

Preferred Supplier Agreement(PSA)

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Preferred Supplier Services Agreement (PSA) for Provision of Technical Assistance, Trainings, Mentoring and Support of Critical Care Services for the Pacific Island Countries
Nature of the services	Technical Assistance in Trainings, Mentoring and Support of Critical Care Services for PICTs
Location:	Pacific Island Countries and Territories (PICTs)
Date of issue:	22/03/2023
Closing Date:	13/04/2023
SPC Reference:	23-5070

Contents

PART 1: INTRODUCTION	3
1.1 ABOUT THE PACIFIC COMMUNITY (SPC)	3
1.2 SPC'S PROCUREMENT ACTIVITIES	3
1.3 SPC'S REQUEST FOR QUOTATION (RFQ) PROCESS	3
PART 2: INSTRUCTIONS TO BIDDERS	3
2.1 BACKGROUND	3
2.2 SUBMISSION INSTRUCTIONS	3
2.3 EVALUATION & CONTRACT AWARD	4
2.4 KEY CONTACTS	4
2.5 KEY DATES	4
2.6 LEGAL AND COMPLIANCE	4
2.7 COMPLAINTS PROCESS	5
PART 3: TERMS OF REFERENCE	6
A. BACKGROUND/CONTEXT	6
B. PURPOSE, OBJECTIVES, SCOPE OF SERVICES	6
C. TIMELINES	6
D. REPORTING AND CONTRACTING ARRANGEMENTS	7
E. SKILLS AND QUALIFICATIONS	7
F. SCOPE OF BID PRICE AND SCHEDULE OF PAYMENTS	7
PART 4: PROPOSAL EVALUATION MATRIX.....	8
4.1 COMPETENCY REQUIREMENTS & SCORE WEIGHT	8
ANNEX 1: TECHNICAL PROPOSAL SUBMISSION FORM	11
ANNEX 2 FINANCIAL PROPOSAL FORM	12

Part 1: INTRODUCTION

1.1 About the Pacific Community (SPC)

The Pacific Community (SPC) is the principal scientific and technical organisation of the Pacific region, established by treaty in 1947 with the signing of the *Agreement Establishing the South Pacific Commission* (the Canberra Agreement).

Our unique organisation covers more than 20 sectors and is renowned for knowledge and innovation in such areas as fisheries science, public health surveillance, geoscience and conservation of plant genetic resources for food security.

For more information about SPC and the work that we do, please visit our website: <https://www.spc.int/>.

1.2 SPC's procurement activities

SPC's procurement activities are guided by the principles of high ethical standards, value for money, open competition and social and environmental responsibility and are carried out under our Procurement Policy.

For further information or enquiries about SPC's procurement activities, please visit the procurement pages on our website: <https://www.spc.int/procurement> or email: procurement@spc.int

1.3 SPC's Request for Quotation (RFQ) Process

At SPC, procurement valued at more than EUR 2,000 and less than or equal to EUR 45,000 requires an evaluation of at least three quotations to determine the offer that provides the best value for money through a Request for Quotation (RFQ) process.

This RFQ sets out SPC's requirements for a project and it asks you, as a bidder, to respond in writing in a prescribed format with pricing and other required information.

Your participation confirms your acceptance of SPC's conditions of participation in the RFQ process.

Part 2: INSTRUCTIONS TO BIDDERS

2.1 Background

SPC invites you to submit a quotation to deliver the services as specified in [Part 3](#).

SPC has compiled these instructions to guide prospective bidders and to ensure that all bidders are given equal and fair consideration. Please read the instructions carefully before submitting your bid. For your quotation to be considered, it is important that you provide all the prescribed information by the closing date and in the format specified.

2.2 Submission Instructions

You must **submit your quotation and all supporting documents** in English and as an attachment to an email sent to lamourh@spc.int and with the subject line of your email as follows: **Submission 23-5070**. The email should also be copied to rfq@spc.int.

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- CV
- Technical and financial Proposal

- Evidence of past work and references
-

Your submission must be clear, concise and complete and should only include a quotation and information that is necessary to respond effectively to this RFQ. Please note that you may be marked down or excluded from the procurement exercise if your submission contains any ambiguities or lacks clarity.

Bids will be evaluated on the basis of information received by **23.59 FJT on 13/04/2023**.

2.3 Evaluation & Contract Award

Each quotation validly received will be assessed against the evaluation criteria matrix set out in [Part 4](#). Any changes in the evaluation criteria will result in the RFQ process being re-issued.

SPC may award the contract once it has determined that a bidder has met the prescribed requirements and the bidder's proposal has been determined to be substantially responsive to the RFQ documents, provide the best value for money (highest cumulative score) and best serve the interests of SPC.

In the event of a bid being accepted, procurement will take place under SPC's [General Terms and Conditions of Contract](#) and depending on the value or nature of the procurement, the award will be made by issuing a purchase order or a signed and dated contract, or both.

2.4 Key Contacts

Please contact SPC should you have any doubt as to what is required or if we can help answer any questions that you may have.

Lamour Hansell will be your primary point of contact for this RFQ and can be contacted at lamourh@spc.int. You should copy any communications into rfq@spc.int.

Details will be kept of any communications between SPC and bidders. This assists SPC to ensure transparency of the procurement process. While SPC prefers written communication in the RFQ process, at any point where there is phone call or other conversation, SPC expects to keep a file note of the exchange, with all forms of communication with prospective bidders to be retained as source documents for the procurement of the services.

2.5 Key Dates

Please see the proposed procurement timetable in the table below. This timetable is intended as a guide only and while SPC does not intend to depart from the timetable, it reserves the right to do so at any stage.

STAGE	DATE
RFQ sent to potential vendors	22/03/2023
RFQ Closing Date	13/04/2023
Award of Contract	21/04/2023
Commencement of Contract	1/05/2023
Conclusion of Contract	30/04/2024

2.6 Legal and compliance

Confidentiality: Unless otherwise agreed by SPC in advance or where the contents of the RFQ are already in the public domain when shared with the bidder, bidders shall at all times treat the contents of the RFQ and

any related documents as confidential. SPC will also treat the information it receives from the bidders as confidential.

Conflict of interest: Bidders must take all necessary measures to prevent any situation of conflict of interest. You must notify SPC in writing as soon as possible of any situation that could constitute a conflict of interest during the RFQ process. If you have any familial connection with SPC staff, this must be declared, and approval will then be sought for you to engage in the RFQ process. **In support of your response to this RFQ, you must submit to SPC [the Conflict-of-Interest Declaration form](https://spc.int/procurement) available on our procurement page website: <https://spc.int/procurement>.**

Breach of this requirement can result in SPC terminating any contract with a successful bidder.

Currency, validity, duties, taxes: Unless specifically otherwise requested, all proposals should be in AUD and must be net of any direct or indirect taxes and duties, and shall remain valid for 120 days from the closing date. The successful bidder is bound by their proposal for a further 60 days following notification they are the preferred bidder so that the contract may be awarded. No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during this period.

No offer of contract or invitation to contract: This RFQ is not an offer to contract or an invitation by SPC to enter into a contract with you.

Privacy: The bidder is to comply with the requirements of applicable legislation and regulatory requirements in force for the use of personal data that is disclosed for the purposes of this RFQ. SPC will handle any personal information it receives under the RFQ in line with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

Warranty, representation, assurance, undertaking: The bidder acknowledges and agrees that no person has any authority to give any warranty, representation, assurance or undertaking on behalf of SPC in connection with any contract which may (or may not) follow on from this RFQ process.

2.7 Complaints process

Bidders that consider they were not treated fairly during any SPC procurement process may lodge a protest. The protest should be addressed to complaints@spc.int. The bidder must provide the following information: (1) full contact details; (2) details of the relevant procurement; (3) reasons for the protest, including how the alleged behaviour negatively impacted the bidder; (4) copies of any documents supporting grounds for protest; (5) the relief that is sought.

Part 3: TERMS OF REFERENCE

A. Background/context

The Clinical Services Program, which is encompassed within the SPC PHD Business Plan 2022, addresses: Strengthening collaboration on regional clinical services and workforce issues. Within its Divisional Objective 4.3 Action Area 2 it addresses: Strengthening nursing services in of the Pacific Island Countries and Territories (PICTs).

SPC, PHD is looking to sign a Preferred Service provider Agreement for 22 countries, the final countries will be subject to need and funding.

B. Purpose, objectives, scope of services

The consultant/s will be required to assist the Countries in strengthening health worker skills, capacity and capability to meet clinical service needs. Together, these objectives will result in better planning and improved local capacity to meet secondary and tertiary health needs in a way that is appropriately balanced against each country's primary and preventive care priorities. The below tasks will be undertaken:

- To participate in relevant virtual meetings with SPC, relevant regional partners and in country health ministries and partners
- To undertake training with relevant suppliers on use of critical care equipment procured for PICTs e.g. mannequins, capnography monitors, ventilators, oxygen delivery devices, etc. to deliver refresher and user trainings
- To provide relevant resources (eg SOPs, Clinical Management Guidelines) and facilitate webinars or discussions on nursing and clinical management including the critically ill
- To support the development of sustainable capacity building and mentoring practices for critical care nurses and where relevant physicians and allied health
- To provide a completion report for each training or activity completed within the timelines provided

C. Timelines

- Contractor will be home based and required to travel as and when needed to the pacific island countries and territories during the service contract.

D. Reporting and contracting arrangements

- Submission of reports for every in-country training.
- The Contractor will be responsible to SPC's Team Leader – Clinical Services program (CSP), Public Health Division for all aspects of the work, including the production of the required outputs. For logistic support and other management issues, the CSP Nursing or Clinical Adviser will coordinate.
- Inform SPC Team regularly of the progress of the assigned work and advise of any delays in meeting or training deadlines

E. Skills and qualifications

- CV to be attached. (Description of consultant's working experience in the region)
- At least 5 years' experience in critical care nursing practice/educator
- Experience in working and/or conducted trainings in PICTs
- Desirable experience working with low and middle-income settings

F. Scope of Bid Price and Schedule of Payments

In connection with the scope of services and once the specific ToRs for each training are agreed upon and a PO is issued to the PSA consultant, there are several deliverables for the consultancy as laid out below:

Milestone/deliverables	Deadline	% Payment
1. Submission of a workplan to SPC for approval based on the requirements from each country upon request	1 week after approval from SPC	20%
2. Upon delivery of the training and support. Includes SOPs, virtual trainings and support to clinical staff and trainings on critical care equipment.	1 week after trainings are conducted	50%
3. Training report after a week of completion	1 week after report is accepted	30%
TOTAL		100%

- Payments terms follow SPC finance policy (30 days from acceptance of invoice).

Part 4: PROPOSAL EVALUATION MATRIX

4.1 Competency Requirements & Score Weight

The evaluation matrix below reflects the obtainable score specified for each evaluation criterion (technical requirement) which indicates the relative significance or weight of the items in the overall evaluation process.

Evaluation criteria	Score Weight (%)	Points obtainable
Mandatory requirements		
<ul style="list-style-type: none"> • CV • Referees contacts • Evidence of past work • Financial Submission 	Bidders will be disqualified if any of the requirements are not met	
Technical requirement		
Technical requirement 1: Description of consultant's working experience in the region	30%	210
Technical requirement 2: At least 5 years' experience in critical care nursing practice/educator.	30%	210
Technical requirement 3: Experience in working and/or conducted trainings in PICTs.	20%	140
Technical requirement 4: Desirable experience working with low and middle-income settings.	20%	140
Total Score	100%	700
Qualification score	70%	490

Annex 1 Technical Submission Form

Technical Requirements	
Evaluation criteria	Response by Bidder
Experience and specified personnel/sub-contractors	
Past Experience:	Experience:
	<i>[insert details of relevant experience]</i>
	Details for three references:
	1. Client's name: <i>[insert name of client 1]</i>
	Contact name: <i>[insert name of contact]</i>
	Contact details: <i>[insert contact details]</i>
	Value contract: <i>[insert value of contract]</i>
	2. Client's name: <i>[insert name of client 2]</i>
	Contact name: <i>[insert name of contact]</i>
	Contact details: <i>[insert contact details]</i>
	Value contract: <i>[insert value of contract]</i>
Personnel: <i>[insert details of the personnel/sub-contractors required]</i>	Details about personnel/sub-contractors
	Consultant's experience <i>[insert details about manager's experience]</i>
	Consultants' experience: <i>[insert details about consultants' experience]</i>
Previous Work	
Technical requirement 1: Description of consultant's working experience in the region	<i>[Bidder's answer]</i>
Experience	
Technical requirement 2: At least 5 years' experience in critical care nursing practice/educator.	<i>[Bidder's answer]</i>
Technical requirement 3: Experience in working and/or conducted trainings in PICTs.	<i>[Bidder's answer]</i>
Technical requirement 4: Desirable experience working with low and middle-income settings.	<i>[Bidder's answer]</i>

	<i>[Bidder's answer]</i>
For the Bidder: <i>[insert name of the company]</i>	
Signature:	
Name of the representative: <i>[insert name of the representative]</i>	
Title: <i>[insert Title of the representative]</i>	
Date: <i>[Click or tap to enter a date]</i>	

Annex 2: FINANCIAL PROPOSAL SUBMISSION FORM

This form is an example and bidders can change the format based on preference to bid.

<i>Financial proposal</i>	
Description	Daily Fee[AUD]
Professional Fees per consultant	
Other related cost (if applicable please specify)	
Total	

*Advice if fee may differ for remote work and in country if required to travel to the pacific island countries
 No payment will be made for items which have not been priced. Such items are deemed to be covered by the financial offer. Daily rate in fees with any travel related costs to be met (in accordance with SPC travel policy)
 SPC will not be responsible for any separate visa fees hence has to be met by the consultant.

Bidders will be deemed to have satisfied themselves, before submitting their proposal and to its correctness and completeness, taking into account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

For the Bidder:

Signature:

Name of the representative:

Title:

Date: