

Request for Proposal (RFP)

For: Monitoring and Learning Field Coordinator (National): Documenting results and lessons learned from activities of the MyJustice programme and supporting partners in strengthening MEL systems and undertaking documentation

Date: March 1, 2018

1 Overview of the British Council

- 1.1 The British Council is the United Kingdom's international organisation for cultural relations and educational opportunities. Its purpose is to build engagement and trust for the UK through the exchange of knowledge and ideas between people worldwide. It seeks to achieve its aims by working in education, science, governance, English and the arts. In 2013-14, its programmes reached a total audience of 600 million people worldwide and we engaged directly with 10.9 million. In 2013 to 2014, the British Council had a total turnover of £864million. Its income included a grant-aid of £165 million from the UK government, £573 million from fees and income from services such as English teaching, exams administration and £117 million from the management of client-funded contracts, and funding from a wide range of public and private sector partners.
- 1.2 The British Council was established in 1934 and incorporated by Royal Charter in 1940. It is registered as a charity in England and Wales (charity no. 209131) and Scotland (Charity No. SCO37733). It is also an executive non-departmental public body, with the Foreign and Commonwealth Office as its sponsoring department.
- 1.3 Its primary charitable objects are set out in the Charter and are stated to be to:
 - Promote cultural relationships and the understanding of different cultures between people and peoples of the United Kingdom and other countries;
 - Promote a wider knowledge of the United Kingdom;
 - Develop a wider knowledge of the English language;
 - Encourage cultural, scientific, technological and other educational co-operation between the United Kingdom and other countries; and
 - Otherwise promote the advancement of education.
- 1.4 The British Council works in more than 110 countries around the world and employs over 7000 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 Programme

2.1 Introduction to MyJustice

The European Union has contracted the British Council to deliver the rule of law and access to justice component of its Strengthening Governance in Myanmar/Burma Programme (DCI-ASIE/2014/037-333) component, through a delegation agreement for the implementation of the **MyJustice** programme.

A key component of the EU Programme is to support the rule of law and access to justice, to help ensure that citizens are better protected by the law, and to increase their access to formal and informal dispute resolution and justice systems. It will also support civil society in their provision of legal education and awareness-raising for citizens and officials and improve the work of institutions, which support the rule of law.

The objectives of the MyJustice programme are:

Overall Objective:

Improve access to justice and legal aid for the poor and vulnerable, develop legal capacity of justice sector professionals and strengthen selected rule of law institutions to better fulfil their mandates.

Specific Objectives:

1. To improve access to both formal and informal justice systems especially for vulnerable groups in six regions/states in Myanmar;
2. To strengthen the capacity of formal and non-formal justice service providers in Myanmar.

MyJustice places an emphasis on a people-centred approach, which is designed to encourage learning, trust and collaboration among and between all stakeholders. We work in close consultation with communities to promote enhanced and equitable justice provision for all groups, especially those currently most excluded. The programme delivers work across four interconnected results areas:

- **Result Area 1:** Increased capacity within communities to use and apply knowledge and understanding about their rights
- **Result Area 2:** Justice services are more widely available, of a higher standard and increasingly meet the needs of communities and their residents.
- **Result Area 3:** Community based dispute resolution mechanisms increasingly utilise inclusive and accountable approaches and methods within the communities that they serve
- **Result Area 4:** Increased evidence and knowledge sharing to inform justice policy development and implementation.

Background for this assignment

In order to achieve the four above inter-connected set of results, MyJustice works with 33 partners, including Myanmar civil society, non-governmental and international non-governmental organisations and a further seven service providers in delivering a multi-tiered programme on access to justice in six

states and regions in Myanmar including Yangon, Mandalay, Bago, Shan, Mon and Kayin. As the programme is implemented in partnership with this wide range of partners, monitoring the programme to capture results and to document what strategies are working and what are not are critical components to demonstrate programme effectiveness and guide future programme adaptations.

With the support of MyJustice, partners implement a wide range of activities on access to justice including legal awareness raising, paralegal training, capacity building for legal professionals, legal aid, community based dispute resolution training and coordination with local authorities. Beneficiaries include children, women, workers, farmers, LGBT, conflict affected ethnic population and general communities.

Capacity Development Strategy for MyJustice's CSO Partners

As part of its approach in being locally-led and community-centered, MyJustice is committed to supporting capacity development for Myanmar CSOs so that initiatives can be sustained beyond the programme cycle. To this end, in mid-2017, MyJustice completed a CSO Capacity Development Strategy to address specific capacity needs identified by some partners. The Strategy identified a range of key findings on current capacity strengths and constraints of CSO partners and put forward an approach to help build CSO partner capacity. The Strategy focuses on: (i). strengthening skills required to effectively deliver access to justice programmes; (ii). building knowledge of partners on substantive legal issues; and (iii). supporting the development of networks to improve learning. A number of activities are outlined in the Strategy, with a heavy focus on process-centered approaches and building skills and knowledge through 'learning-by-doing'.

Capacity Development for Monitoring and Evaluation

An important constraint that emerged was the limitations partners faced in documenting their work and monitoring their projects and activities more broadly. Partners, in particular the smaller CSO partners, had limited capacity to accurately document cases they were handling or the process of delivering their projects and use that information for learning, sharing and advocacy. Normally these functions are undertaken by designate monitoring and evaluation staff, and many MyJustice partners do not have monitoring and learning expertise in the teams. As a result, these tasks are often added on to the jobs of other staff with limited skills in documentation. Since MyJustice works primarily through partners and the expectation is for them to provide information for MEL systems, it has been a challenge to systematically document lessons, particularly collect more qualitative in-depth information, on what is working and what is not at the project activity level.

In response, MyJustice has decided to bring in additional support to the programme MEL team, in the form of a Monitoring and Learning Field Coordinator, to help undertake qualitative monitoring of the programme, document lessons using tested toolkits and approaches on what is working and what is not at the activity level and provide support to those partners that have elected for capacity building in strengthening organisational monitoring and evaluation systems. The Monitoring and Learning Field Coordinator will work closely with the MyJustice MEL Manager and Strategic Engagement Adviser to implement qualitative data collection and case documentation approaches across the MyJustice programme and in addition provide specific guidance to select CSO partners on how to improve documentation systems within the CSOs and mentor staff to effectively use and make use of those systems. It is envisaged that the Monitoring and Learning Field Coordinator will be recruited as a long-term consultant to the programme for up to 12 months with an expectation that a fixed number of days will be committed every month to meeting this assignment's objectives (see Section 7 later in this RFP).

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 office in Yangon.

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 [1] (Terms and Conditions of contract) ("**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 180 days, between March 2018 and February 2019, with the consultant expected to commit up to 15 days a month during this timeframe to this assignment. There will be option for extension up to additional 20 days.

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 relevant documents specified by the British Council completed in all areas and in the format as detailed by the British Council in Annex [2] (Supplier Response). Any documents requested by the British Council must be completed in full. It is, therefore, important that you read the RFP carefully before completing and submitting your tender response.

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 Annex [2] (Supplier Response) 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, using any template and/or further guidance provided at Annex [2] (Supplier Response), 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 Council’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 of sixty 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.

7 Specification

This section describes the objectives, responsibilities and technical specifications required for the role of the Monitoring and Learning Field Coordinator (MLFC).

The objective of this assignment is to:

- Develop, test and implement qualitative data collection and case documentation approaches across the MyJustice programme to strengthen the monitoring of the programme
- Collect qualitative data from the programme activity level and document lessons on what is working and what is not to shape future adaptations.
- Provide guidance and build the capacity of select CSO partners in order to improve documentation and monitoring systems and mentor staff to effectively use those systems as well as the methods piloted by the MyJustice MEL team.

The specific objectives of the assignment are:

1. Develop a MyJustice qualitative data collection toolkit in Myanmar that can be applied easily across an access the programme to aid an enquiry of what approaches are working and what are not;
2. Ensure that the toolkit is adaptable for a range of partner needs as well as for future programme needs;
3. Staff in partner organisations are better able to support organisational monitoring evaluation and learning processes and outcomes;
4. MyJustice is able to show evidence of what is working and what is not and demonstrate that specific partners are using better MEL approaches in their work.

Approach

The approach will be to document lessons and monitor the programme by testing methods and tools that are jointly developed with partners, so that they are easy to use, scalable and sustainable. While collecting evidence on programme process and programme effectiveness in partnership with all MyJustice partners it is envisaged that, smaller CSO partners will be able to build more robust monitoring and evaluation systems to include all kinds of data collection methods and be able to create systems that strengthen the organisation. Partners often view monitoring and evaluation more as a procedural requirement for donors rather than an effective internal learning tool and a means of building an evidence base for demonstrating effectiveness as well as engagement with wider audiences, including policy actors. This learning by doing approach will hopefully help partners see the value of integrating monitoring and learning approaches into organisational thinking and planning.

Briefing and Methodology Design

The MLFC will be responsible for finalising a workplan in consultation with the MyJustice MEL Manager to meet the objectives of this assignment. This will involve facilitating a detailed briefing with all participating partners on the proposed activity. The MLFC is expected to engage partners during all stages of this assignment and it is expected that the role will involve significant amounts of travel to MyJustice programme implementation areas.

The MLFC will need to understand current documentation capacity and monitoring and learning systems and to get a sense of appropriate implementation arrangements with each partner. For those partners electing for the capacity building component, it is expected one individual will be nominated to be the main focal point for the course of this initiative.

Within three weeks of the commencement of the assignment the consultant will be expected to deliver:

- A finalized workplan that spells out implementation arrangements for undertaking qualitative monitoring of the programme and for partner capacity strengthening. The plan should include milestone planning and indicators for progress against objectives.

Implementation

The MLFC will oversee implementation over a period of one year in accordance with the agreed workplan. It is expected that implementation could include the following tasks. The final list of tasks will be agreed during the workplan development phase.

Work with MEL Manager to understand qualitative monitoring needs of the MyJustice programme and draft a workplan.

Undertake visits to partner project areas to understand monitoring requirements as well as identify immediate systems strengthening opportunities given partner capacity and staff strength and current state of knowledge. It is envisaged that this process will take approximately 1 month.

Draft a toolkit with different methods that are appropriate for collecting data across a complex access to justice programme. The toolkit can be based in existing global best practice.

Pilot the MyJustice toolkit to document select activities chosen jointly with partners. Those partners electing for capacity building, will pilot these methods jointly with MLFC and this is an integral part of learning by doing.

Make necessary revisions or changes based on the testing, support data entry of past cases/activities and facilitate inputting of new data. The approach will require the consultant to closely mentor the designated staff from the CSO partner on use of the system.

Finalise toolkit and develop a plan for data collection and implement the toolkit across the programme, with activities identified in close cooperation with MyJustice Advisers and Managers.

For the capacity strengthening part of this assignment: The MLFC will facilitate monthly meetings with each partner to review progress, data that has been collected and how that information can be shared and used for learning within and outside the organization. The MLFC may consider including within the workplan opportunities for learning dialogues (e:g midpoint and endpoint) within each organization and, similarly, learning opportunities between partners participating in the activity.

For the qualitative monitoring of the MyJustice programme more broadly: The MLFC will need to follow a workplan to ensure coverage of an adequate sample of MyJustice partners and activities to document what is working and what is not.

It is envisaged that the MLFC will spend between 8-10 days per month in the field. The MLFC will be responsible for laying out in the workplan how best this can be done.

Deliverables

The MLFC will be responsible to deliver the followings.

- A finalized workplan for the assignment.
- Short (2-3 page) monthly reports to MEL Manager with a list of tasks concluded, any accounts of emerging data, challenges and expected milestones.
- A draft and finalized toolkit in Myanmar for collecting qualitative data.
- Qualitative data collected, synthesized, analysed and shared in a narrative format with MEL Manager for multiple uses in programme monitoring, communications and engagement. Exact numbers are difficult to predict at this stage.
- A qualitative data collection matrix regularly updated.
- Evidence of documentation systems being used in participating CSO partners and, where available, stories from partners of benefits of documentation system in the form of a narrative report.

Required Qualifications

- An advanced degree in international development, social sciences research, anthropology with a preference for those with advanced training in monitoring, learning and evaluation systems; or a bachelor degree with substantial experience in similar projects

General professional experience

- At least five years of experience in designing and implementing monitoring and evaluation systems in an international development context;
- Experience working with national and sub-national civil society organisations to develop effective documentation and monitoring and evaluation systems that suit the existing capacity and scale of operation of partners;
- Experience working in data collection and documentation in organisations with a focus on social justice and human rights issues.
- Experience of working in Myanmar and being able to read and write the language essential.

Specific professional experience

- Proven experience in developing documentation tools.
- Proven experience in designing appropriate monitoring and evaluation systems for national and subnational CSOs in Myanmar;
- Proven experience in training and mentoring personnel on implementation of documentation and monitoring and evaluation systems and capacity to build understanding in organisations of the benefits of effective documentation systems;
- Ability to work independently, evidence of initiative, problem-solving and fast thinking will be an added asset.

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 Requirements

See above

10 Key background documents and further information

10.1 Further relevant background documents / information may be provided to potential suppliers as set out below, as an Annex to this RFP and/or by way of the issue of additional documents / links to additional information / documents. Where no such information / documents are provided, this Section of the RFP will not apply.

10.2 Additional documentation / information provided as part of this RFP: None

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:

Activity	Date
RFP re-issued to bidding suppliers	Mar 2 , 2018
Deadline for clarification questions (Clarification Deadline)	Mar 8, 2018
British Council to respond to clarification questions	Mar 9, 2018
Deadline for submission of RFP responses by potential suppliers (Response Deadline)	Mar 16, 2018 5 pm (Myanmar Time)
Final Decision	Mar 23, 2018
Contract concluded with winning supplier	Mar 30, 2018
Contract start date	April 1, 2018

12 Instructions for Responding

12.1 The documents that must be submitted to form your tender response are listed at Annex [2] (Supplier Response) to this RFP. All documents required as part of your tender response should be submitted to myjustice@mm.britishcouncil.org 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 myjustice@mm.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 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:

Criteria	Weighting
Relevant experience	[40]%
Methodology and Approach	[40]%
Commercial	[20]%

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 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.

14.4 Commercial Evaluation – Your “Overall Price” 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 – Terms and Conditions of Contract

Annex 2 – Supplier Response