	2 Jan 2025
Deadline for clarification questions (Clarification Deadline)	6 Jan 2025, 1700 (Japan Time)
British Council to respond to clarification questions	8 Jan 2025
Deadline for submission of Proposals by potential suppliers (Response Deadline)	13 Jan 2025, 1700 (Japan Time)
Final Decision	14 Jan 2025
Contract concluded with winning supplier	16 Jan 2025
Contract start date	17 Jan 2025

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 submitted to <https://tap.tcsapps.com/sourcing/Supplier/Login> 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 to Arshad.Ismail@britishcouncil.org; Xia.Li@britishcouncil.org; PohChin.Loo@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 respond 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 Award Criteria – Responses from potential suppliers will be assessed to determine the most economically advantageous proposal using the following criteria and weightings and will be assessed entirely on your response submitted:

Criteria	Weighting
Social Value	10%
Experience and Expertise	15%
Methodology and Approach	30%
Communication and Feedback	5%
Commercial	40%

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 – Framework Agreement

Annex 2 – Supplier Response

Annex 3 – Pricing Approach