

## **Request for Proposal (RFP)**

**For:** Next Generation Zimbabwe research

**Date:** 12 November 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 promote a friendly knowledge and understanding between the people of the UK and people worldwide; making a positive contribution to all the countries we work with; and making a lasting difference to the UK's security, prosperity and influence. It seeks to achieve its aims by working in education, science, governance, English and the arts. In 2014-15, its programmes reached a total audience of 647 million people worldwide, up by 43 million from the previous year. The British Council also had a total turnover of £973 million, which was 13% higher than the previous year. Its income included a grant-in-aid of £155 million, £637 million from fees and income from services such as English teaching, exams administration and £164 million from contract activity, such as 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](http://www.britishcouncil.org).

## **2 Introduction and Background to the Project / Programme**

2.1 Next Generation is a global research programme initiated in countries that are experiencing a period of significant change, with the purpose of ensuring that young people's voices are heard and their interests properly represented in decisions that will have lasting implications for their lives. focused on youth attitudes and aspirations. The stated aims of the programme are to:

1. Understand youth attitudes and aspirations
2. Amplify youth voice
3. Support better youth policy-making

This research has been conducted in countries including Pakistan, Tanzania, the UK, Colombia, Turkey and South Africa; there is currently work underway in Ireland/Northern Ireland, Myanmar and Germany. The study seeks to analyse the conditions that support young people and allow them to reach their potential as fulfilled, productive and active citizens. The research is always completed with a series of recommendations based on supporting policy change.

We look to see how one or more significant changes or periods of activity – particularly when a number of events or circumstances come together – affects young people's view of themselves and their place in the world. As examples: the UK research was sparked by the referendum on whether the UK should leave the European Union; in South Africa, by the sense that the 'born free' (post-apartheid) generation are coming of age and are dissatisfied with the post-apartheid social contract; and in Colombia, by a young generation coming to terms with the new peace settlement.

### **Context**

On 15 November 2017, a military-led intervention operating under the banner Operation Restore Legacy ousted Robert Mugabe from power in Zimbabwe after 37 years in office. This set in motion the assumption of power by Emmerson Mnangagwa, who won the elections held in July 2018. Following the ushering in of a 'New Dispensation' by Operation Restore Legacy, there was guarded optimism if this would usher in new possibilities to uplift the lives and livelihoods of ordinary Zimbabweans. Mnangagwa's first 100 days in office were closely scrutinised, with attention being paid to the changes and promises made, and what the new direction would look like. Of most importance, not only to Zimbabweans but the international community, was an overview of the electoral process and how Zimbabwe's new leadership would be ushered in.

On July 30, 2018, Zimbabweans took to the polls for the first harmonised elections without Robert Mugabe on the ballot. Whilst the period leading up to the elections mainly lacked the violence linked to elections of yesteryear, the events of 1 August 2018 rocked the country, with six people losing their lives at the hands of the Zimbabwe National Army as results from the election were coming in. People had already taken to the streets contesting the results of the harmonised elections; the delay in releasing the results of the Presidential vote did little to allay fears of a marred election.

The presidential vote saw Mnangagwa winning with a revised figure of 50.6% of the vote; Nelson Chamisa, representing the Movement of Democratic Change Alliance (MDC-Alliance), attained 44.3% of the vote. Immediately afterwards, Chamisa filed an urgent application to the Constitutional Court in a bid to overturn the presidential result. The application was unsuccessful and President-elect Mnangagwa was sworn into power on 26 August 2018.

Has this mood of guarded optimism gained momentum since the events of November 2017, the passing of elections and the selection of a new cabinet? Young Zimbabweans have previously felt excluded from decision-making and that opportunities to meaningfully contribute to their economies and societies were limited. In the past, the frustration experienced by large youth populations has led to instability and unrest. Guzura, Dube and Madziwanzira (2017)<sup>1</sup> cite that in African countries, a large segment of the population – much of which is youth – remains marginalised. In Zimbabwe in particular, youth participation in elections since the 2000 era has largely been marred by violence and voter apathy.

President Mnangagwa has stated that: “young people were the future leaders and it was incumbent upon the Government of the day to lay the foundation for their lives.”<sup>2</sup> This, along with promises of funding prospects as well the opening of the Youth Empowerment Bank, brings to the fore the question of whether the Government will be able to uphold pre-election promises and create more opportunities for young people to be employed and/or to become entrepreneurs themselves.

Next Generation Zimbabwe will examine young people’s sense of their lives now, and in the future. Do they feel like they actually have a stake and say in the social and political landscape? Do they have hopes, aspirations and dreams in their country? Do they have an appetite for social change among their generation?

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<sup>1</sup> Guzura, T., Dube, D., and Mandiwanzira, P. (2017) Youth Participation in the Electoral Process. *Journal of Politics and Governance*, Vol. 6, No. 2., June 2017.

[https://www.researchgate.net/publication/319294094\\_Youth\\_Participation\\_in\\_Zimbabwean\\_Electoral\\_Processes](https://www.researchgate.net/publication/319294094_Youth_Participation_in_Zimbabwean_Electoral_Processes)

<sup>2</sup> Mugabe, Tendai. June 1, 2018. More Opportunities for Youth, says ED. *Zimbabwe Situation*.

<https://www.zimbabwesituation.com/news/more-opportunities-for-youths-says-ed/>

Do they feel their voices are being heard by their elders, by leaders, by the media and opinion formers? What is their engagement in the civic, economic, social and democratic life of their country and what are their aspirations on influencing their community, country and wider world?

In addition to this, the report will assess the policies that are needed to support young people across Zimbabwe in achieving their potential as creative, fulfilled and active citizens.

Key areas to explore within the research

- Demographics
- Education: including access to education (primary and secondary), quality of education and teaching, support from education into employment
- Employment – job status, job satisfaction, sources of finding jobs, job seeking behaviour, links between education and fitness for work, entrepreneurship
- Priority issues – fears, concerns, aspirations, barriers to success, strategies for overcoming barriers
- Looking to the future – optimism, concerns, intergenerational fairness (lives better than their parents? Has the older generation left them a good deal?)
- Lifestyle and pastimes, including cultural, volunteering, media and social media; mixing with diverse groups? Attitudes to their peers.
- Navigating the world – primary sources of information (parents, friends, media, religious leaders etc), decision making abilities, ability to navigate multiple information sources (“fake news” and social media echo chambers), trusted sources of information
- Global outlook: Attitudes towards neighbours in Africa, the UK, US, Europe, China

### **Sample**

The Next Generation Zimbabwe report will have a nationally representative sample (95% confidence rate or higher) of young people aged 18-35 who are Zimbabwean nationals currently residing in Zimbabwe.

Data will be analysed and disaggregated in cadres 18-24, 25-30, and 31-35.

We would like the data collection phase to give an emphasis to reaching the harder to reach segments of the population. We would also like the data to be representative of and disaggregated (as far as possible) by:

- Age: 18-24 / 25-30/ 31 - 35
- Gender: male / female / other / prefer not to say
- People with dual nationality
- Education: none / primary school / secondary school / graduation / post-graduation
- Location: rural / urban (by city); peri-urban
- Wealth: household income
- Religion
- Ethnicity
- Disability
- Socio-economic group

The project combines policy-relevant research with a strategic communications campaign to disseminate the findings widely and use them to enhance young people’s ability to influence the policy environment.

### **Approach**

Broadly, the work will fall into the following areas:

- a. Current demographics, other trends, policy landscape affecting young people, through the means of a literature review
- b. Large scale data collection exercise through a survey instrument
- c. More detailed exploration of key themes emerging from the survey by means of qualitative research

We are keen for potential researchers to explore innovative and participatory approaches to gathering and analysing data.

2.2 The purpose and scope of this RFP and supporting documents is to explain in further detail the requirements of the British Council and the procurement process for submitting a tender proposal.

## **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 offices in the UK and/or Ethiopia.

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 duration of 8 months with an option for an extension for up to an additional 2 months.

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 – 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 [3] (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 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.

4.8 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.

4.9 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 **30 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**

The British Council is inviting Zimbabwean and international researchers to submit their tender documents for a literature review on the youth landscape and employment trends in Zimbabwe; a population based survey on the attitude and behaviours of Zimbabwean youth; and qualitative research on the lived experiences of young people in different setting. This high-quality research document will lay out the background in which the Next Generation Zimbabwe project is to be conducted, assist with design of the questionnaires for the subsequent quantitative and qualitative research stages, and provide evidence-based inputs for the policy recommendations that will appear in the final project report and dissemination events.

The Next Generation Zimbabwe report will have a nationally representative sample (95% confidence rate or higher) of young people aged 18-30 who are Zimbabwean nationals currently residing in Zimbabwe. We would like the research to give an emphasis to reaching the harder to reach segments of the population. The research activities will cover 18-30 year old males and females from all over Zimbabwe and should encompass participants from the following groups:

- Age: 18-35
- Gender: male / female / prefer not to say
- Education: none / primary school / secondary school / under graduate / post-graduate
- Location: rural / urban / peri-urban

- Wealth: household income
- A mix of ethnic groups, including ethnic minorities
- A mix of religions
- Young people with disabilities

The selected researcher(s) will design the research methodology, conduct research activities, and produce a high-quality research report. It is expected that the outputs of this research would include:

- 1) Literature review** – This will be a comprehensive review based on desk research, exploring published research on youth policy landscape, demographics, youth attitudes and other relevant literature in Zimbabwe, as well as drawing on regional and international literature as appropriate. The researchers should also aim include how the research was conducted, search terms and databases used, inclusion and exclusion criteria (and the rationale for these), how unpublished studies were searched for, and the number of studies finally included and excluded.
- 2) Population based survey:** An opinion survey that can be implemented across the country by telephone, face-to-face, or online. This will capture key data points on young peoples' attitude and behaviours in Zimbabwe. Previous surveys from other Next Generation research will be shared as guidance.
- 3) Qualitative research:** This will seek to understand in more depth the themes emerging from the quantitative element of the research, for example: how young people in Zimbabwe understand and engage with broader society (including their attitudes towards gender, ethnicity and religion; and their involvement in decision-making at community and national levels); their opinions on and suggestions for improvement in employment, youth, and education policies and opportunities; their aspirations and fears for the future; their strategies for achieving their goals; and their views on politics, government and the direction that Zimbabwe is heading in, as well as views on the wider world. It will provide robust qualitative insights into how young Zimbabweans live their lives as well as evidence-based inputs for the policy recommendations that will appear in the final project report and dissemination events.

The research should use robust qualitative methods. It should be based on a systematic sampling method and use robust analytical tools such as thematic analysis, triangulation and respondent validation. The report of the research should clearly outline the study method used and how the

data was collected and analysed. Any interviews and focus groups conducted during the research should be recorded, transcribed and translated into English.

The research organisation will provide information to the participants about the research and clarify the expected role of each participant prior to the beginning of data collection. The successful bid should outline ethical considerations to be taken during research, particularly where young or vulnerable individuals are engaged. A link to the British Council's ethics policy on research will be provided.

- 4) **Analysis of data, conclusions and recommendations:** The Consultant/s will be expected to lead the assignment, but to also work alongside British Council staff and the research advisory group as required.

In addition to this the research report should contain the following sections as well:

- Executive summary, outlining the key points and findings of the whole body of work
- Introduction, outlining the rationale for the study and its objectives
- Results of the whole body of the research, incorporating the literature review, quantitative and qualitative elements, and data presented appropriately (graphs, pie charts, tables etc)
- Discussion, analysis of the findings, in context of the framing of the research (young people's attitudes at a time of significant change) and in context of relevant literature; a summary and conclusions, recommendations for policy (bearing in mind the strengths and weaknesses of the data reviewed), and recommendations for future research.
- Bibliography
- Methodology, including how the research was conducted, search terms and databases used, inclusion and exclusion criteria (and the rationale for these), how unpublished studies were searched for, and the number of studies finally included and excluded.

- 5) **Support for strategic communications** – To support the dissemination the findings of the research and engage young people and the policy community in lobbying for improved youth-friendly policies.

Any of the above can be carried out by the research organisation, if they have the capacity, or in consortium, or by subcontracting elements of the work.

The intellectual property generated during the course of this project is to be transferred to the British Council. The terms and conditions for this arrangement will be stipulated in the eventual contract with the supplier.

The appointed supplier will be obliged to abide by the British Council's style and brand guidelines for the editorial style of the report, and its visual identity. Information about this is available here: [www.brand.britishcouncil.org](http://www.brand.britishcouncil.org).

## **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. The mandatory requirements are as follows:

- The first draft of the report of the research must be presented in Word format to the British Council no later than **31 May 2019**. The revised draft should be presented not more than seven working days after receipt of comments from the peer reviewers. The bidder should submit a breakdown of days and costs within the above timeframe with the application.
- Confidentiality: The supplier will be required to adhere to the British Council confidentiality clauses as specified in the section on conditions and contractual requirements in Annex 1.
- Data protection: The Supplier will act in accordance with the consent obtained and as data processor adhere to the Data Protection Act 1998 and any British Council instructions in regards to processing the personal data (please see Annex 1 – data protection clauses).
- Intellectual property rights: For any pre-existing materials provided to the supplier by the British Council and any reports, materials, and documents produced by the supplier, the intellectual property rights created in the course of the services will be owned by the British Council

## **9 Qualification Requirements**

As part of your tender response, you must confirm compliance with any qualification requirements as set out at Annex 4 (Qualification Questionnaire). A failure to comply with one or more such qualification requirements shall entitle the British Council to reject a tender response in full.

The CVs of the personnel who will carry out the research study should demonstrate the appropriate technical and professional knowledge of qualitative research, as well as expertise and experience in the field. The tender submission should clearly demonstrate prior experience of undertaking similar services in similar locations.

Research accreditation documents should be submitted with the response.

The supplier shall demonstrate in the return response to this RFP that he/she has:

- proven experience of conducting qualitative research studies in developing countries, preferably in Africa;
- proven experience of using a systematic, rigorous approach to sampling, data collection and data analysis;
- proven experience of delivering well-written, clearly analysed research reports in a timely manner;
- an understanding of youth issues in Zimbabwe
- Offered good value for money

## 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.

## 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 / time
RFP Issued to bidding suppliers	12 November
Deadline for clarification questions ( <b>Clarification Deadline</b> )	1700 GMT 21 November
British Council to respond to clarification questions	22 November
Deadline for submission of RFP responses by potential suppliers ( <b>Response Deadline</b> )	1700 GMT 10 December

Final Decision	14 December
Inception meeting and project commencement	18 December

## 12 Instructions for Responding

12.1 All documents required as part of your tender response should be submitted to [Melody.Sango@britishcouncil.org.zw](mailto:Melody.Sango@britishcouncil.org.zw) 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 [Melody.Sango@britishcouncil.org.zw](mailto:Melody.Sango@britishcouncil.org.zw) 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. Tender 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 ITT 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:** Tender responses will be checked to ensure that they have been completed correctly and all necessary information has been provided. Tender 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 ITT 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 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 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 advantageous tender using the following criteria and weightings and will be assessed entirely on your response submitted:

Criteria	Weighting
<b>Methodology and Approach</b> - Evidence of knowledge and understanding of the context in particular operating countries - Clear and effective methodology for achieving the requirements of the terms of reference	40%
<b>Track record</b> - Evidence of experience and track record of proposed individuals - Evidence of capability and capacity in conducting similar projects	30%
<b>Partnership approach</b> - Practical and effective ways of working in partnership with the British Council team and partners	10%
<b>Costing/price</b>	20%

Evaluation of all submitted responses will be undertaken by the evaluation panel which will consist of British Council representatives with relevant and significant experience and knowledge of the requirements.

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 unless the previous/current experience is clearly evidenced within the response. Evaluation will be fair and transparent.

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

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 using the following scoring model:

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

Points	Interpretation
10	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.
7	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.
5	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.
3	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.
0	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.

The lowest all-inclusive cost proposed will receive 20%. All other submissions will be allocated a % score pro-rata.

The indicative budget allocated for the work £90,000 in total (including all costs and VAT). Please note that value for money is a key consideration in evaluating bids.

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 any verification evidence requested from a supplier, or a relevant third party as may be referred to by the supplier in the Qualification Questionnaire 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**

**Annex 3 – Pricing Approach**

**Annex 4 – Qualification questionnaire**