**Request for Proposal: Computer Delivered IELTS (CDIELTS) Exam Venue**

**CDIELTS venue – Banani / Gulshan / Baridhara area**

18 April 2019

Contents

[1. Overview of British Council 3](#_Toc3360905)

[2. Introduction 4](#_Toc3360906)

[3. Inviting Proposal - Annual Framework Agreement for a Computer-Delivered IELTS exam venue 5](#_Toc3360907)

[4. Conditions and Contractual Requirements 6](#_Toc3360908)

[5. Payment arrangements 8](#_Toc3360909)

[6. Payment and Invoicing 8](#_Toc3360910)

[7. Scope of Work 9](#_Toc3360911)

[8. Timeline 10](#_Toc3360912)

[9. Evaluation Criteria 11](#_Toc3360913)

[10. Responses and Submissions 12](#_Toc3360914)

[11. Technical Specifications 13](#_Toc3360915)

# Overview of 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 co-operation between the United Kingdom and other countries

Otherwise promote the advancement of education

The British Council works in more than 110 countries around the world and employs over 7000 staff worldwide. It has I’ts 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)

# Introduction

British Council is an international organization working in various development sectors in Bangladesh. British Council conducts IELTS exams all over the Bangladesh

We never compromise with venue safety and security (As per British Council safety security guideline), child protection (As per British council child protection policy) and the factors below are non-negotiable to work with British Council as IELTS exam venue

- Anti-Fraud and Corruption

- Equal Opportunities Policy

- Fair Trading

- Health and Safety Policy

- Environmental Policy

- Records Management

- Privacy

We expect our supplier to understand our operations and work as our valuable partner. Accordingly, the quality of our service, delivery timeline and response time is a high priority

# Inviting Proposal - Annual Framework Agreement for a Computer-Delivered IELTS exam venue

British Council invites quotations from reputed and experienced suppliers/Vendors to provide CD-IELTS venue services as per British council requirement. This should be in the Banani / Gulshan / Baridhara area of Dhaka

Details of the required services and other terms and conditions relating to this are given below and in [Section 7](#_Scope_of_Work) on the scope of work

1. CD-IELTS is a IELTS where candidates do the test on a workstation. The test versions are automatically generated from Cambridge software called Connect Plus from a server connected to a local network. The technical specifications for this are attached in [Section 11](#_Technical_Specifications) of this document:
2. The Speaking Test remains in the same, so this RFP is limited to Listening, Reading, and Writing. Tests can be done any day of the week in 3 sessions – AM and PM 1 and 2. These have flexible start times but can be as early as an 8 am start or as late as a 6 pm start
3. The expectation is that many more test dates are offered under the CD model than the current pattern of paper-based tests on a Saturday or Thursday, but these will be for smaller numbers of candidates. Therefore the capacity doesn’t need to be more than 15
4. It’s hard to predict what sessions will be most successful, but realistic to imagine some evenings may work well, or times at the weekend. Exam times will be agreed with British Council because we control the registration system.
5. Exams are open to anyone registering on the internet and any candidates the supplier might be able to provide, and receive a commission for according to the current rates
6. We will pay a fixed amount per-candidate ( [see section 9](#_Evaluation_Criteria) )
7. The table below shows the number of workstations needed to run the test. In case of technical issues, extra candidate workstations are needed on a formula of 5% of the total. There are always 2 Administration computers, known as TSA’s

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Candidates** | **Workstations** | **Extra workstations** | **TSA** | **Total workstations** |
| 5 | 5 | 1 | 2 | 8 |
| 10 | 10 | 1 | 2 | 13 |
| 21 | 21 | 2 | 2 | 25 |

1. It would be an advantage if the chosen supplier can supply staff to run the exam, under normal board regulations. If this happens they would receive the standard payment and need to go through a vetting process which includes a Police check; this is a regulation for all our test day staff

# Conditions and Contractual Requirements

The contract will be awarded for duration of two years initially from c01 June 2019 to 31 May 2021 with an option for annual extension for additional 1 year based on performance review and mutual understanding. The appointed supplier must agree to sign the contract in the attached template of Annexure 1 - Agreement for CD IELTS exam venue.

The appointed supplier will only process personal data accessed in performance of the services in accordance with the British Council ’s instructions and will not use such 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 the Data Protection Act 1998, and/or the General Data Protection Regulation (EU) 2016/679 (GDPR), and /or any corresponding or equivalent national laws or regulations and ensure appropriate and legislative consent is acquired where necessary.

The British Council is committed to equality and to positive action to promote this. It believes that an Equal Opportunities Policy helps to ensure that there is no unjustified discrimination in the recruitment , retention, training and development of staff on the basis of gender including transgender, marital status, sexual identify, region and belief, political opinion, race, work pattern, age, disability or HIV/AIDS status, socio-economic background, spent convictions, trade union activity or membership, on the basis of having or not having dependents, or any other relevant grounds. The appointed supplier must agree to operate in accordance with these principles while undertaking work at or on behalf of the British Council.

The British Council is committed to open government and to meeting its legal responsibilities under the Freedom of Information Act 2000 (the “Act”). 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 supplier 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.

The supplier will comply with all applicable legislation and codes of practice, including, where applicable, all legislation and statutory guidance relevant to the safeguarding and protection of children and vulnerable adults and with the British Council’s Child Protection Policy; in addition the supplier will ensure that where it engages any other party to supply any of the services under this agreement that that party will also comply with the same requirements as if they were a party to this agreement.

All relevant policies that suppliers are expected to adhere to can be found on the British Council website –https://www.britishcouncil.org/organisation/transparency/policies . The list of policies includes (but it is not limited to):

- Anti-Fraud and Corruption

- Child Protection Policy

- Equal Opportunities Policy

- Fair Trading

- Health and Safety Policy

- Environmental Policy

- Records Management

- Privacy

Mandatory due diligence and discretionary rejection information will form part of your response to this RFP.

This document does not constitute an offer to provide goods and/or services to the British Council. You are responsible for obtaining all necessary information for preparation of the tender and for all costs and expenses incurred in preparation of your tender response. Subject to the final paragraph of this Section 3, you accept by your participation in this procurement, including without limitation the submission of a tender, 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 is successful.

By issuing this RFP, entering into the clarifications with tenderers or by having any other form of communication with tenderers, British Council is not bound in any way to enter into any contractual or other arrangement with you or any other tenderer. It is intended that the remainder of this procurement will take place in accordance with the provisions of this RFP but the British Council reserves the right to terminate, amend or vary the process by notice to all tenderers in writing. Subject to the final paragraph of this Section 3, the British Council will have no liability for any losses, costs or expenses caused to you as a result of such termination, amendment or variation.

Nothing in this RFP or any other documentation issued by the British Council in connection with this procurement 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. The British Council reserves the right to request reference information

# Payment arrangements

As per British Council standard payment terms, the selected vendor need to sign an agreement for 2 years and our standard payment term is within 30 days from the date of submission of the undisputed invoice

The supplier is responsible for an accurate calculation of bills, to be checked by the delivery note/challan/job completion certificate signed by the Receiver of British Council

# Payment and Invoicing

British Council will pay correctly addressed and undisputed invoices within 30 days from the date of invoice and all payment will be made through bank transfer only.

The essential information on an invoice for the Council is:

A description of the services supplied

The British Council Purchase Order number, invoice date and number

Addressed to Accounts Payable

The costs including VAT (if applicable) and any other charges and vendor will submit VAT challan when submitting invoice

# Scope of Work

**Basic statement of venue requirement:**

* If the venue is in the 2nd floor or above, there should have 2 escape staircases in the building.
* Writing, Listening and Reading examination venue will be able to manage:
  + Capacity of up to 15 candidates
  + Hardware and software specifications as outlined in [section 11](#_Technical_Specifications) of this document
  + Enough space to manage seating with 1.25 meter distance from 1 table centre to another table centre. Desk dividers are encouraged but not mandatory
  + Tables for the workstations
  + The test room must be sound proof
  + There must be a sound system for LRW test with speakers and standalone microphone
* There must be a Male and Female washroom adjacent to test venue hall
* There needs to be a suitable waiting area for candidates, and an area for test day registration (Photograph/biometric system).
* A/C and generator back-up in case of power failure
* The Venue/vendor should have capabilities to support below items during the exam.

|  |  |  |
| --- | --- | --- |
| **SL No** | **Item Name** | **Remarks** |
| 1 | Cleaner and cleaning items | For each wash room area and common area |
| 2 | Security guard | One male and one female with hand metal detector |
| 3 | Water and one-time paper cup | sufficient for each candidates |
| 4 | Banner and Signage | 1 pcs for each Exam session (British council will provide Banner) |
| 6 | First Aid Box | 1pcs for Each exam session with all first aid items |
| 7 | Venue Coordinator | 1 person for Each exam session |

# Timeline

The dates may change slightly according to circumstance but the overall timeline of:

|  |  |  |
| --- | --- | --- |
| Sl | Description | Date |
| 1 | RFP Issue | 18 April’19 |
| 2 | Pre bid session | 25 April’19 |
| 3 | Quotation/Proposal submission deadline | 30 April’19 |
| 4 | Physical visit to proposed venue | 05 May’19 |
| 5 | Negotiation and Final selection | 12 May’19 |
| 6 | Confirmation mail to bidder | 13 May’19 |
| 7 | Contract formalities | 20 May’19 |
| 8 | Service delivery | 10 June’19 |

Please respond to the proposal by 30 April’19

# Evaluation Criteria

Vendor selection will be done based on following composition:

1. Financial proposal: 30%
2. Technical aspects: 70% - equally divided between the 7 categories below
3. **Financial proposal** should be submitted in the format Shown below

|  |  |  |
| --- | --- | --- |
| **SL NO** | **Item description** | **BDT** |
| 01 | Per candidate cost (Writing, Listening and Reading) |  |

1. **Technical evaluating criteria**

Break down of technical aspects for Listening Reading Writing venue is as follows:

|  |  |
| --- | --- |
| Location of venue for getting a good number of customers | 10% |
| Suitability of venue – capacity, customer care, generic venue requirements | 10% |
| Health & Safety – especially fire escapes | 10% |
| Technical capability - computer hardware and network management | 10% |
| Organisational capability - skills and expertise in computer delivered testing | 10% |
| Organisational capability – readiness to promptly begin testing | 10% |
| Business readiness – capability of generating candidates | 10% |

*\*Please submit your proposal covering above points*

For any query related to the working scope, please write to Ishrat Jahan (IELTS Examinations Services Manager), email: [Ishrat.Jahan@britishcouncil.org](mailto:Ishrat.Jahan@britishcouncil.org)

# Responses and Submissions

Please submit your quotation as follows

* Request you to submit the quotation on your company letterhead as a non-editable **format and Excel format using the format shown in Above.**
* Please submit your quotation to [*Bangladesh.Procurement@britishcouncil.org*](mailto:Bangladesh.Procurement@britishcouncil.org)no other means of proposal submission will be accepted
* Please ensure that you send your submission in good time - late submissions will not be considered.
* Do not submit any additional documentation with your quotation except where specifically requested.
* Where supporting evidence is requested as 'or equivalent' - it is the Tenderers responsibility to prove the relevant equivalence.
* Completion and submission of your response does not guarantee award of any British council contract

Note: British council reserve the right to accept or cancel any proposal.

# Technical Specifications

**Connect Plus Minimum and Recommended Specifications**

The following outlines the specification needed to use the Connect Plus (C+) system

# Website Browsers

The table lists the **minimum** supported browser version for use with Connect Plus websites. Cookies and JavaScript need to be enabled.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Internet Explorer** | **Firefox** | **Chrome** |
| **Test Centre & Test Sitting Websites** | 11 | 46 or later | 49 or later |

# Hardware

Specifications apply to Test Sitting Administrator computer (TSA) and Candidate Workstation computer (CW)

|  |  |  |
| --- | --- | --- |
|  | **Minimum Specification** | **Recommended Specification** |
| **Screen Resolution** | 1024x768  Only one monitor, no multi-monitor setup | 1920x1080  Only one monitor, no multi-monitor setup |
| **Operating**  **System** | Windows 7 SP1, 8.1, 10 Version with 24  November 2015 patch | Windows 7 SP1, 8.1, 10 latest available patch |
| **Framework** | .NET 4.5.2 | .NET 4.6.1 |
| **Memory (RAM)** | **TSA & CW**: 2GB (32-bit) or 3 GB (64-bit) | **TSA & CW***:* 4 GB |
| **Processor** | **TSA & CW**: PassMark CPU benchmark score of  1600 or higher  [*Click here for help with finding your score*](https://support.cambridgeenglish.org/hc/en-gb/articles/115001953483) | **TSA & CW**: PassMark CPU benchmark score of  4000 or higher |
| **Free Disk space** | 5GB | 10GB |
| **Peripherals** | **CW**: Mouse, keyboard, headphones if required | Same as minimum |

# Software

Specifications apply to TSA and CW.

|  |  |
| --- | --- |
| **Required Specification** | |
| **Windows System privilege** | Connect Plus is installed with Windows Administrator level permissions |
| **Virus Scanner** | All C+ executable files within the C+ folder (typically C:\Programs Files\Connect Plus\) are white listed |
| **Imaging/Ghosting**  **software** | Connect Plus directory excluded from rollback policies (typically C:\Programs  Files\Connect Plus\) |
| **Windows Update\*** | Latest Windows updates installed and automatic updates disabled during tests  [*Windows Update FAQs*](https://support.microsoft.com/en-gb/help/12373/windows-update-faq) |
| **Virtual Machines** | C+ installations are not supported on virtual machines or thin clients |

# Network

Specifications apply to TSA and CW unless otherwise specified.

|  |  |  |
| --- | --- | --- |
|  | **Minimum Specification** | **Recommended Specification** |
| **Internet**  **Connection** | Internet bandwidth:   * Download 512 Kbps per 50 candidates * Upload 512 Kbps per 50 candidates | Internet bandwidth:   * Download >2 Mbps per 50 candidates * Upload >1 Mbps per 50 candidates   Internet connection maintained during test |
| **Network**  **Connection** | **TSA** : Wired connection: 100 Mbps LAN  **CW**: Wireless/shared bandwidth: 54 Mbps  802.11 g, n, ac or equivalent | **TSA & CW**: Wired connection: 100 Mbps LAN |
| **Firewall** | Access over ports 80 and 443 to domains   * https://integration.connectplus.rm.com/ * https://rmcpluslivetests.blob.core. windows.net/   **CW**: Access to TSAs IP over ports 8080 to 8090 | Same as minimum |
| **Install count**  **per network** | **TSA** : Minimum 1, maximum 5.  **CW**: Maximum 300 | **TSA** : 1 TSA for every 100 CWs, + 1 spare  **CW**: 5% of CW count spare |
| **CW:TSA ratio** | Maximum ratio 100 CW to 1 TSA per network | Same as minimum |
| **Connection** | Tests are administered with CWs connected to  a TSA (CWs should only connect directly to the Central System if the TSA and spare TSA cannot be used) | Same as minimum |
| **Moving**  **workstations** | [*Click here for help with moving computers*](https://support.cambridgeenglish.org/hc/en-gb/articles/115003279643-Connect-Plus-Moving-computers-between-networks)  [*between networks*](https://support.cambridgeenglish.org/hc/en-gb/articles/115003279643-Connect-Plus-Moving-computers-between-networks) | Workstation computers should not be moved  between LANs/VLANs without uninstalling software first |

# Locations

|  |  |
| --- | --- |
| **Required Specification** | |
| **TSA Location** | Optional |
| **CW Location** | Specified |
| **Test sitting**  **Location** | Specified – must match Location assigned to CWs that will be used to deliver Test Sitting |

**Acronyms**

|  |  |
| --- | --- |
|  | |
| \* **– Asterisk denotes updated requirement** | **GB** - Giga Bytes |
| **C+** - Connect Plus | **Mbps** - Megabits per second |
| **TSA** – Test Sitting Administrator Workstation | **Kbps** - Kilobits per second |
| **CW** – Candidate Workstation | **GHz** - Gigahertz |
| **LAN** - Local Area Network | **VLAN** - Virtual Local Area Network |