

**Annex 2 Supplier Response**

**For SSDP –TA Facility (TA-9215) IT supply**

**Company name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact Telephone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Instructions**

1. Provide Company Name and Contact details above.
2. Complete Part 1 (Supplier Response) ensuring all answers are inserted in the space below each section of the British Council requirement / question.
3. Complete Part 2 (Submission Checklist) to acknowledge and ensure your submission includes all the mandatory requirements and documentation. The checklist must also be signed by an authorized representative.
4. Submit all mandatory documentation by the Response Deadline, as set out in the Timescales section of the RFP document.

**Part 1 – Supplier Response**

Responses will be scored according to the methodology as set out in Evaluation Criteria section of the tender document.

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| Question – 1:Do you have any prior knowledge of how contract will work once it has been awarded? Provide details along with your assurance of how high-quality services are maintained. |
| Supplier Response: |

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| Question – 2:Please explain your service process. (who will do what/who will be monitoring the process/who is responsible for overall implementation of the activity) |
| Supplier Response: |

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| Question – 3:Please provide your SLA & escalation matrix for problem identification, address and resolution |
| Supplier Response:***Include separate sheet if required*** |

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| Question – 4 (Value areas)Please explain your internal systems and processes for below value areas of the British Council and provide a copy of policy, if availablea) Child Protectionb) Equality, Diversity and Inclusionc) Environment friendlinessd) Data protection and confidentiality |
| Supplier Response: |

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| Question – 5:Please provide name/contact number/email address of two organizational references where you have provided similar goods/services. |
| Supplier Response: |

**Part 2 – Submission Checklist**

Insert Yes (Y) or No (N) in each box in the table below to indicate that your submission includes all of the mandatory requirements for this tender.

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| **Submission Checklist** |
| **Document** | **Y / N** |
| General Information of your company |  |
| Technical ability to perform the services |  |
| Company Registration Document (Renewal certificate) |  |
| Audited financial statement of previous year |  |
| Completed tender response in Annex 2 (Supplier Response) and in accordance with the requirements of the RFP |  |
| Completed pricing proposal in Annex 3 (Pricing Approach) |  |
| Name of references |  |
| This checklist signed by an authorised representative |  |

I confirm on behalf of the supplier submitting the documents set out in the above checklist that to the best of our knowledge and belief, having applied all reasonable diligence and care in the preparation of our responses, that the information contained within our responses is accurate and truthful.

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| --- | --- |
| **Supplier:** |  |
| **Date:**  |  |
| **Name (print):** |  |
| **Position:** |  |
| **Signature:** |  |
| **Title:**  |  |