

BRITISH COUNCIL

REQUEST FOR PROPOSAL FOR ACCESS CONTROL SYSTEMS, WALK THROUGH METAL DETECTOR MAINTENANCE SERVICES AND STAFF ID CARD PRODUCTION IN BRITISH COUNCIL OFFICES IN LAGOS, ABUJA, PORT HARCOURT, AND KANO.

(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.

(2) Introduction and Background to the Project / Programme

(2.1) Nigeria is the British Council's largest operation in sub-Saharan Africa with offices in 4 cities – Port Harcourt in the south, Kano in the North, Abuja the Federal Capital and Lagos the commercial centre. We also have several project offices across the country. Our 200 staff work across a range of states delivering large scale contracts, partnership programmes, examinations, projects as well as services in Arts, Education & Society and English & Exams. We therefore need to source staff with a range of different skills, for work in both commercial and not-for-profit areas. Our partners and clients include government, public and private institutions, foundations, private sector organisations and civil society.

We are expanding and scaling up our existing programmes, contracts and services in the Arts, Education & Society, English & Examinations.

We are also working to ensure that we have a good balance of partnership, customer services and client funded work across these sectors. To do this we need to create the right enabling environment and to source staff with appropriate skills.

Our Estates and Facilities are an important facet of our work, providing a well-maintained and fit-for-purpose environment for customers, visitors and staff. We need to ensure the buildings and grounds are always in good working order, provide a welcoming approach in line with our brand, and always comply fully with health and safety standards.

We are therefore looking to engage a supplier to undertake maintenance of CCTV, Access

Control systems, Walk Through Metal Detector Maintenance Services and Staff ID card production in our Lagos, Abuja, Port Harcourt and Kano Offices.

(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 provide service at the British Council offices in Lagos, Abuja, Port Harcourt and Kano.

(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 a duration of two years with an option for an extension for up to an additional 12 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 based on 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 – Tender responses must comprise the relevant documents specified by the British Council completed in all areas and in the format as detailed by the British Council in Annex 2 (Supplier Response). 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 2 (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 handwritten 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) If you wish to designate information supplied as part of your tender response or otherwise in connection with this tender exercise as confidential, using any template and/or further guidance provided at Part 2 (Submission Checklist) of Annex 2 (Supplier Response), you must provide clear and specific detail as to:

- the precise elements which are considered confidential and/or commercially sensitive;
- why you consider an exemption under the FOIA or EIR would apply; and
- the estimated length of time during which the exemption will apply.

(4.8) The use of blanket protective markings of whole documents such as “commercial in confidence” will not be enough. By participating in this Procurement Process, you agree that the British Council should not and will not be bound by any such markings.

(4.9) 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.

(4.10) 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 ninety 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 according to the agreed contractual payment terms. 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.
- It is sent in hard copy to the Finance team at the British Council offices in Nigeria.

(7) Specification

Detailed Preventive, Repair and Maintenance Services

The Service Provider shall assume all management responsibilities for the regular, effective, non-disruptive delivery of the maintenance services as indicated in the contract and will abide by all agreed deadlines indicated on this contract.

The Service Provider shall agree to be proactive in helping the British Council operate in the most efficient manner possible with respect to its CCTV, Access control, Walk Through Metal Detector and Staff ID card production needs. Special provisions of this contract shall include telephone support for the British Council. This contract specifically covers on-site, maintenance for any and all equipment and/or software (associated with the CCTV, Access Control Systems, Walk Through Metal Detector and Staff ID card production and assets listed in the agreement.

The service provider shall ensure the deployment of one of its technical staff to the British Council offices in Lagos, Abuja, Kano and Port Harcourt for a minimum of 2 working days a week for 2 hours per day. This will be at no cost to the British Council but to ensure the efficient working and recording of all installed systems.

Maintenance services includes any repair, services, software support, or general systems operation support for existing equipment of the CCTV Surveillance System, Access Control System and Walk Through Metal Detector. The Service Provider will repair, re-work, configure, and/or replace as needed under the standard routine billing in this contract. A billable upgrade or project will include, but not limited to adding a new component, piece of hardware/software to a property to add, enhance, or significantly increase the functionality of the equipment/system.

The Service Provider will provide a quarterly report on the state of all the equipment and its

fitness for purpose to the supervising officers in the various locations.

Furthermore, the Service Provider shall:

Under Closed Circuit Television (CCTV) System.

The brand of CCTV are Hikvision and X-media across the entire offices.

- (1) Carry out routine inspection of all CCTV and report observation to the supervising officer.
- (2) Test the CCTV and Access Control systems for efficient operation and recording quality.
- (3) Provide 24 hour / 365-day Emergency response.
- (4) Replacement of unit/part if problem is not fixable.
- (5) Pre-planned preventative maintenance visits.
- (6) Visually inspect all major components (include cabling & connections where accessible) for signs of deterioration or damage and rectify as necessary.
- (7) Check all control equipment (e.g. monitors, NVRs/DVRs, multiplexers units) for correct operational and programming (include time/date settings).
- (8) Clean cameras lenses & housings as necessary Check lenses for correct focusing & operation of auto-ins and adjust as necessary. Inspect brackets, housings & associated fittings for corrosion or damage. Ensure clamping bolts/brackets are tightened correctly.
- (9) Check lenses for correct focusing & operation of auto-ins and adjust as necessary. Also check lenses for correct field of view and adjust as necessary.
- (10) Physically check the CCTV system to make sure it is fully operational and report any defects or damage.

(11) Return system to operational status (where applicable) at all times.

ACCESS CONTROL SYSTEMS

The access control system brands on site are:

- Net 2 plus for Abuja office
- KVM for Lagos and PH Offices
- K2000 for Kano office

The walk-through metal detector are in Abuja and Lagos offices and their brand is Garret PD6500i

MAINTENANCE SCHEDULE OF THE ACCESS CONNTROL SYSTEMS

- (1) Carry out routine inspection of all Access Control systems and report observation to the supervising officer.
- (2) Test the Access Control systems for efficient operation and recording quality.
- (3) Provide 24 hour / 365-day Emergency response.
- (4) Replacement of unit/part if problem is not fixable.
- (5) Pre-planned preventative maintenance visits.
- (6) Visually inspect all major components (include cabling & connections where accessible) for signs of deterioration or damage and rectify as necessary.
- (7) Check mains & stand-by power supplies including charging rates.
- (8) Check all control equipment (e.g., readers, pin-pads, locks, strikes, closures) for correct operation and programming (include. time/date settings.)

- (9) Check input/output controllers for correct operation.
- (10) Check emergency break-glasses and manual exit devices for correct operation.
- (11) Back-up historic data and database.
- (12) Carry out any minor adjustments or repairs.
- (13) Log test results.
- (14) Always return system to operational status.

WALK THROUGH METAL DETECTOR.

The walk-through metal detectors are in Abuja and Lagos offices and their brand is Garret PD6500i.

- (1) Routine Cleaning.
- (2) Check for physical damage and escalate if replacement is required otherwise repair.
- (3) Periodic calibration in line with manufacturer's guideline to ensure accurate detection
- (4) Routine testing to verify detector's performance and sensitivity levels
- (5) Check power supply to ensure that power supply is functioning correctly, and all cables and connections are secure.

STAFF ID CARD PRODUCTION (on need basis)

- (1) Lanyard and retractable card holder

Sizes:

- 128byte RFID card

- 55mm x 85mm in size

(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.

(9) Qualification Requirements

Not used.

(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.

(10.2) The following additional documentation / information is provided as part of this RFP: None.

(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 launched for bidding suppliers	08/03/24

Timeline for site inspections/clarification questions

Please call the following numbers for site visit appointments.

Lagos....08060226148

Abuja....08115680847

Kano..... 08136533310

Port Harcourt...08038833261

Deadline for submission of RFP responses by potential suppliers

11 - 22 /03/2024.

27 /03/2024

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