

**Annex 2 Supplier Response**

**For the Repair and Maintenance Services to the British Council**

**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. Additional supporting may be attached as required with proper referencing to each 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 (Quality Management)Please provide evidence of your experience in providing Repair and Maintenance services as per our requirement in the Annex 4 – Goods and service specification |
| Supplier Response: |

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| Question – 2 (Quality Management))Please describe your approach and methodology in maintaining the equipment mentioned in the scope of work and also provide information how you are capable to carrying it out.  |
| Supplier Response: |

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| Question – 3 (Quality Management)Please describe your approach and methodology for on-call for emergency works (both working hours 7am to 7pm and out of office hours) or small work assignment that would come as part of this assignment. How much notice period require for on call service and how will you ensure the quality of services provided? |
| Supplier Response: |

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| Question – 4 (Quality Management)Please describe your strategy for sourcing replacement of spare parts to ensure continuity of operations while delivering Value for Money. Please provide the standard time frame from approval of the purchase up to delivery and installation all completed. |
| Supplier Response: |

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| Question – 5 (Quality Management)Please provide details on the resources (Details of staff and equipment) you will need in the delivery of the services. Please provide your organizational chart, team structure (indicating job title and job description) that will be deployed to service this assignment |
| Supplier Response: |

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| Question – 6 (Quality Management)Please provide your Service Level Agreement (SLA) for various aspect of this assignment including reports, response and resolution time etc. Describe how you will ensure that the SLA and agreed KPI’s are consistently met. |
| Supplier Response: |

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| Question – 7 (Value areas)Please explain your internal systems and processes for below value areas of the British Council and provide a copy of policy or certificates, if availablea) Child Protectionb) Equality, Diversity and Inclusionc) Environment friendliness – Carbon neutrality/Footprintd) Data protection and confidentiality |
| Supplier Response: |

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| Question – 8 (References)Please provide a list of 3 high value contracts and subcontracts your company has held over the past two years for the same or similar work, except British Council. Please provide following information for each contract and subcontract:1. Customer’s name, address, email and contact telephone;
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| 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) |  |
| Tax clearance certificate of 2075/76 |  |
| 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 in this Annex |  |
| 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:**  |  |