



The Commonwealth

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

***IN STRICT COMMERCIAL CONFIDENCE***

**Invitation to Tender (ITT)  
For the Provision of Self Directed eLearning Platform and Content**

**August 2025**

Secretariat Reference Number: 668-2025

Return Date: **Noon Monday 13<sup>th</sup> October 2025**

Estimated Contract Award: November 2025

e-procurement portal: <https://intendhost.co.uk/thecommonwealth.aspx/Home>

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<sup>1</sup> [Terms and Conditions | Commonwealth \(thecommonwealth.org\)](https://thecommonwealth.org)  
Self Directed eLearning Platform and Content  
August 2025

## 1. Introduction

- 1.1 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. Further information on the Secretariat can be found at: <http://thecommonwealth.org/>
- 1.2 This status has an impact on some of the standard terms and conditions of contract (see appendix 1). 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. CSAT is located in London, United Kingdom. Information about CSAT, including its governing statute and procedure are available on its website at <http://thecommonwealth.org/tribunal>.
- 1.3 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 Secretariat wishes to find and appoint a suitable supplier for the provision of a Self-Directed eLearning Platform and Content. The appointed supplier shall be awarded a contract that shall be effective for two (2) years, with an option to extend for a maximum of up to one (1) year.

- 2.2 See specification of requirements (SoR) in Section 6- for details of the goods and services required.

### 3 **Tender Timeline** Please note the following timetable is indicative at the time of going out to tender. This timetable may be subject to change at short notice.

ACTIVITY	DATES & TIMES
Publish invitation to tender on In-Tend, Commonwealth webpage and Devex	22 <sup>nd</sup> August 2025
Clarification period closes ( <b>“Tender Clarifications Deadline”</b> )	5pm on 3 <sup>rd</sup> September 2025
Deadline for the publication of Secretariat’s responses to tender clarification questions	10 September 2025
Deadline for submission of Tenders to the ComSec ( <b>“Tender Submission Deadline”</b> )	12 Noon on 13 <sup>th</sup> October 2025
Evaluation, moderation, and consensus of bids received including evaluation /moderation meeting	13 <sup>th</sup> - 24 <sup>th</sup> October 2025
Moderation meeting	3 <sup>rd</sup> November
Notification to shortlisted bidders of presentation dates	To be confirmed
Presentation Dates	To be confirmed
Procurement evaluation report written	13 <sup>th</sup> - 21 November 2025
Procurement evaluation report approved	21 November 2025
Contract Award Notification	21 <sup>st</sup> November 2025
Estimated contract start date	28 <sup>th</sup> November 2025

Please note: This timetable may be subject to change at short notice.

### 4 **Instructions to Tenderers** Tenderers must submit all documents as set out in Section 7 Part1 - Part 3 no later than the return date of **12:00 (Noon) on 13<sup>th</sup> October 2025**

- 4.2 The tender documents are to be returned via the Commonwealth Secretariat’s e-procurement portal: <https://in-tendhost.co.uk/thecommonwealth.aspx/Home>.
- 4.3 All clarification queries must be in submitted by **5pm on 3<sup>rd</sup> September 2025** and only via the Commonwealth Secretariat’s e-procurement portal: <https://in-tendhost.co.uk/thecommonwealth.aspx/Home>
- 4.4 Unless indicated otherwise, all prices should be quoted in Pounds Sterling. Prices quoted should exclude VAT but must indicate clearly where UK VAT is applicable and where items might be zero-rated.
- 4.5 The tenderer must ensure that they have all the information required for the preparation of the tender submission and that they are satisfied about the correct interpretation of terminology used in this documentation. The tenderer must also ensure that they are fully conversant with the nature and extent of the obligations should the tender be accepted.
- 4.6 Tenders are to be valid for a minimum of ninety (90) days from the closing date for the submission of the tenders.

- 4.7 The Commonwealth Secretariat reserves the right to cancel the tender at any time during the process and not to award a contract as a result of this procurement process.
- 4.8 The Tender process will be conducted to ensure that responses are evaluated fairly to ascertain the bid offering the most value for money. The Secretariat will use the selection criteria described below to determine if the Tenderer qualifies.
- 4.9 Tenderers shall bear all costs in completing a tender submission, including attendance of any presentations required.
- 4.10 Tenderers shall not disclose details of the ITT to third parties without prior agreement from an authorised officer of the Commonwealth Secretariat.
- 4.11 Tenderers are required to submit transparent pricing with no hidden costs or charges.
- 4.12 Prior to commencing formal evaluation, tender responses received will be checked to ensure they are fully compliant with all the instructions of this tender and clarification may be sought with regard to minor non-compliances. Non-compliant Tender Responses may be rejected by the Secretariat without further follow up. Only Tender Responses which are deemed by the Secretariat to be fully compliant will proceed to evaluation stage.
- 4.13 The Secretariat will carry out an evaluation of the tenders using the weighted criteria method as described. Following all stages of the evaluation, 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.
- 4.14 By submitting a response, the tenderer is agreeing to be bound by the terms of this ITT and if successful, by the relevant Secretariat's terms and conditions of contract<sup>2</sup> and Corporate Policies including Code of Ethics<sup>3</sup>.
- 4.15 Tenderers certify that they have not canvassed or solicited any officer or employee of the Secretariat in connection with this tender submission and that no person employed or acting on behalf of the tenderer has done any such act.
- 4.16 Tenderers commit to help achieve greater transparency in how the Secretariat spends public funds and to help deliver better value for money; tenderers acknowledge that should they be successful certain information, except for any information which is exempt from disclosure, will be published on the Secretariat's procurement website: [Contracts awarded | Commonwealth \(thecommonwealth.org\)](#). The information published may include (as an example): contract title, successful tenderer name, duration of contract.
- 4.17 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).
- 4.18 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

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<sup>2</sup> [Terms and Conditions | Commonwealth \(thecommonwealth.org\)](#)

<sup>3</sup> [Corporate Policies | Commonwealth \(thecommonwealth.org\)](#)

suppliers 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 will be required to ensure continued compliance with the policies for the duration of the contract.

## 5 Evaluation

### A. Evaluation - Criteria Weightings

- 5.1 **Quality** **80%**
- Technical Questionnaire
- 5.2 **Price** **20%**

### B. Evaluation Process

#### Part 1: Tenderer Details

The scoring methodology that will be applied is as follows:

- 5.3 **Information only** - the information provided will not be scored, but failure to provide it may result in the ITT submission being disqualified from the tender process.
- 5.4 **Pass/Fail** - as indicated in the invitation to tender.

#### Part 2: Technical Questionnaire Scored - 80%

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

Using a 0 - 5 scoring system:	
0	<b>Unacceptable Response</b> No information provided or response does not address the requirement.
1	<b>Poor response</b> 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	<b>Fair response</b> 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	<b>Good Response</b> 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	<b>Excellent Response</b> 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	<p><b>Exceptional Response</b></p> <p>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/ &amp; 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.</p>
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5.6 The following formula will be applied for each question:

- $\text{Points Scored} \div \text{Points Available} \times \% \text{ weighting}$

5.7 The scores for each of the questions will be added to give a total technical quality score.

5.8 Unanswered questions or sections that are left blank shall be awarded a 0.

5.9 No half marks will be awarded.

### Part 3 - Pricing - 20%

5.10 Please refer to the ITT - Appendix 2 - Pricing Table for a full breakdown of the costs required. The lowest total price bid shall be awarded the full points, all other bids shall be awarded a percentage from the benchmark. E.g.  $(\text{lowest price}/\text{other bid}) \times \text{weighting} = \text{Score}$ .

5.11 A worked example of the commercial evaluation model is provided below, using a weighting of 40% as an example.

Score =  $\text{lowest total cost}/\text{tenderer's total cost} \times 40$  (maximum available marks)

If three responses are received and bidder A has quoted £3,000 as their total price, Bidder B has quoted £5,000 and Bidder C has quoted £6,000 then the calculation would be as follows:

Bidder A Score =  $3000/3000 \times 40$  (maximum available marks) = 40

Bidder B Score =  $3000/5000 \times 40$  (maximum available marks) = 24

Bidder C Score =  $3000/6000 \times 40$  (maximum available marks) = 20

### Part 4 - Presentations

The Technical scores for each tender will be added to obtain a final score to determine the ranking for purposes of shortlisting of tenderers who will be invited to the presentation stage. Only the top two (2) or three (3) scoring bidders will be invited to the presentation/clarification stage.

Presentations will be used to clarify top scoring bidder's submission and will not carry any weightings in its own right. It will be used however to moderate the submission (either positively or negatively). The details of the presentation brief will be issued to successful shortlisted tenderers at the time of notification if shortlisted and ahead of the presentation stage.

## **Decision to award**

Following evaluation of tenders in accordance with the evaluation process set out in this ITT, the tenderer which offers the best value for money tender may be awarded a Contract.

Please note, the successful tenderer (if a Company) will be checked for their Equifax Credit Score. Should a tenderer fail the credit score, the Secretariat will be entitled to commence negotiations with the second preferred tenderer subject to that tenderer having passed the Equifax Credit Score and so forth. Should the tenderer ranked first decline to accept a Contract, then it will be offered to the next ranked tenderer until it has been accepted.

A Contract award is subject to formal signature by both parties providing all preconditions are met e.g., certificates, statements, and other means of proof where tenderers have up to this point relied on self-certification and successful references have been taken up.

## **6 Specification of Requirements (SoR)**

### **Aim**

The Commonwealth Secretariat is seeking a suitably qualified service provider to supply a comprehensive self-directed eLearning solution for Secretariat staff. The aim is to provide a high-quality, intuitive online learning platform that supports self-paced, skills-based upskilling across a broad of disciplines. The platform should offer diverse content format to meet the needs of our diverse workforce, in alignment with the principles of the Commonwealth Charter

### **Background**

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).

### **Scope of Services**

The Secretariat seeks to partner with service providers to acquire a comprehensive online learning solution. The platform should offer a broad range of content, not limited to soft skills, and aligned with the diverse subjects in the [Commonwealth Charter](#). The eLearning product should empower staff to engage in self-directed, skills-based upskilling.

### **Key Requirements:**

#### **Learner Focused Requirements**

1. **Accessible Platform:** staff should be able to access the platform online using Single Sign On (SSO).
2. **Self-directed Learning:** the platform should support self-paced, on-demand learning.
3. **High Quality Content:** courses must be intuitive, engaging, and available at intermediate and advanced levels, not just introductory. Course offerings should span multiple disciplines, not just soft skills.
4. **Tracking Progress:** staff must be able to easily track their own progress and achievements.
5. **Digital Badges & Certificates:** upon completion of modules or pathways, staff should be awarded digital badges and downloadable certificates.

#### **Optional**

1. **CPD Accredited courses:** learning content should be accredited for Continuing Professional Development (CPD accredited courses)



2. **Pathway Options:** the platform should provide structured learning pathways or recommended progression for each subject area.
3. **Personalised Experience:** learners should receive content recommendation based on their previous activity and interests.
4. **Skills Identification:** learners should be able to view relevant skills mapped to their roles (if applicable).

#### **Administrator-Focused Requirements:**

5. **Platform integration:** the solution should be accessible from clicking a link within our HRIS system (if feasible) to streamline staff onboarding and access.
6. **Organisation-wide Access:** enable easy provisioning and management of accounts for all staff.
7. **User Management:** Administrators must be able to oversee learner enrolment, track individual and group engagement, and manage permissions.
8. **Skills Management:** Administrators should have the ability to define, map, and edit role-based skills according to organisational needs.
9. **Performance Tracking:** the system must support tracking and measuring of learner progress, performance, and license usage at both user and organisational levels.
10. **Reporting:** the platform should provide comprehensive reports, including activation rate, usage statistics, content view, and learner progress over a 12-month period, that can be easily downloaded in CSV or Excel format. This functionality is essential to support data driven decision making and optimisation of user experience.
11. **Branding:** the platform should allow for organisational branding customisation, including logo, colour schemes, and corporate identity elements, to provide a consistent look and feel aligned with the Secretariat's brand.
12. **Account Manager Support:** the provider must assign an account manager to offer insights and tailored recommendations to increase staff engagement and drive adoption.
13. **Certification Fee Transparency:** if digital badge or certificate issuance is not included in the standard pricing, a clear breakdown of certificate-related fees must be provided.
14. **Role-Based Skills:** the platform should offer administrative tools to assign and manage learning content aligned with specific roles.
15. **Responsive solution:** the solution should be accessible from computers, smartphones, tablets, and smart TVs.

Some content areas that should be covered are:

- a. Leadership
- b. Trade
- c. Project Management
- d. Programme Management
- e. Information Technology
- f. Computer Skills
- g. Data Science
- h. Finance and Accounting
- i. Line manager development.
- j. Rule of law
- k. Human rights
- l. Democracy
- m. Sustainable development
- n. Environment
- o. Gender equality
- p. Civil society
- q. Marketing
- r. Health
- s. Education

- t. Web development
- u. Communications
- v. Languages

We are interested in acquiring **100 licenses (+/-30) with maximum spend up to £18,000.00 per year VAT inclusive.**

#### 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 is due annually, unless otherwise agreed upon in writing by the Secretariat. After the delivery of all items under the Contract and certification of satisfactory quality by the Secretariat's representative, payment should be made. If we exceed our annual allocation of free certificates, any additional certificates must be included in the annual billing. The Secretariat reserves the right to withhold or reduce payments in the event of unsatisfactory quality, without affecting other rights under the Contract.

#### Price

The supplier's quoted price should include all services, LMS setup and hosting, user licenses, VAT, course updates and maintenance, user training and support, as well as certificates and/or digital badges. This price covers any cost related to inventions, processes, modules, information, or any other expenses involved in fulfilling the contract. All prices must remain fixed for the initial duration of the contract.

#### Conflicts of interest

The supplier 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 supplier, 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.

#### Contract Management

The successful supplier will report to the Secretariat's Contract Manager Naomi Yarde, Learning and Organisational Development, [OD@commonwealth.int](mailto:OD@commonwealth.int). Specific arrangements for contract management will be as follows:

The Secretariat plans to hold quarterly meetings with the supplier. To support effective service monitoring. Tenderers must include a shortlist of relevant KPIs in their tender submission. The Secretariat will review these KPIs, assess their suitability, and agree on the final set with the successful Tenderer.

Payments will be made upon successful completion of the milestones described in the specification of requirements, upon receipt of the Secretariat's written approval of all agreed deliverables and upon submission of a compliant invoice. If there is a UK VAT element within the Contract awarded, the supplier must submit a VAT registration certificate to the Secretariat. All invoices will be sent to Secretariat's contract manager at [N.Yarde@commonwealth.int](mailto:N.Yarde@commonwealth.int)

## **7 Tender Submission Documents (ref:668-2025)**

*Note - Tenderers must complete and return all tender submission documents below:*

### **Part 1 - Tenderer Details**

### **Part 2 - Suitability Assessment Questions**

## Part 2 - Technical Questionnaire

## Part 3 - Pricing

### Part 1 - Tenderer Details

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

<i>Company Name</i>		<i>Company Registration Number</i>	
<i>Address</i>		<i>Date of incorporation</i>	
<i>Post Code</i>			

  

<i>Contact Name</i>		<i>Job Title</i>	
<i>Telephone</i>		<i>Email</i>	

### References

Please provide the contact details of three reference 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. The referees will not be contacted until the final stage of the Tender process. Prior to award, the Secretariat may wish to take up references without further communicating this request to the Tenderer.

	Reference 1	Reference 2	Reference 3
Company Name			
Contact Name			
Company Address			
Dates of engagement			
Summary description of the services provided.			
Telephone			
Email address			

In line with the Secretariat's Procurement Code of Ethics<sup>4</sup>, the Secretariat works towards encouraging SMEs to apply for relevant tenders and is committed to monitoring the environmental awareness of our 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.

## Part 2 - Suitability Assessment Questions

### Grounds for Exclusion

You will be excluded from the Tender 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.

Within the past five years, have you/ your organisation (or any member of your proposed consortium, if applicable), Directors or Partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?

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.		

Within the past three years, please indicate if any of the following situations have applied, or currently apply, to you/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 yourself/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.		

## 2.1 Terms and Conditions

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

(a)	<p>Please confirm that your organisation agrees to the Commonwealth Secretariat's proposed Goods and Services Contract Terms as set out at <a href="#">Terms and Conditions   Commonwealth (thecommonwealth.org)</a> OR Consultancy Contracts Terms and Conditions (Appendix 1)</p> <p>If not, please state reasons (and/or complete the Legal Comments table below):</p>	Yes/No
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By submitting a response, the tenderer is agreeing to be bound by the terms of this ITT and the Secretariat's Terms and Conditions of Contract. As such, if the proposed Goods and Services Contract Terms renders proposals in the tenderer's response unworkable, the tenderer must submit full details of the unworkable/unacceptable provisions by completing the Legal Comments Table:

### Legal Comments table

Clause/Paragraph /Schedule	Summary of Issue	Suggested Revisions

### 2.2 Code of Ethics

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

(a)	Please confirm that your organisation agrees to the Commonwealth Secretariat's Code of Ethics as published on the website. <a href="https://www.thecommonwealth.org/corporate-policies">Corporate Policies   Commonwealth (thecommonwealth.org)</a>	Yes/No
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### 2.3 Insurance requirements (**pass/fail**)

#### Goods and services:

The appointed supplier will be required to maintain appropriate levels of insurance in a number of areas and supply copies of relevant policies as appropriate. Please complete the enclosed table.

Area	Level of cover expected	Level of cover currently held	Level of cover to be provided	Further details/limitations in liability cap incl. amounts
Public liability	£10m			
Employer's liability	£5m			
Professional Indemnity	£1m			
Data Protection Liability	£3m (or £10m where complex and sensitive data processing is involved)			

Please **note** that the insurance cover detailed above needs to be in place before activities commence in pursuance of the services required and will not be considered as part of the costs under the contract between the Secretariat and the selected supplier.

### 2.4 Employment and Human Rights (**pass/fail**)

For Individuals/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, has you/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>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.</p> <p>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 Commonwealth’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>	Yes/No
(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

## **2.5 Environmental Legislation (pass/fail)**

For Individuals/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>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 Tenderers 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.</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

## **2.6 Health and Safety legislation (pass/fail)**

For Individuals/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)	Please self-certify that your organisation has a health and safety policy that complies with current legislative requirements. Please provide a copy.	Yes/No
(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>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 Tenderer(s) that have been in receipt of enforcement/remedial action orders unless the Tenderer(s) can demonstrate to The Commonwealth’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.</p>	Yes/No

(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
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## 2.7 Policies/Accreditations (**pass/fail**)

Policies & Accreditations	Yes/ N/A	No/
Please confirm you have a GDPR policy in place, provide details below and submit a copy of it as part of your tender response. <a href="#">Insert answer here</a>		
Please confirm that your company (and any of your Employees involved in the provision of the Services), if successful, would comply with all requirements under the DPA including the GDPR. <a href="#">Insert answer here</a>		
Please confirm you have employee vetting policies and procedures in place and provide details below. <a href="#">Insert answer here</a>		
Please confirm you have ISO 50001 Energy Management accreditation. Please provide a copy. <a href="#">Insert answer here</a>		
Please confirm you have ISO 14001 Environmental Management accreditation. Please provide a copy. <a href="#">Insert answer here</a>		

## 2.8 Experience (**pass/fail**)

Experience	Yes/ N/A	No/
Provide examples/details of three clients where you have provided similar services to a similar sized organisation in the public sector or equivalent <a href="#">Insert answer here</a>		

## 2.9 COMMERCIAL SENSITIVE INFORMATION - for completion by Tenderers

TENDERER'S COMMERCIAL SENSITIVE INFORMATION	POTENTIAL IMPLICATION OF DISCLOSURE	DURATION OF COMMERCIAL SENSITIVE INFORMATION




## 2.10 Turnover/Financial Stability

### Annual Turnover check:

In line with the Secretariat's Procurement Code of Ethics<sup>5</sup>, the Secretariat expects for its 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:	£	£

## Part 3 - Technical Questionnaire (80%)

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

Question No.	Question	Weighting
1	Please detail how your company would contribute to the Secretariat maintaining its ISO 14001 Environmental & ISO 45001 Health & Safety Management systems certified status? Words maximum: -500	5%
Insert answer here		
2	<b>Understanding:</b> <ol style="list-style-type: none"> <li>How will you demonstrate your understanding of our organisation's specific context, priorities, and objectives and ensure that your proposed solutions are aligned with our specific request?</li> <li>How do you ensure that your online learning platform supports self-directed, skills-based upskilling for a diverse workforce, aligned with broad subject areas such as those in the Commonwealth Charter?</li> <li>How do you design for inclusivity and accessibility in your eLearning platform, ensuring access across desktop, laptops, tablets, smartphones, and smart TVs?</li> <li>Can you summarise your understanding of seamless integration between your platform and external HRIS systems e.g. OpenHR or SSO providers for organisation-wide deployment and access including sharing 2 examples on similar deployment?</li> </ol>	25%

	<p>5. How do you ensure the learning progress tracking, reporting, and digital credential features meet the data and compliance needs of a global organisation?</p> <p>Words maximum: - 800</p>	
Insert answer here		
3	<p><b>Methodology:</b></p> <ol style="list-style-type: none"> <li>1. Please describe your approach to curating and accrediting content for CPD purposes (if applicable), ensuring availability of high quality, engaging courses at intermediate and advanced levels across multiple disciplines.</li> <li>2. What methods do you use to implement and maintain personalised content recommendation, structured pathways, and skills mapping for end users?</li> <li>3. What processes does your team follow to implement secure user management, including role-based permissions and enrolment, at the organisational scale?</li> <li>4. How does your platform facilitate administrative configuration for skills management, role-based learning assignment, and content mapping?</li> </ol> <p>Words maximum: - 800</p>	15%
Insert answer here		
4	<p><b>Experience:</b></p> <ol style="list-style-type: none"> <li>1. Provide two case studies demonstrating your experience in delivering large-scale accessible eLearning solutions with pathway recommendations and digital badges/certificates in similar organisation with a mixed portfolio.</li> <li>2. Describe your experience in delivering platforms that engage learners in self-paced and on demand skills development. How do you ensure a positive and intuitive user experience across different devices and for users with accessibility needs?</li> <li>3. Describe your experience delivering actionable usage analytics, downloadable reporting, and integrations of branded elements for organisational identity at scale.</li> </ol> <p>Words maximum: - 500</p>	15%
Insert answer here		
5	<p><b>Practical Skills:</b></p> <ol style="list-style-type: none"> <li>1. Demonstrate with two examples, how your solution supports learning progress tracking for users including the issuance of digital badges and certificates.</li> <li>2. Provide evidence (through temporary access to evaluate the content and platform which will show how staff can</li> </ol>	20%

	<p>access learning, track achievements and receive personalised learning recommendations.</p> <p>3. Demonstrate your platform's administrative interfaces for enrolment oversight, performance tracking, role/skills mapping, and generating details reports (CSV/Excel export).</p> <p>4. Provide a technical outline of how your support structures (including dedicated account management and performance optimisation recommendations) have increased engagement and adoption in other organisations.</p> <p>Word maximum: - 500</p>	
<p><a href="#">Insert answer here</a></p>		

#### Part 4 - Pricing (20%)

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 complete the attached Pricing Schedule and submit as a separate document (Appendix 2). Please refer to Instructions to bidders which state, that unless indicated otherwise, all prices should be quoted in Pounds Sterling. Prices quoted should exclude VAT but must indicate clearly where UK VAT is applicable and where items might be zero-rated.

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

## Appendices

### Appendix 1

Goods and Services Terms and Conditions - to be found at:

[Terms and Conditions | Commonwealth \(thecommonwealth.org\)](#)

CONFIDENTIAL

Appendix 2  
Pricing Table

Supplier's Quote for eLearning Provision

Price Category	Cost £ (including VAT)	Description
Price A: Full system Licenses fee/user		Unlimited licence for all course of the catalogue and LMS
Price A.1: Full system licences fee/user including certificate or credits		Unlimited licence for all course of the catalogue and LMS including certificates and/or credits
Price B: Content only		Access for x courses for X user (s) for X months
Price C: Credits/Certificates		Credit/certificate cost X courses for x user(s) for X months
Price D: Annual subscription fee/annual licence		Not dependent on number of users or courses
<b>Total cost</b>		

### Appendix 3 - Parent / Group Company Statement

To be completed by any Tenderer that intends to rely upon the financial standing or technical ability of a parent or other group company as part of its Tender submission.

"We confirm that the Tenderer has relied upon the financial information of [INSERT NAME OF PARENT/ GROUP COMPANY] in completing the information in "Financial Information".

We confirm that if the Tenderer is successful and is awarded a Contract by the Commonwealth Secretariat, [INSERT NAME OF PARENT/ GROUP COMPANY] will, upon demand, provide a performance and financial guarantee in respect of the contract between the Commonwealth Secretariat and the Tenderer in such form as may be required by the Commonwealth Secretariat."

Signed for and on behalf of the Parent/ Group company:	
Signed:	
Name:	
Telephone No:	
Email address:	
Position/Status in the Organisation:	
Organisation's name:	
Organisation's address:	
Date:	

## **DECLARATION**

When you have completed the ITT, please ensure that:

- You have answered all the questions.
- You have provided all supporting documentation requested; and
- You have read and signed the undertaking below.

A Partner, Director or authorised signatory, in his/her own name, on behalf of the Bidder must sign the declaration.

I certify that the information supplied is accurate to the best of my knowledge and that I accept the conditions and undertakings requested in the ITT. I understand and accept that false information could result in rejection of the application to be selected to take part in the ITT process. I confirm that neither myself nor any of my colleagues are related to any Secretariat member of staff (includes but not limited to spouse, parent, grandparent, child, grandchild, or sibling) or have any known conflicts of interest that have been undeclared as part of this ITT process.

By signing and returning this letter, I/we confirm that I/we have not in relation to this opportunity or the ITT:

- a. Entered into any agreement with any other person with the aim of preventing bids being made or as to the fixing or adjusting of the amount of any bid or the conditions on which any bid is made or the elements or contents of any bid.
- b. Informed any other person, other than the Commonwealth Secretariat of any confidential information in relation to the project, except where disclosure, in confidence, was necessary for the purposes of preparing the ITT.
- c. Caused or induced any person to enter into such an agreement as is mentioned in paragraphs (a) and (b) above.
- d. Committed any offence under applicable anti-bribery or anti money laundering laws and/or regulations.
- e. Offered or agreed to pay, give, or accept any sum of money, inducement, or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done, in relation to any proposed bid, any act or omission.
- f. Offered or agreed to pay, give, or accept any sum of money, inducement, or valuable consideration directly or indirectly to any person bidding for the ITT, or from any person in relation to this project; or
- g. Agreed to undertake work or services for any other person in connection with the project.

Either - I/ we know of no conflict of interest which, if came to be known, would prohibit my firm/me from carrying out this work.

or

I would like to declare the following conflict/s of Interest (please list).

--

Declaring any conflicts of interest does not automatically mean your firm's exclusion from this ITT process. If you believe the conflicts do not materially affect your ability to deliver this project should your firm be successful, please explain how the conflicts will be managed.

In this ITT, the word "person" includes any person, body, or association, corporate or incorporated and "agreement" includes any arrangement whether formal or informal and whether legally binding or not.

Signed:	
Name:	
Telephone No:	
Email address:	
Position/Status in the organisation:	
Date:	