

Request for Proposal (RFP)

**For: Heritage of Future Past - A Cultural Heritage for Inclusive Growth project in Vietnam
Monitoring and Evaluation (M&E) Consultant**

Date: 10/12/2019

1 Overview of the British Council

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

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

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

2 Introduction and Background to the Project / Programme

2.1 Cultural Heritage for Inclusive Growth is a two-year pilot programme undertaken by the British Council exploring ways in which local culture can improve the lives of individuals around the world.

In a 2018 British Council report, we explored the notion that cultural heritage could contribute to inclusive growth. In the report, we share findings from a sector consultation and international research suggesting that when people or communities are given the opportunity to engage with, learn from and promote their own cultural heritage, it can contribute to social and economic development.

By 'inclusive growth' we mean developing tangible opportunities which create economic and social growth that benefits everyone.

By 'cultural heritage' we mean any type of cultural object or activity that is connected to an individual's history and identity. This could be anything from the built environment to cultural traditions such as music and language.

For more information about the global Cultural Heritage for Inclusive Growth programme please visit:

<https://www.britishcouncil.org/arts/culture-development/cultural-heritage>

Heritage of Future Past – A Cultural Heritage for Inclusive Growth project in Vietnam

Heritage of Future Past works with works with music and film heritage, in particular valuable aspects that are under-represented or at high risk of disappearing.

Music and film heritage – especially that of or representing marginalised groups, including ethnic minority groups located in remote, rural areas – are becoming increasingly less visible in Vietnam’s contemporary culture and society, against the backdrop of overwhelming economic growth. Within this context, efforts in safeguarding valuable and at-risk intangible cultural components have received very little attention and support. The situation affects the capacity of communities surrounding said components to develop their human capital and contribute to the development of the country.

The project works across two main strands:

Strand 1: Community Cultural Heritage

This strand aims to ensure that communities of heritage bearers benefit from more in-depth and community-based efforts to safeguard and promote their cultural heritage. Over nearly two years, the project has been working with community heritage music in Gia Lai (working with the gong music of Bahnar people), Ninh Thuan (Cham ritual music), Kon Tum (working with music of Jrai people and other sub-groups of Jrai ethnicity) and Ho Chi Minh City (Cai Luong theatre). Project activities mainly focus on (i) research and documentation, including audio-visual documentation by diverse groups including children; (ii) teaching and learning of heritage music, including oral teaching and including in both communities and schools, (iii) creating a space for heritage music and other community heritage assets and training in the management of this space; (iv) training in recognising and managing community cultural heritage assets; and (v) community-based tourism development using community cultural heritage assets.

Strand 2: FAMLAB (Film, Archive and Music Lab)

The FAMLAB (Film, Archive and Music Lab) strand aims to connect Vietnam’s music and film heritage with artists, creative practitioners and other players in the cultural and creative industries.

Initiated by British Council UK, FAMLAB started in 2016 in the UK as an experimental platform towards engendering possibilities in collaborative work between the worlds of music, film and visual archive. Within the framework of Heritage of Future Past, the Vietnam edition of FAMLAB incorporates a funding initiative, residencies, events and symposiums. Specific FAMLAB activities are:

FAMLAB Fund provides grant packages to projects that seek to engage with Vietnamese film and music heritage through contemporary mediums.

The Residency programme aims towards meaningful exchanges with practitioners of Vietnamese music and film heritage surrounding the target communities.

FAMLAB Open Sessions is a series of curated events showcasing contemporary exploration into Vietnamese music and film linages.

Symposiums, workshops, and public events: a series of activities to build a platform where knowledge and skills surrounding contemporary practices engaging with Vietnamese film and music heritage can be shared and showcased.

From the two years of the project pilot 2018 - 2020, we are interested to see evidence emerging from activities and by the people in the places that we have worked in that can help us understand:

(i) To what extent and in what ways is investing into cultural heritage contributing towards different forms of inclusive growth to benefit the target audiences of the project?

(ii) What opportunities and challenges have been encountered during project implementation, how have they been addressed and what has been learned?

(iii) From the experience of the project implementation, what is the potential for longer term growth beyond the end of the programme. What are the conditions needed to support this?

For more information about the project please go to:

<https://www.britishcouncil.vn/en/programmes/arts/heritage-future-past>

The British Council is looking for an expert researcher to conduct several case studies that form a part of our evaluation of Heritage of Future Past – a Cultural Heritage for Inclusive Growth project in Vietnam.

Deadline for expression of interest is **31 December 2019**.

Assignment period from **1 February 2020 to 15 March 2020**.

Scope and Objectives: what must this work deliver?

We are looking to conduct several case studies focusing on the people, places and activities that have been part of the Heritage of Future Past project over two years from the start of the project in April 2018.

The case studies should gather and present any valid and reliable quantitative and qualitative data, as applicable, to evidence whether, or to what extent, the following outcomes have been achieved as a result of the project:

Outcome 1: Community members, including children and young people, women and girls, and indigenous groups, have a deeper understanding of the value and opportunities that their cultural heritage can bring, and greater capacity to act on these opportunities.

Outcome 2: Individual professionals, including artisans, crafts people, masters, artists, arts managers, heritage practitioners, have greater capacity to play an active role in safeguarding and transmitting valuable and at-risk cultural heritage components so that they contribute to inclusive growth.

Outcome 3: Institutions and organisations, including grassroot and community-based organisations, have greater capacity to realise the benefits of cultural heritage so that they contribute to inclusive growth.

Outcome 4: Influencers, such as community leaders, and policy and decision makers at national, regional and local level, have a deeper understanding of the value and opportunities that cultural heritage can bring for inclusive growth.

We are therefore looking to have 5 case studies exploring the following:

Case Study 1 – Community members valuing and acting on the valuing and acting on opportunities their cultural heritage can bring.

The communities in focus are in:

- Gia Lai
- Ninh Thuan
- Kon Tum
- Ho Chi Minh City

Case Study 2 – Individual artists, cultural heritage practitioners and professionals feeling more confident in playing an active role in cultural heritage.

Case Study 3 – Institutions/organisations playing a new or greater role in supporting cultural heritage in a way that contributes towards inclusive growth.

Case Study 4 – Partnership and collaboration between institutions or organisations based in the UK and Vietnam around the use of cultural heritage yielding positive outcomes.

Case Study 5 – Changes in the environment or practice or attitudes of policy/decision makers towards the potential of cultural heritage.

The final output of this assignment would be a collection of between 3 and 5 case studies presented in form of a written report, of between 1,000 and 1,500 words per each case study, and between 6,000 and 1,000 words for the entire report. We welcome visual and audio elements incorporated into the report format.

To support the development and execution of these case studies, as well as the final report writing the project team will be able to provide:

- Project design documents and reports
- Project monitoring data, as well as contact information of project partners and beneficiaries as required
- Results of project participant survey across all target groups
- A collection of Whispers of Change, which captures information about possible positive changes from the project partners and participants.

We anticipate the volume of work to conduct these case studies and write the report as follows:

What	When	No. of working days
Review project design documents and reports, including a M&E matrix and plan, and delivery structure	February 2020	Two days
Review project monitoring data, participants survey results, and a selection of whispers of change collected from project participants	February 2020	Two days
Development of a proposal including (i) a case study structure; (ii) a plan for field research; and (iii) a structure for the final report. (Please note that this proposal will need sign-off by the project team before the next steps)	February 2020	Two days
Interviews of project team and delivery partners	February 2020	Two days
Field research, inclusive of traveling time	February 2020	Seven days
Report writing	March 2020	Five days
Report revision (after feedback from project team)	March 2020	Two days
Total		22 days

You should include a delivery timeline in your proposal that responds to the above, subject to discussion and agreement during the inception period.

Offer:

- Professional fee for 22 working days, with the daily rate depending on experience and qualifications, inclusive of all applicable taxes
- All domestic travel expenses as required by the assignment as agreed with the project team, to be arranged and paid for by the British Council, or reimbursable based on actual receipts.

We follow the [EU-UN cost norms](#) for professional fees and other expenses in Vietnam.

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 procurement process for submitting a tender proposal.

3 Tender Conditions and Contractual Requirements

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

3.1 Contracting requirements

3.1.1 The contracting authority is the British Council which includes any subsidiary companies and other 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 The appointed supplier will be expected to deliver the goods and/or provide services at the British Council offices in Ho Chi Minh City, 1F Viettel Building, 285 Cach Mang Thang Tam, District 10, Ho Chi Minh City, Vietnam unless an alternative venue has been provided in kind also in Ho Chi Minh City.

3.1.3 The British Council's contracting and commercial approach in respect of the required goods and/or services is set out at **Annex 2** (Agreement for the purchasing of professional or consultancy services (short form)) ("**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.

3.1.4 The Contract awarded will be for a duration of **22 working days from 01 February to 15 March 2020**.

3.1.5 In the event that you have any concerns or queries in relation to the Contract, you should submit a clarification request in accordance with the provisions of this RFP by the Clarification Deadline (as defined below in the Timescales section of this RFP). Following such clarification requests, the British Council may

issue a clarification change to the Contract that will apply to all potential suppliers submitting a tender response.

3.1.6 The British Council is under no obligations to consider any clarifications / amendments to the Contract proposed following the Clarification Deadline, but before the Response Deadline (as defined below in the Timescales section of this RFP). Any proposed amendments received from a potential supplier as part its tender response shall entitle the British Council to reject that tender response and to disqualify that potential supplier from this Procurement Process.

3.2 General Policy Requirements

3.2.1 By submitting a tender response in connection with this Procurement Process, potential suppliers confirm that they will, and that they shall 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>). The list of relevant policies includes (but it is not limited to): Anti-Fraud and Corruption, Child Protection Policy, Equality, Diversity and Inclusion Policy, Fair Trading, Health and Safety Policy, Environmental Policy, Records Management, and Privacy.

3.3 General tender conditions (“Tender Conditions”)

3.3.1 Application of these Tender Conditions – In participating in this Procurement Process and/or by submitting a tender response it will be implied that you accept and will be bound by all the provisions of this RFP and its Annexes. Accordingly, tender responses should be on the basis of and strictly in accordance with the requirements of this RFP.

3.3.2 Third party verifications – Your tender response 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 tender response 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 to potential suppliers 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, but the British Council will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the British Council.

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. You should notify the British Council promptly of any perceived ambiguity, inconsistency or omission in this RFP and/or any in of its associated documents and/or in any information provided to you as part of 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. Any such amendment shall be issued to all potential suppliers, and if appropriate to ensure potential suppliers have reasonable time in which to take such amendment into account, the Response Deadline shall, at the discretion of the British Council, be extended.

3.3.6 Compliance of tender response submission – 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 Tender 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 Format of tender response submission – Tender responses must comprise the following documents:

- A cover letter addressing how you would be a suitable candidate for this assignment (1 page).
- A CV highlighting qualifications/experiences required in Clause 9 of this RFP.
- A proposed work plan and cost estimate (inclusive of all applicable taxes) for 22 working days from 01 February to 15 March 2020.

3.3.8 Modifications to tender response documents once submitted – You may modify your tender response prior to the Response Deadline by giving written notice to the British Council. Any modification should be clear and submitted as a complete new tender response in accordance with clause 3.3.7 and these Tender Conditions.

3.3.9 Rejection of tender responses or other documents – A tender response or any other document requested by the British Council may be rejected which:

- contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes to the format of the tender documentation provided;
- contains hand written amendments which have not been initialled by the authorised signatory;
- does not reflect and confirm full and unconditional compliance with all of the documents issued by the British Council forming part of the RFP;
- contains any caveats or any other statements or assumptions qualifying the tender response that are not capable of evaluation in accordance with the evaluation model or requiring changes to any documents issued by the British Council in any way;
- is not submitted in a manner consistent with the provisions set out in this RFP;
- is received after the Response Deadline.

3.3.10 Disqualification – If you breach these Tender 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 tender response apply and/or if you or your appointed advisers attempt:

- to inappropriately influence this Procurement Process;
- to 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 tender response;
- 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; or
- 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 Tender Conditions) or from another potential supplier or another tender response,

the British Council shall be entitled to reject your tender response in full and to disqualify you from this Procurement Process. Subject to the “Liability” Tender Condition 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 Tender costs – You are responsible for obtaining all information necessary for preparation of your tender response and for all costs and expenses incurred in preparation of the tender response. Subject to the “Liability” Tender Condition below, you accept by your participation in this procurement, including without limitation the submission of a tender response, that you will not be entitled to claim from the British Council any costs, expenses or liabilities that you may incur in tendering for this procurement irrespective of whether or not your tender response is successful.

3.3.12 Rights to cancel or vary this Procurement Process - By issuing this RFP, entering into clarification communications with potential suppliers or by having any other form of communication with potential suppliers, the British Council is not bound in any way 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 to all potential supplier in writing. Subject to the “Liability” Tender Condition below, the British will have no liability for any losses, costs or expenses caused to you as a result of such termination, amendment or variation.

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 Tender Conditions and the requirement of this RFP.

3.3.14 Liability – Nothing in these Tender 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 tender response) 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 tender response. 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 This RFP and its accompanying documents shall remain the property of the British Council and must be returned on demand.

4.4 The British Council reserves the right to disclose all documents relating to this Procurement Process, including without limitation your tender response, to any employee, third party agent, adviser or other third party involved in the procurement 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.

4.5 The Freedom of Information Act 2000 (“FOIA”), the Environmental Information Regulations 2004 (“EIR”), and public sector transparency policies apply to the British Council (together the “**Disclosure Obligations**”).

4.6 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.

4.7 If you wish to designate information supplied as part of your tender response or otherwise in connection with this tender exercise as confidential, you must provide clear and specific detail as to:

- the precise elements which are considered confidential and/or commercially sensitive;
- why you consider an exemption under the FOIA or EIR would apply; and
- the estimated length of time during which the exemption will apply.

4.8 The use of blanket protective markings of whole documents such as “commercial in confidence” will not be sufficient. By participating in this Procurement Process you agree that the British Council should not and will not be bound by any such markings.

4.9 In addition, marking any material as “confidential” or “commercially sensitive” or equivalent should not be taken to mean that the British Council accepts any duty of confidentiality by virtue of such marking. You accept that the decision as to which information will be disclosed is reserved to the British Council, notwithstanding any consultation with you or any designation of information as confidential or commercially sensitive or equivalent you may have made. You agree, by participating further in this Procurement Process and/or submitting your tender response, that all information is provided to the British Council on the basis that it may be disclosed under the Disclosure Obligations if the British Council considers that it is required to do so and/or may be used by the British Council in accordance with the provisions provision of this RFP.

4.10 Tender responses are also submitted on the condition that the appointed supplier will only process personal data (as may be defined under any relevant data protection laws) that it gains access to in performance of this Contract in accordance with the British Council¹⁵'s instructions and will not use such personal data for any other purpose. The contracted supplier will undertake to process any personal data on the British Council's behalf in accordance with the relevant provisions of any relevant data protection laws and to ensure all consents required under such laws are obtained.

5 Tender Validity

5.1 Your tender response must remain open for acceptance by the British Council for a period 15 days from the Response Deadline. A tender response 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 vnarts@britishcouncil.org.vn or by post to:
The British Council, 20 Thuy Khue, Tay Ho, Hanoi, Vietnam

7 Specification

The British Council is looking for an expert researcher to conduct several case studies that form a part of our evaluation of Heritage of Future Past – a Cultural Heritage for Inclusive Growth project in Vietnam. See details in the Scope and Objectives in Part 2 of this Request for Proposal.

8 Mandatory Requirements / Constraints

8.1 As part of your tender response, 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. A failure to comply with one or more mandatory requirements or constraints shall entitle the British Council to reject a tender response in full.

9 Qualification/Experience Requirements

Tenders should identify the team they would deploy for the work and the extent to which they have the required skills. It is expected that the evaluation team would have the followings

- Experience in research and monitoring and evaluation work for development projects in Vietnam. Knowledge and experience in the culture and heritage sectors will be an advantage
- Advanced qualifications in arts and humanity, journalism or related fields
- Ability to communicate and write in English and Vietnamese
- Availability to travel to all locations during the timeframe specified in the scope of work
- Please provide 3 examples of previous research, case study, or monitoring and evaluation report work
- Please provide 3 referees (name, title and work place only). We will only ask for contact information if you are short-listed.

10 Key background documents and further information

For further information about our work in arts and the Cultural Heritage for Inclusive Growth project, please visit <https://www.britishcouncil.vn/en/programmes/arts>.

11 Timescales

11.1 Subject to any changes notified to potential suppliers by the British Council in accordance with the Tender Conditions, the following timescales shall apply to this Procurement Process:

Request for proposals launched	10 December 2019
Deadline for inquiries	16 December 2019
Deadline for proposal submission	31 December 2019
Review of submissions and possible interviews	2 – 10 January 2020
Final Decision	17 January 2020
Contract signed with successful candidate	31 January 2020
Contract start date	1 February 2020
Contract end date	15 March 2020

12 Instructions for Responding

12.1 The documents that must be submitted to form your tender response are listed at Clause 3.3.7 to this RFP. All documents required as part of your tender response should be submitted to **Duong Le** at vnarts@britishcouncil.org.vn by the Response Deadline, as set out in the Timescales section of this RFP.

12.2 The following requirements should be complied with when submitting your response to this RFP:

- Please ensure that you send your submission in good time to prevent issues with technology – late tender responses may be rejected by the British Council.
- Do not submit any additional supporting documentation with your RFP response except where specifically requested to do so as part of this RFP. 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 tender response and clearly labelled to make it clear as to which part of your tender response it relates.
- If you submit a generic policy / document, you must indicate the page and paragraph reference that is relevant to a particular part of your tender response.
- Unless otherwise stated as part of this RFP or its Annexes, all tender responses 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 tender response.
- Any deliberate alteration of a British Council requirement as part of your tender response will invalidate your tender response 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 tender responses to the tender requirements and pricing will be incorporated into the Contract, as appropriate.

13 Clarification Requests

13.1 All clarification requests should be submitted to phuongthao.nguyen@britishcouncil.org.vn marked **CHFIG M&E** 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 received after the Clarification Deadline.

13.2 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.

13.3 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.

13.4 The British Council may at any time request further information from potential suppliers to verify or clarify any aspects of their tender response 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 tender response may be rejected in full and you may be disqualified from this Procurement Process.

14 Evaluation Criteria

14.1 You will have your tender response evaluated as set out below:

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

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



Stage 3: If a bidder succeeds in passing Stages 1 and 2 of the evaluation, then it will have its detailed tender response to the British Council's requirements evaluated in accordance with the evaluation methodology set out below. Information provided as part of Qualification Questionnaire (*if used*) responses may also be verified as part of this stage.

14.2 Award Criteria – Responses from potential suppliers will be assessed to determine the most economically advantages tender using the following criteria and weightings and will be assessed entirely on your response submitted. We might contact prospective candidates for an interview between the 2nd and 10th of January 2020.

Criteria	Weighting	Max points
Experience in research and monitoring and evaluation work for development projects in Vietnam.	30	10 x 0.3
Knowledge and experience in the culture and heritage sectors	10	10 x 0.1
Quality of 3 examples of previous research, case study, or monitoring and evaluation report work	30	10 x 0.3
Advanced qualifications in arts and humanity, journalism or related fields	10%	10 x 0.1
Ability to communicate and write in English and Vietnamese	10%	10 x 0.1
Availability to travel to all locations during the timeframe specified in the scope of work	10%	10 x 0.1
Total	100%	10 x 1

14.3 Scoring Model – Tender responses will be subject to an initial review at the start of Stage 3 of the evaluation process. Any tender responses not meeting mandatory requirements or constraints (if any) will be rejected in full at this point and will not be assessed or scored further. Tender responses not so rejected will be scored by an evaluation panel appointed by the British Council for all criteria other than Commercial using the following scoring model:

Points	Interpretation
10	Excellent – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas evidence requested in the level of detail requested. This, therefore, is a detailed excellent response that meets all aspects of the requirement leaving no ambiguity as to whether the bidder can meet the requirement.
7	Good – Overall the response demonstrates that the bidder meets all areas of the requirement and provides all of the areas of evidence requested but contains some trivial omissions in relation to the level of detail requested in terms of either the response or the evidence. This, therefore, is a good response that meets all aspects of the requirement with only a trivial level ambiguity due the bidder’s failure to provide all information at the level of detail requested.
5	Adequate – Overall the response demonstrates that the bidder meets all areas of the requirement, but not all of the areas of evidence requested have been provided. This, therefore, is an adequate response, but with some limited ambiguity as to whether the bidder can meet the requirement due to the bidder’s failure to provide all of the evidence requested.
3	Poor – The response does not demonstrate that the bidder meets the requirement in one or more areas. This, therefore, is a poor response with significant ambiguity as to whether the bidder can meet the requirement due to the failure by the bidder to show that it meets one or more areas of the requirement.
0	Unacceptable – The response is non-compliant with the requirements of the RFP and/or no response has been provided.

14.4 Commercial Evaluation – Your “Overall Price” (as calculated in accordance with requirements of clause 3.3.7) for the goods and/or services will be evaluated by the evaluation panel for the purposes of the commercial evaluation. Prices must not be subject to any pricing assumptions, qualifications or indexation not provided for explicitly by the British Council as part of the pricing approach. In the event that any prices are expressed as being subject to any pricing assumptions, qualifications or indexation not

provided for by the British Council as part of the pricing approach, the British Council may reject the full tender response at this point. The British Council may also reject any tender response 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 EU procurement rules. A maximum offer score of 10 will be awarded to the tender response offering the lowest "Overall Price". Other tender responses will be awarded a mark by application of the following formula: (Lowest Overall Price/Overall Price being evaluated) x 10 (rounded to two decimal places) = commercial score.

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

14.6 The winning tender response – The winning tender response shall be the tender response scoring the highest percentage score out of 100 when applying the above evaluation methodology, which is also supported by any required verification evidence (to include, without limitation, any updated information or references relating to any Qualification Question responses) obtained by the Authority relating to any self-certification or other requirements referred to in the Qualification Questionnaire (*if used*). If any verification evidence requested from a supplier, or a relevant third party as may be referred to by the supplier in the Qualification Questionnaire (*if used*) as a party prepared to provide such information, is not provided in accordance with any timescales specified by the British Council and/or any evidence reviewed by the British Council (whose decision shall be final) does not demonstrate compliance with any such requirement, the British Council may reject that tender response in full and disqualify the potential winning supplier from the Procurement Process at that point.

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

Annex 1 – Request for Proposal (in English only)

Annex 2 - Agreement for the Purchasing of Professional or Consultancy Services (short form, in English only)