



The Commonwealth

COMMONWEALTH SECRETARIAT
MARLBOROUGH HOUSE, PALL MALL, LONDON SW1Y 5HX

IN STRICT COMMERCIAL CONFIDENCE

Request for Quotations (RFQ)
For the Provision of Mandatory Training Programmes Offered to All Commonwealth
Secretariat Employees

February 2024

Secretariat Reference Number: HR/CB/ATE2112/02/2024

Return Date: Return Date - Noon on 5 March 2024

Estimated Contract Award: July 2024

Contents

1. Introduction	3
2. Purpose	3
3. Instructions to Bidders.....	3
4. Evaluation Weightings	3
5. Quote Timeline	3
6. Information for Bidders	4
7. Specification of Requirements (SoR)	5
8. Evaluation criteria	7
Part 1 – Bidder Details (for information)	8
Part 2 - Suitability Assessment Questions (pass/fail).....	10
Part 3 – Technical Questionnaire	15
Part 4 – Pricing (30%)	17

1. Introduction

The Commonwealth Secretariat (The Secretariat) is an international organisation established by Agreed Memorandum, which is given privileges and immunities under the domestic law of the United Kingdom by the Commonwealth Secretariat Act 1966 (as amended by the International Organisations Act 2005). Under this legislation, the Secretariat is not subject to UK jurisdiction and enforcement.

This status has an impact on some of our standard terms and conditions. In particular, we draw your attention to our dispute resolution clause, which refers disputes to the exclusive jurisdiction of the Commonwealth Secretariat Arbitration Tribunal (CSAT). The 8 members of the Tribunal are selected by the Board of Governors and come from Commonwealth member countries. Information about CSAT, including its governing statute and procedure are available on its website at <http://thecommonwealth.org/tribunal>.

The Secretariat implements decisions agreed by 56 Heads of Government and Ministers through advocacy, consensus-building, information sharing, analysis, technical assistance, capacity-building, and advice on policy development.

2. Purpose

The purpose of this request for a quote (RFQ) is to find and appoint a suitable qualified provider for the Provision of Mandatory Training Programmes Offered to All Commonwealth Secretariat Employees. The appointed provider shall be awarded a contract that will be effective for up to two (2) years.

See Terms of Reference in Section 7 for details on the services required.

3. Instructions to Bidders

This is a one stage RFQ process with a written submission to this RFQ followed by bidder clarifications, if required. Bidders will be scored following the first stage and if required bidders may be asked to attend a clarification of their Quote meeting.

Bidders must submit all documents as set out in Part1 - Part 5 'Quote' no later than the return date of 12 Noon GMT on 5 March 2024. The quote documents are to be returned to the following email address: OD@commonwealth.int

Following all stages of the Quote process, the quote received that is deemed as offering best overall value to the Commonwealth Secretariat, shall be awarded the contract based on the notified evaluation weightings:

4. Evaluation Weightings

Quality 70%

Price 30%

The lowest price bid shall be awarded the full points, all other bids shall be awarded a percentage from the benchmark. E.g. (lowest price/other bid)*weighting = Score.

5. Quote Timeline

Please note, that the following timeline is an estimate and may change at short notice.

Activity	Date
Request for quote (RFQ) issued	12/02/2024
Clarification questions to be submitted by bidders by	19/02/2024
Secretariat's response to (anonymised) clarification questions will be circulated to all in writing by	26/02/2024
Quotes submission closing date	12 Noon GMT/ 05/03/2024
Evaluation process duration (including any clarification meetings)	
Contract Start Date	JULY 2024

6. Information for Bidders

- Unless indicated otherwise, all prices should be quoted in Pounds Sterling.
- The bidder must ensure that they have all the information required for the preparation of the Quote submission and that they are satisfied about the correct interpretation of terminology used in this documentation. The bidder must also ensure that they are fully conversant with the nature and extent of the obligations should the Quote be accepted.
- Quotes are to be valid for a minimum of **[120] days** from the closing date for the submission of the Quotes.
- The Commonwealth Secretariat reserves the right to cancel the RFQ at any time during the process and not to award a contract as a result of this procurement.
- Bidders shall bear all costs in completing a quotation submission.
- Bidders shall share sample modules on the requested topics as part of the quote.
- Bidders shall not disclose details of the RFQ to third parties without prior agreement from an authorised officer of the Commonwealth Secretariat.
- All clarification queries must be submitted by **12 Noon GMT on 19 February 2024** and only to OD@commonwealth.int
- Bidders are required to submit transparent pricing with no hidden costs or charges.
- The Secretariat will carry out an evaluation of the quotes using the weighted criteria method as described. Following the evaluation stage(s) the Secretariat will select a preferred bidder which will be taken forward to contract award. The Secretariat reserves the right to appoint a reserve preferred bidder which the Secretariat could then take forward to contract award if any contract negotiations with the preferred bidder are unsuccessful.

By taking part in this request for quotes all bidders commit to the following:

- Bidders confirm that by submitting a quote they agree to abide by the Secretariat's Code of Ethics and relevant Corporate policies as published from time to time on the following web page:
<https://thecommonwealth.org/corporate-policies>
- Bidders certify that they have not canvassed or solicited any officer or employee of the Secretariat in connection with this Quote submission and that no person employed or acting on behalf of the bidder has done any such act.
- The CSAT shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Procurement (including non-contractual disputes or claims).
- **Compliance with policies:** The Secretariat has a zero-tolerance approach towards sexual exploitation, abuse and harassment. The bidder must familiarise itself with the Secretariat's policies available at <https://thecommonwealth.org/corporate-policies> Particularly with reference to the Anti- Bribery and the Safeguarding Policy, the bidder must understand the obligations imposed on Suppliers/Consultants and their personnel and sub-contractors including having robust procedures to detect and report any wrongdoing or concerns. Adherence to the Secretariat policies is mandatory and if awarded a contract, the Supplier/Consultant will be required to ensure continued compliance with the policies for the duration of the contract.

7. Specification of Requirements (SoR)

Background and Introduction

The Commonwealth is a voluntary association of 56 independent and equal sovereign states and home to 2.4 billion people. The Commonwealth Secretariat is an independent organisation working with the 56 member countries and assists them together to promote prosperity, democracy, and peace, amplify the voice of small states, and protect the environment. The Secretariat provides technical assistance and support member countries in the development of policies, laws, design of fiscal regimes and strengthening national institutions as they seek to implement the Sustainable Development Goals.

The Commonwealth Secretariat's Corporate Directorate ensures that the Secretariat have the right resources to provide the most value for our member countries. Our staff helps to deliver the Strategic Plan to the benefit of all member countries and Commonwealth citizens.

The Secretariat employs staff from various backgrounds and disciplines to work across the various divisions. Considering the nature of our work and time availability the Secretariat is seeking to provide a learning experience tailored to a learner's individual level of knowledge and need - offering a more efficient and impactful learning experience. We wish to use the same content, and have it tailored to the needs of individual learners (by measuring their competence and confidence while they are learning).

Objective

The aim of this quotation process is to identify and contract a suitably qualified service provider to supply a mix of adaptive and customisable eLearning content for our five (5) mandatory modules. The modules will automatically adapt to the learner's knowledge, skill, and confidence as they progress through a module. The modules should check the user's competence regularly while signposting to policies and procedures with the Secretariat.

Target Groups

The target groups for the eLearning modules will be all Commonwealth Secretariat employees, as well as our Safeguarding Committee Members and Safeguarding Leads.

Scope of the Requirement

The Secretariat would like to work with relevant service providers to procure adaptive and fixed eLearning content that can be customised for the delivery of our five (5) mandatory compliance modules.

- The supplier's solution should break down the learning objective and connect for the learner through evaluation questions.
- Each section of the adaptive course will test a learner's confidence, accuracy, and knowledge.
- If the learning is confident and correct, their path through the learning is shorter and more effective.
- If the learner is confident and incorrect the learning adapts to them, taking them through more of the learning.
- There should be the option to clear pre assessment but not for staff on probation.
- Pre assessment should be single attempt only and certificate issued if past.
- Post assessment could have two attempts and certificate issued if past.
- Content should allow some degree of customisability to reflect our internal process and link to our internal procedures and policies.
- The Shareable Content Object Reference Model (SCORM) package will be hosted on the Secretariat's (Learning Management System) LMS.
- Updates to content in line with legislation should be part of the package.
- Accommodate organisational changes for relevance of internal policies and procedure at no additional cost.
- The eLearning course should allow the Secretariate easy and instant updates of the training contents and materials (including to remove and to add parts)
- Learners should be able to review parts of the eLearning course after completion.

- Where content needs to be customised it should be formatted in such a way that it:
 - I. Identifies the purpose of the course.
 - II. Aligns content with objectives.
 - III. Offers strategies to facilitate the learning.
 - IV. Includes engaging inter-activities.
 - V. Assess the learning.
 - VI. Links to background reading documents (based on existing Secretariat policies and procedures.
 - VII. Need to be culturally and gender inclusive.
 - VIII. Ensure content follows Web Content Accessibility Guidelines (WCAG)

The eLearning modules will include:

(a) **Safeguarding** - three different levels are required all from a corporate context. The target audience are our staff, our Safeguarding Committee and Safeguarding leads to understand. The module for the general staff would be safeguarding essentials from a corporate context. The modules for the latter two groups while also from a corporate context should aid them in identifying the duty of care responsibilities associated with their roles.

(b) **GDPR** - by the end of the module staff should have a better understanding of what the UK GDPR aims to achieve, why it exists, what are the seven principles and how they apply at work, also the difference amongst a data controller, data processor and a data subject. They should also be able to identify the difference between the UK GDPR and the amended version of the Data Protection Act 2018.

(c) **Unconscious Bias** - this module should define what is unconscious bias, provide a broad overview of what it is and how it takes place, provide both a UK and Globally and how to go about challenging it in a work environment.

(d) **Whistleblowing** - this module should aid staff in understanding the need for a whistleblowing policy, how to raise concerns, definite what constitutes whistleblowing and what is a whistleblower. It should also provide information on why it's important, the whistleblowing process, protection for whistle-blowers, who to contact within the Secretariat, how to handle and store disclosure records and how to follow up once you have raised a concern.

(e) **Health and safety** - this module should provide health and safety information from a corporate context. It should touch on slips, trips and falls, fire awareness, display screen equipment, ergonomics and assessments for hybrid workers, accident reporting procedures, fire awareness and evacuation, basic first aid,

It is envisaged that 250 (+/- 10%) licences would be required for the duration of the contract.

Contract duration

This tender would have a contract life of two (2) years with the possibility of a further renewal for one (1) year.

Estimated Budget

The maximum budget payable under this contract is £18,000 (including all fees and taxes) over the life of the contract. Payment will be made annually by the contract manager and within 30 days upon receipt of invoice.

Payment and Value Added Tax

Invoices will be submitted annually, accompanied by all necessary documentation, to the Secretariat's representative. Suppliers are responsible for stating whether prices are VAT inclusive or exclusive and this must be supported by the invoice provided.

Payment shall be made 30 days (unless otherwise agreed in writing by Commonwealth Secretariat) after delivery of all items under the Contract and certification of satisfactory quality signed by Commonwealth Secretariat's representative. Payments may be withheld or

reduced by the Commonwealth Secretariat in the event of unsatisfactory quality without prejudice to the other rights of the Secretariat under the Contract.

Pricing

The price shown in the supplier's response is firm and is the total price of services including delivery and all labour, VAT, materials, equipment, overheads, all royalties, any changes to content owing to organisational or legislative changes, licence fees or similar expenses for the supply or use of any invention, process, model or information and all other costs of the supplier in connection with the contract for full and performance of the supplier.

Conflicts of interest

The consultant shall establish and maintain appropriate business standards, procedures and controls including those necessary to avoid any real or apparent impropriety or to prevent any action or conditions which could result in conflict with the Secretariat's best interests.

If either Party becomes aware of any actual or possible conflict between the interests of the Secretariat and the Consultant, it shall notify the other Party as soon as reasonably possible and the Parties shall meet to discuss the Conflict and shall: (i) use all reasonable endeavours to find ways to eliminate or minimise the risk of the Conflict; and (ii) take such steps as may be agreed to remove or avoid the cause of the Conflict.

8. Evaluation criteria

Quotes will be assessed based on the evaluation criteria set forth in this document (see Technical Questionnaire and the weightings apportioned to quality/price above in this Terms of reference/RFQ).

Part 1 Bidder's details is for information only.

Part 2 - Suitability Assessment Questions -will be assessed on a Pass/Fail basis

Quote Submission Documents (HR/CB/ATE2112/0/2024)

Note - Bidders must complete and return all Quote submission documents below:

Part 1 - Bidder Details

Part 2 - Suitability Assessment Questions

Part 3 - Technical Questionnaire

Part 4 - Pricing

Part 1 - Bidder Details (for information)

Please provide details relating to your registered offices, legal status and date of incorporation.

Individual/ Company and/or Trading Name		Company/Sole Trader Registration Number	
Company Address		Date of incorporation	
Post Code			

Contact Name		Job Title	
Telephone		Email	

In the event of utilising a third party, on your behalf for any part of the services, please provide the full details of the secondary consultant/supplier:

Company Name		Duration of working relationship,	
Company Address		Reason for use	
Post Code			

In line with the Secretariat's Procurement Code of Ethics¹, the Secretariat works towards encouraging SMEs to apply for relevant tenders and is committed to monitoring the environmental awareness of our consultants, suppliers and partners with a view (where relevant to the subject matter of the contract) to only doing business with ISO 14001 Environmental Management or ISO 50001 Energy Management accredited organisations.

Is the supplier classified as a Micro or Small Medium Enterprise (SME)?	Yes/No
Is the supplier an ISO14001 or ISO 50001 (Energy Management) accredited organisation?	Yes/No

UK VAT Declaration

For UK Registered suppliers: Is the bidder registered for Value Added Tax (VAT)? [Y/N]

If yes, please include VAT registration number [insert] and provide a copy of your VAT registration certificate as part of your response.

¹ <https://thecommonwealth.org/corporate-policies>

Annual Turnover check:

In line with the Secretariat's Procurement Code of Ethics², the Secretariat expects for its consultant/suppliers to have a turnover that is, as a minimum, twice the value of the contract they are applying for. Please state the following:

Annual	Previous Year	Year 2
Turnover:	£	£

Or

For individual consultants, please confirm that your annual turnover is twice the value of the Contract you are applying for:

YES

☐

Please note, the successful bidder (if a company and not an Individual) may also be checked for their Equifax Financial Credit Score. Should the bidder (if a company) fail the commercial credit score check, the Secretariat will be entitled to commence negotiations with the second preferred bidder subject to that bidder (if a Company) having passed the Equifax Credit Score and so forth.

Please provide the contact details of two reference clients. A minimum of two references will be collected from previous clients (excluding the Secretariat) from projects carried out in (max) last 18 months. Please provide references from similar international organisations or public sector bodies or equivalent if possible. One of the references should relate to the most recent contract you/your company has fulfilled. If possible, additionally, **supply a list of potential references from which the Secretariat can select the referees they wish to contact**³. The referees will not be contacted until the final stage of the Quote process.

	Reference 1	Reference 2
<i>Company Name</i>		
<i>Company Address</i>		
<i>Post Code</i>		
<i>Referees name</i>		
<i>Referee Telephone</i>		
<i>Referee Email</i>		

² <https://thecommonwealth.org/corporate-policies>

³ This will go some way to mitigate against bidders selecting the references that are likely to be more favorable and will assist in providing a more realistic reflection of performance.

Part 2 - Suitability Assessment Questions (pass/fail)

Grounds for Exclusion

You will be excluded from the Quote process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations.

1. Within the past five years, have you or your organisation (or any member of your proposed consortium, if applicable)- if you are trading as a company - Directors or Partner or any other person who has powers of representation, decision or control been convicted of any of the following offences? Individual Consultants - please complete the table to the best of your knowledge.

Please Mark 'X' In the Relevant Box	Yes	No
(a) Conspiracy as defined by the legislative or judicial bodies in your jurisdiction.		
(b) Corruption as defined by the legislative or judicial bodies in your jurisdiction.		
(c) Bribery as defined by the legislative or judicial bodies in your jurisdiction.		
(d) The offence of cheating the Revenue as defined by the legislative or judicial bodies in your jurisdiction.		
(e) The offence of conspiracy to defraud as defined by the legislative or judicial bodies in your jurisdiction.		
(f) Fraud as defined by the legislative or judicial bodies in your jurisdiction.		
(g) Theft as defined by the legislative or judicial bodies in your jurisdiction.		
(h) Fraudulent trading as defined by the legislative or judicial bodies in your jurisdiction.		
(i) Fraudulent evasion as defined by the legislative or judicial bodies in your jurisdiction.		
(j) Destroying, defacing or concealing of documents or procuring the execution of a valuable security as defined by the legislative or judicial bodies in your jurisdiction.		
(k) The possession of articles for use in frauds as defined by the legislative or judicial bodies in your jurisdiction.		
(l) Any offence considered to be Counter Terrorism as defined by the legislative or judicial bodies in your jurisdiction.		
(m) Money laundering as defined by the legislative or judicial bodies in your jurisdiction.		

(n)	Any Sexual Offences as defined by the legislative or judicial bodies in your jurisdiction.		
(o)	Drug trafficking as defined by the legislative or judicial bodies in your jurisdiction.		

2. Within the past three years, please indicate if any of the following situations have applied, or currently apply, to you (if an Individual Consultant) or your organisation.

Please Mark 'X' In the Relevant Box		Yes	No
(a)	You/your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended, or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State;		
(b)	You/your organisation is guilty of grave professional misconduct, which renders its integrity questionable;		
(c)	You/your organisation has entered into agreements with other economic operators aimed at distorting competition;		
(d)	the prior involvement of you/your organisation in the preparation of the procurement procedure has resulted in a distortion of competition;		
(e)	you/your organisation has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.		

3. Employment and Human Rights

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. Please delete 'Yes' / 'No' as applicable.

(a)	In the last three years, has any finding of unlawful discrimination been made against you/your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?	Yes/No
(b)	<p>In the last three years, have you or has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination?</p> <p><i>If you have answered "yes" to one or both of the questions, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</i></p>	Yes/No

	<i>If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring. You may be excluded if you are unable to demonstrate to The Secretariat's satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</i>	
(c)	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	Yes/No/NA

4. Environmental Legislation

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. Please delete 'Yes' / 'No' as applicable.

(a)	<p>Have you or your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?</p> <p><i>If your answer to this question is "Yes", please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served. The Secretariat will not select bidders that have been prosecuted or served notice under environmental legislation in the last 3 years, unless The Commonwealth is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.</i></p>	Yes/No
(b)	If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?	Yes/No/NA

5. Health and Safety legislation

For individuals/organisations working outside of the UK please refer to equivalent legislation in the country that you are registered in and/or located. Please delete 'Yes' / 'No' as applicable.

(a)	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.	Yes/No/NA (individual consultant)
(b)	<p>Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?</p> <p><i>If your answer to this question was "Yes", please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result. The Secretariat will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to The Secretariat's satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.</i></p>	Yes/No/NA (individual consultant)
(c)	If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	Yes/No/NA (individual consultant)

6. Insurance requirements (for information)

Does the supplier (whether an Individual or Company) have insurances (as may be necessary or relevant by the subject matter of the contract specified in the SoR in this RFQ), currently in place, for the business activities they are proposing to carry out?

YES

☐

NO

☐

If yes, please state the type of insurance and level of insurance held:

Area	Does the Consultant/supplier have insurances in place?	Level of cover expected	Level of cover currently held
<i>e.g. Public liability</i>	<i>Yes/No/NA</i>	<i>£10m</i>	
<i>e.g. Employer's liability</i>	<i>Yes/No/NA</i>	<i>£5m</i>	
<i>e.g. Professional Indemnity</i>	<i>Yes/No/NA</i>	<i>£1m</i>	
e.g. Data Protection Liability (for relevant projects only, where the supplier will be handling/processing personal data on behalf of the Secretariat)	Yes/No/NA	See below ⁴	

Please note that the **Individual Consultant** will not be excluded from the tender process if the answer is 'No'. However, it is industry best practice for consultants to ensure they have suitable insurances in place for the work they are proposing to undertake.

Please note that the insurance cover detailed above should be in place before activities commence in pursuance of the services required (if successful) and will not be considered as part of the costs under the contract between the Secretariat and the selected consultant.

7. Terms and Conditions/Code of Ethics/Corporate Policies

Please delete 'Yes' / 'No' as applicable.

⁴ Where contracts involve significant data processing, data protection cap needs to be determined on a case-by-case basis. For low-cost contracts that involve little (emails only) or no data processing, the liability is capped at 1.5 times of the contract value.

(a)	<p>Please confirm that you (if an Individual Consultant)/your organisation agrees to the Commonwealth Secretariat's:</p> <p>1. Secretariat's standard terms and conditions for below £30,000 total contract value can be found at: https://thecommonwealth.org/terms-and-conditions</p> <p>2. Secretariat's Code of Ethics and Safeguarding Policy at: https://thecommonwealth.org/corporate-policies and</p> <p>3. Secretariat's Corporate policies applicable to Consultant/suppliers and as published from time to time on the following web page: https://thecommonwealth.org/corporate-policies</p> <p>.....</p> <p>If you do not agree to abide by the above, please state reasons and/or changes requested as part of your bid:</p>	Yes/No
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8. Legal comments table

By submitting a response, the bidder is agreeing to be bound by the terms of this RFQ and the Contract save as in relation to those areas of the Contract specifically highlighted below. As such, if the terms & conditions of the Commonwealth Secretariat [Terms and Conditions | Commonwealth \(thecommonwealth.org\)](#) renders proposals in the bidder's response unworkable, the bidder must submit full details of the unworkable/unacceptable provisions within the relevant Standard Terms and Conditions (Goods and Services) by completing the Legal Comments Table below.

Clause/Paragraph /Schedule	Summary of Issue	Suggested Revisions

Part 3 - Technical Questionnaire

The following scoring mechanism will be used to score each question in this section:

Using a 0 - 5 scoring system:	
0	Unacceptable Response - No information provided, or response does not address the requirement.
1	Poor response - The response contains material omissions and / or is supported by limited evidence / examples. Concerns that the organisation does not have the potential to deliver / that they have failed to meet a reasonable standard.
2	Fair response - There is adequate detail / supporting examples giving a reasonable level of confidence in the Tenderer's experience and ability. The Tenderer appears to have the potential to deliver as required / has met a reasonable standard and there are only minor concerns about the Tenderer's experience
3	Good Response - The level of detail / supporting examples gives a high level of confidence in the Tenderer's experience and ability. The Tenderer clearly has the potential to deliver and / or has clearly met an acceptable standard.
4	Excellent Response - A comprehensive well evidenced submission, clearly demonstrating expertise and knowledge incorporating some value-added benefits attributes & other points of innovation. The bid is deemed to offer little risk and fully captures the understanding of the steps involved to deliver aspects of the service which can be related to the question posed, giving a high level of confidence in the Tenderer's experience and ability.
5	Exceptional Response - A comprehensive and exceptionally evidenced submission that substantially exceeds the expectations of the requirement and offers significant additional benefits. Submission clearly demonstrates exceptional expertise and knowledge incorporating value added benefits/ & other points of innovation. The bid is deemed to offer well identified risks and a mitigation of these put forward and fully captures the understanding of the steps involved to deliver all the aspects of the service and is directly relatable to the question posed, giving an exceptionally high level of confidence in the Tenderer's experience and ability.

- The technical questions below are worth **70%** of the total score. The individual question weightings are set out in the weighting column.
- The following formula will be applied for each question:
 - $\text{Points Scored} \div \text{Points Available} \times \% \text{ weighting}$
 - The scores for each of the questions will be added to give a total Technical/Quality Score
- Unanswered questions or sections that are left blank shall be awarded a 0.

Please answer all questions in the spaces provided. Please do not attach documents or appendices.

Question No.	Question	Weighting
1	Understanding the requirement a. The level of understanding of the context within which the Secretariat Operates. b. The extent of your understanding of the requirements of this request.	5
Insert your answer here		
2	Methodology a. relevance of content b. use of personalised adaptive learning (PAL) c. integration of assessment in the content d. W3C requirements, user interactivity and engagement	30
Insert your answer here		
3	Experience: a. Evidence (samples) as it relates to the requirements of the RFQ. b. Quality of the eLearning modules previously developed. c. Quality of the approach proposed to provide the product requested in the request for quote.	30
Insert your answer here		
4	Practical skills a. Demonstrate knowledge and track record of similar solutions provided. b. Experience of working with culturally diverse organisations.	5
Insert your answer here		

Part 4 - Pricing (30%)

Transparent pricing must be submitted with no hidden costs. Pricing and cost must be broken down to the different elements of the services and any other costs.

Please refer to Instructions to bidders which states that unless indicated otherwise, all prices should be quoted in Pounds Sterling.

Suppliers are expected (within their financial proposal) to provide a full breakdown of the number of experts/number of days (total and per expert) needed to complete the assignment.

[For TAP Consultancy: Consultant's Name/Role/Band - refer to Annex 1 Technical Assistance Consultants: Corporate Fee Band Table] Experts' name/role	Day Rate (including all taxes)	No of Days	Total (including all taxes) GBP
Total			

Payments will be made upon successful completion of the milestones described in the terms of reference, upon receipt of the Secretariat's written approval of all agreed deliverables and upon submission of a compliant invoice. If there is a VAT element - for UK VAT registered suppliers only - this must be itemised in the total quote received/agreed by the Secretariat and the supplier must submit a UK VAT registration certificate to the Secretariat when invoicing. All invoices will be sent to contract manager n.yarde@commonwealth.int