# ITT (Invitation to Tender)

**For the supply of training delivery services for the British Council Researcher Connect programme**

**To**

**The British Council**

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**Date:** 21 October 2014

| Overview of the British Council | 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 2012-13, its programmes reached a total audience of 550 million people worldwide and we engaged directly with 10.8 million.

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.

Its primary charitable objects are set out in the Charter and are stated to be:

- 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 cooperation between the United Kingdom and other countries;
- Otherwise promote the advancement of education.

In 2012 to 2013, the British Council had a total turnover of £781 million. Its income included a grant-aid of £171 million from the UK government, £490 million from fees and income from services such as English teaching, exams administration and the management of client-funded contracts, and funding from a wide range of public and private sector partners.

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 found at [www.britishcouncil.org](http://www.britishcouncil.org)
In an increasingly competitive and global market, researchers and the institutions they represent need to communicate their research effectively to an international audience. To respond to this need, the British Council has developed the Researcher Connect programme: a series of short interactive modules for researchers at any stage of their career and from any academic discipline. It focuses on the development of excellent communication skills using English language in international, multi-cultural contexts. It is appropriate for B2 (Upper Intermediate) level learners and above, and will enable learners to communicate their research effectively with a range of audiences in appropriate academic and/or professional styles. Researcher Connect is available as a series of modules delivered in workshop format by experienced trainers. In addition we are building an online learner community seeded with related activities and resources. It is available globally for Higher Education and Research clients through participating British Council country offices.

The Researcher Connect modules cover key aspects of research communication, in particular (but not limited to) academic writing for publication and for funding proposals, presenting research at conferences; communicating by email. The modules are delivered through face to face training (including writing, speaking and listening components) and possibly they will be supported at a later date by online materials.

The current modules are:

- Know Your Audience (KYA)
- Better Presentations (BP)
- Writing for Publication: basics (WfPb)
- Writing for Publication: getting published (WfPgp)
- Effective Emails (EE)
- Professional Proposals (PP)
- Abstracts (ABS)

Each module has a course book for learners, a manual and slide set for trainers. Further modules will be developed in due course by the British Council in response to demand.

The British Council owns the copyright and intellectual property rights for all modules and has obtained appropriate permissions from all contributing authors.

In each overseas country/region where the Researcher Connect offer will be delivered, a scoping exercise will be carried out to identify local priorities and needs that will inform the design of an appropriate training package. The specific offer in that country/region will then be constructed from a selection of the modules (and any new modules subsequently developed), to best suit local context and demand.

The British Council's operational regions are defined as:

Sub-Saharan Africa (SSA)
Middle East and North Africa (MENA)
East Asia
South Asia
European Union
Wider Europe
### Americas
United Kingdom

The Researcher Connect face to face workshops will be delivered in different locations in one of two ways, depending on which model best suits local context and demand:

1. Workshops delivered by international Researcher Connect trainers (contracted through this tendering exercise)
2. Workshop delivered by local Researcher Connect trainers and supported by international trainers if needed

The combination of the British Council reputation, its track record in supporting early career researchers, and its ability to bring in leading UK expertise in specific areas will make the British Council a key provider of communication skills for international researchers in key markets overseas.

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<tr>
<th>Scope of work /Specification /Outputs</th>
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| The Researcher Connect programme is in its final pilot phase. Several countries have demonstrated interest in delivering Researcher Connect pilot workshops whereas others are already booking workshops for the next months. In order to meet this demand a pool of Researcher Connect trainers has contracted in March 2014 and additional trainers will be recruited through this tendering exercise to expand the existing pool. The contracted suppliers will deliver the workshops including pre-tasks for participants and follow up activities where needed, including monitoring and evaluation; they will contribute to the drafting of new Researcher Connect materials and they will deliver training for trainer workshops. We are looking to implement a framework agreement to deliver the Researcher Connect programme globally and to contract on a call-down basis between December 2014 and March 2016, to:

1. Deliver tailored training during Researcher Connect face to face workshops in countries/regions where this delivery model has been identified as the most suitable. (Delivery model A)
2. Deliver tailored training during Researcher Connect face to face training for local trainers workshops in countries/regions where this delivery model has been identified as the most suitable (Delivery model B)
3. Draft content for new Researcher Connect training materials under the supervision of more experienced Researcher Connect trainers, such as Researcher Connect training modules, webinars and any other online training support that might be developed in the future.
4. Help inform future developments in the Researcher Connect programme offer. Feedback will be provided in an agreed report format that the British Council will set at the time of contracting.
5. Deliver short demonstration of Researcher Connect training offer for promotion and dissemination purposes if needed.

The contracted suppliers will be invited to attend training for trainers workshop in London.
For the purposes of the Agreement that will be signed between the contracted supplier and the British Council all the services provided (outputs) by the supplier to the British Council will be defined as “Transferred Deliverables” for which all the intellectual property rights will be transferred to the British Council.

Delivery requirements of the programme may be in countries in any of the following regions:
- Sub-Saharan Africa (SSA)
- Middle East and North Africa (MENA)
- East Asia
- South Asia
- European Union
- Wider Europe
- Americas

The Researcher Connect trainers will possess relevant training experience preferably acquired in an academic/international context. They will also have:

**Essential**
- Experience of specifically undertaking similar service(s)
- Experience of delivering service(s) outside the UK
- Experience in presenting findings/data/reports

**Desirable:**
- PhD in any field

### Inputs of the British Council

The British Council will provide the following to assist the appointed trainer(s):

- Training for trainers workshop
- Access to all the British Council Researcher Connect modules, including new modules as they are developed by the British Council.
- Support from Researcher Connect more experienced trainers before delivery of face to face workshops and during the drafting of content for the Researcher Connect training materials
- Access to global, regional, country management and delivery teams (face-to-face and telephone meetings) to discuss specific delivery contexts and needs, and to help prepare providers for working in different cultural contexts.

### Timescales

1. Issue ITT to potential trainers 21 October 2014
2. Clarification period. Any clarification requests must be submitted by no later than 31 October 2014 to UK-ResearcherConnect@britishcouncil.org
4. Supplier Proposal submission deadline is: 12:00 UK time 24 November 2014
5. Evaluation period completed by 12 December 2014
6. Selection and notification of the selected suppliers will take place by 19 December 2014
7. British Council will respond to providers requesting feedback by 8 January 2015
9. Training for trainers workshops in January – held in London

<table>
<thead>
<tr>
<th>Supplier Response</th>
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<tbody>
<tr>
<td>• Please complete Annex 1 (ITT response) and submit it to <a href="mailto:UK-ResearcherConnect@britishcouncil.org">UK-ResearcherConnect@britishcouncil.org</a> no later than 12:00 UK time 24 November 2014.</td>
</tr>
<tr>
<td>• Please ensure that you send your submission in good time to prevent issues with technology – late submissions may not be considered. It is not acceptable to submit a generic policy in answer to a question.</td>
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<tr>
<td>• All answers in the ITT response should be inserted in the space below the British Council requirement / question.</td>
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<td>• Where supporting evidence is requested as ‘or equivalent’ – it is the Supplier’s responsibility to prove the relevant equivalence.</td>
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<tr>
<td>• Any alteration to a question will invalidate your response to that question and a mark of zero will be applied.</td>
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<td>• Completion and submission of your response does not guarantee award of any British Council Contract</td>
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Submitting responses: responses may be submitted at any time before the closing time and date

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<tr>
<th>Clarification Questions</th>
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<tr>
<td>Any questions should be submitted via email to: <a href="mailto:UK-ResearcherConnect@britishcouncil.org">UK-ResearcherConnect@britishcouncil.org</a> no later than 10 November 2014</td>
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<th>Evaluation Criteria</th>
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<td>The tender must be returned correctly (in compliance with the tender structure given above) and on time. Failure to comply will eliminate your tender from consideration. The top scoring 20 suppliers that meet the minimum selection criteria and provide tenders that are evaluated as the most economically advantageous to the Council will be awarded to the framework agreement.</td>
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The tender response must demonstrate an understanding of the British Council's values and needs specific to this Invitation to Tender. The tenders will be evaluated as per the criteria listed below. Evaluation methodologies are provided for each section in Annex 1 (ITT Response):

Supplier responses will be assessed using the following criteria and weightings.
### SELECTION CRITERIA

<table>
<thead>
<tr>
<th>Section</th>
<th>SELECTION CRITERIA</th>
<th>Weighting</th>
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<tbody>
<tr>
<td>1</td>
<td>Track Record – Experience of producing training materials and delivering training in communication skills in an academic/international context and where the audience has been researchers</td>
<td>50%</td>
</tr>
<tr>
<td>2</td>
<td>Experience of working successfully in an international context, with evidence of cultural sensitivity</td>
<td>20%</td>
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<tr>
<td>3</td>
<td>Knowledge and understanding of the British Council</td>
<td>10%</td>
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<td>4</td>
<td>Quality management and value-added service</td>
<td>5%</td>
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<tr>
<td>5</td>
<td>Cost</td>
<td>10%</td>
</tr>
<tr>
<td>6</td>
<td>Qualification</td>
<td>5%</td>
</tr>
<tr>
<td>6</td>
<td>CV – Not scored For info only</td>
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**TOTAL 100%**

The responses under each section will be scored based on the following matrix:

<table>
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<th>Points</th>
<th>Interpretation</th>
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<tr>
<td>15</td>
<td>A comprehensive and strong answer indicating the supplier is fully capable and experienced to deliver the required outcomes. A detailed response that directly responds to all requirements with no ambiguity and relevant examples provided.</td>
</tr>
<tr>
<td>12</td>
<td>There are slight concerns that the supplier will not be able to achieve all the outcomes required and response lacked details of relevant experience. A less detailed response that broadly responds to the requirement with some ambiguity and few relevant examples provided.</td>
</tr>
<tr>
<td>10</td>
<td>There are concerns that the supplier will not be able to achieve the outcomes required and response significantly lacks details of relevant experience. A less detailed response that broadly responds to the requirement with some ambiguity and no/irrelevant examples provided.</td>
</tr>
<tr>
<td>5</td>
<td>There are serious indications that the supplier will not be able to achieve the outcomes required and has not provided appropriate evidence of experience to successfully deliver the outcomes required. A response that is not entirely relevant to the requirement, with ambiguity and lacking specific detail.</td>
</tr>
<tr>
<td>0</td>
<td>The answer is non-compliant and/or no relevant information has been received to demonstrate the supplier can achieve the required outcomes. No response or a response that is entirely irrelevant.</td>
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</table>

The final evaluation score will then be calculated for each response by adding together the scores for each Section.

Evaluation of submitted responses will be undertaken by the evaluation panel. This will consist of British Council representatives with significant experience and
knowledge of the requirements. The qualitative aspects of your response will be evaluated entirely on your response submitted. Evaluation of all submissions will only consider information presented within the response. Previous/current relationships with suppliers cannot be taken into account when evaluating submissions. Any previous experience must be clearly evidenced within the response. Evaluation will be fair and transparent.

Cost – a maximum day rate of up to £400 per delivery day and up to £400 per preparation and reporting day (to be agreed in each case with the British Council) will be paid by British Council following receipt of a report on the service provided. Potential providers are asked to quote the cost of their delivery day and preparation and reporting day in section 5 of the response form (Annex 1).

Awarded providers will be expected to provide value for money and must agree to abide by the British Council policy on travel allowances. This information is provided within the draft contract.

Once awarded to the framework agreement, specific pieces of work will be allocated via a further competition process.

### Conditions & Contractual Requirements

The contract awarded will be for a period of 12 months (December 2014 – March 2016) with an option for annual extension for up to an additional year under the same Contractual terms and conditions.

The British Council is committed to open government and to meeting its legal responsibilities under the Freedom of Information Act 2000. Accordingly, all information submitted to a public authority may need to be disclosed by the public authority in response to a request under the Act. The British Council may also decide to include certain information in the publication scheme, which the British Council maintains under the Act.

If suppliers considers that any of the information included in their completed documentation is commercially sensitive, it should identify it and explain (in broad terms) what harm may result from disclosure if a request is received, and the time period applicable to that sensitivity.

The suppliers should be aware that, even where they have indicated that information is commercially sensitive, the British Council might be required to disclose it under the Act if a request is received. The suppliers should also note that the receipt of any material marked 'confidential' or equivalent by the British Council should not be taken to mean that the British Council accepts any duty of confidence by virtue of that marking.

All relevant policies that suppliers are expected to adhere to can be found on the British Council website – [http://www.britishcouncil.org/new/about-us/jobs/folder_jobs/register-as-a-consultant/policies-for-consultants-and-associates/](http://www.britishcouncil.org/new/about-us/jobs/folder_jobs/register-as-a-consultant/policies-for-consultants-and-associates/). The list of policies includes **(but it is not limited to)**:

- Child Protection Policy
- Code of Conduct
- Equal Opportunities Policy
- Health and Safety Policy
- Global Privacy Policy
- Environmental Policy
- Pro-forma invoice and expenses claim
- Personal Information Charter
- Social Media Code and Guidelines (if applicable)
- Data Protection Policy relating to audio-visual consent (if applicable)
- Travel & Expenses Policy (if applicable)

Mandatory due diligence and discretionary rejection information included in Annex 1 will form part of your response to this ITT.

Any submissions must expressly accept the British Council’s minimum Contract Terms and Conditions. If you have any objections please state separately in writing.

A copy of the draft will be emailed to interested applicants. Please write to UK-ResearcherConnect@britishcouncil.org to request copy of the draft contract.

Confidentiality
All information contained within this document is confidential and is provided only to give suppliers an adequate understanding of the British Council’s requirements and under no circumstances should be disclosed to a third party without the British Council’s consent.

The contents of this ITT are being made available by the British Council on condition that:

- Suppliers shall at all times treat the contents of the ITT and any related documents (together called the ‘Information’) as confidential, save in so far as they are already in the public domain;
- Suppliers shall not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time;
- Suppliers shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Tender response; and
- Suppliers shall not undertake any publicity activity within any section of the media.

Suppliers may disclose, distribute or pass any of the Information to the Supplier’s advisers, sub-contractors (if applicable) or to another person provided that either:

- This is done for the sole purpose of enabling a Tender response to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Supplier; or
- The Supplier obtains the prior written consent of the British Council in relation to such disclosure, distribution or passing of Information; or
- The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract arising from it; or
- The Supplier is legally required to make such a disclosure.

In relation to the above the definition of ‘person’ includes but is not limited to any person, firm, body or association, corporate or incorporate.
The British Council may disclose detailed information relating to Tenders to its officers, employees, agents or advisers and the British Council may make any of the Tender documents available for private inspection by its officers, employees, agents or advisers.

The British Council also reserves the right to disseminate information that is materially relevant to the procurement to all Suppliers, even if the information has only been requested by one Supplier, subject to the duty to protect each Supplier’s commercial confidentiality in relation to its Tender (unless there is a requirement for disclosure under the Freedom of Information Act).

All costs incurred in the preparation of the proposal are the supplier’s responsibility.

The British Council reserves the right to request reference information.

This document does not constitute an offer to provide goods and/or services to the British Council and the British Council is not obliged to award a contract.

**Tender/Proposal Validity**
Your response should remain valid and open for acceptance for a period of 30 days from the submission return date. A response valid for a shorter period may be rejected.

**Payment and Invoicing**
The British Council will pay correctly addressed and undisputed invoices within 30 days.

The British Council will have a requirement for invoices to be produced in an electronic format. These files should be ASCII, CSV or XML format and conform to British Council standard. These files can be sent via SMTP, HTTP, HTTPS or FTP. The British Council will also have a requirement to send purchase orders in XML format.

The essential information on an invoice for the British Council is:

- A description of the goods/services supplied.
- The British Council reference number/Purchase Order number.
- Addressed to Accounts Payable.
- The costs including VAT (if applicable) and any other charges

The appointed supplier will be expected to travel to British Council offices in London and in countries where the Researcher Connect programme is delivered, as required, in the delivery of the services.

**Travel & Expenses (if applicable)**
Please note that travel and expenses will be paid in line with the British Council Travel and Expenses policy. Travel costs will be reimbursed on the basis of actual costs for economy class travel. No travel and expenses will be paid when the supplier and its personnel are working from the suppliers offices or working from home.
Overview:
- Suppliers should only travel where there is a clear business need.
- Suppliers must plan travel and make bookings as far in advance of the date of travel as possible.
- Suppliers are accountable for ensuring all bookings made and expenses claimed are in policy and all claims are accompanied by receipts covering all expenditure.

Booking Transport:
- Suppliers are encouraged to use public transport wherever possible as a more environmentally friendly means of transport.
- Travel by rail should be by standard class.
- Travel by air should be by economy class for where the flight time is less than eight hours, and by premium economy class where the flight time is eight hours or more. The flight time is the total time spent in the air, plus any stopovers on the way.
- Safety should be the primary consideration when making transport bookings, with cost as the other main factor.
- If suppliers have a disability you will be given special consideration with regard to means of travel and suitability of route.

Booking Accommodation:
- Accommodation should be of a minimum three star rating or equivalent.

Claiming for Meals:
- Suppliers should only claim actual expenditure on meals supported by receipts up to the maximum agreed limits.

NOTE: All costs related to travel; accommodation and meals will be agreed in advance with the British Council manager.