

# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Technical Support with development Medical Disability registry for Vanuatu</b>
<b>Nature of the services</b>	Development of Medical disability registry which upholds the rights and dignity of people with disability and supports the provision of a range of critical services.
<b>Location:</b>	Vanuatu
<b>Date of issue:</b>	8/08/2023
<b>Closing Date:</b>	21/08/2023
<b>SPC Reference:</b>	RFQ 23-5619

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## 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](mailto: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 Cecile Depuille <[ceciled@spc.int](mailto:ceciled@spc.int)> and with the subject line of your email as follows: Submission RF23-5619. The email should also be copied to [rfq@spc.int](mailto:rfq@spc.int).

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- CV, detailing work experience in the Pacific

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 21/08/2023**.

### 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.

Cecile Depuille will be your primary point of contact for this RFQ and can be contacted at [ceciled@spc.int](mailto:ceciled@spc.int). You should copy any communications into [rfq@spc.int](mailto: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	8/08/2023
RFQ Closing Date	21/08/2023
Award of Contract	25/08/2023
Commencement of Contract	1/09/2023
Conclusion of Contract	31/12/2023

### 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](#) 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 Euros 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](mailto: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

Disability inclusion in Vanuatu as seen by the 2020 national census highlights that 5% of the population of Vanuatu has either mild, moderate or severe disability. The government recognizes that inclusion of people living with disability have not been clearly articulated and that there has been limited actions planned or taken to improve their lives.

The guiding principles of the National Sustainable Development Plan (NSDP 2016-2030, People's Plan) forms the basis of the National Disability Inclusive Development Policy 2018-2025 which aims to set the direction of action in priority areas to ensure persons with disabilities enjoy their right to participate effectively in all areas of development in Vanuatu on an equal basis with others.

Vanuatu signed and ratified in 2008 the Convention on the Rights of Persons with Disabilities, The Vanuatu Digital Health Strategy 2019-2021 provides a path that guides government and development partners' investments that outlines plans for the development of a set of integrated information systems that is intended to support achievement of the goals set forth in the NSDP 2016-2030, and the Health Sector Strategy 2017-2020.

In October 2020, the Vanuatu Ministry of Health (MOH) sent a request to SPC to get support for the digital transformation of the health system, including the development of a database for people with disability (PWD) that could be migrated in the E-health in the future when the Health Information System (HIS) will be up and running. This project will support the development and operationalisation of an integrated PWD registry. The data collected will assist the government in the identification of people with disability, service their needs and support a rapid response for people with disability in the context of disasters and pandemic.

### B. Purpose, objectives, scope of services

The consultancy objective is to support the local team at the Ministry of Health (MOH) and assist SPC with the technical aspects of the project management, business analysis, development support, user acceptance testing, and implementation of a Medical Disability Registry system.

People with disability include those who have long-term physical, mental, intellectual, or sensory impairments, which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others. Disability may be experienced by people of any age – children, young and older people.

In Vanuatu, everyone is entitled to the same rights and freedoms, regardless of their disability status. This is a fundamental principle of the United Nations Convention on the Rights of Persons with Disabilities (CRPD), which Vanuatu ratified in 2008. However, persons with disabilities often lack equitable access to the same opportunities enjoyed by their peers without disabilities. Barriers such as negative attitudes and stigma, an inaccessible built environment, and exclusionary policies can restrict persons with disabilities from enjoying their rights to education, health care, employment, and other opportunities. This is particularly the case in the context of disasters and emergencies. Although Ni-Vanuatu people are highly resilient with strong cultural bonds and social values, people with disability are often the most affected by natural disasters and pandemics and have the most difficulty accessing health and allied health services and re-establishing livelihoods and re-building assets and shelter in recovery.

Vanuatu has been one of the pioneering leaders in the Pacific in recognizing the rights and freedoms of people with disabilities. Vanuatu has taken a step further by forging ahead to look at the broader social protection issues and have established a Disability Desk at the Ministry of Justice and Community Services (i.e., MJCS). The Disability Desk, with the support of the broader government, is currently planning to introduce a National PWD System to support the National Disability Inclusive Development Policy and Implementation Plan to accelerate meeting the country's inclusive policy targets.

The Medical Disability Registry (MDR) will be a national registry technology platform owned by the MOH and operated by the country's five provincial hospitals. By adopting Vanuatu's National ID as the unique health identifier (i.e., UHI), and together with the National PWD System, it makes it possible to draw a link between the patient's disability history and various social protection programs patients are eligible and entitled to receive.

### C. Timelines

The consultancy is expected to start on 1<sup>st</sup> September 2023.

**Duration:** 17 weeks (estimated 119 working days)

**Location:** Port Vila, Vanuatu

### D. Reporting and contracting arrangements

The consultant will report to the Project Coordinator Surveillance, Preparedness and Response Programme and the Project coordinator Covid-19.

### E. Skills and qualifications

#### Education:

Minimum university degree in Public Health, Information Technology, Social Sciences, or a related field from an accredited academic institution with five years of relevant professional experience; or

#### Experience:

- Significant experience in health information and digital health solutions. Working knowledge of disability is an advantage.
- Experience with defining business, technical, and management requirements for software solutions.
- Experience in testing software solutions prior to implementation and rollout.
- Experience in liaising with governmental authorities and local communities, as well as national and regional institutions.
- Experience in project management, implementation, monitoring and evaluation and reporting.
- Excellent written and oral communication skills.
- Demonstrated expertise in disability and gender issues.
- Knowledge or experience of national issues in health systems in Vanuatu is an advantage.

#### Languages:

- Fluency in English language is required. Working knowledge of Bislama an advantage.

**Required Competencies:**

- Inclusion and respect for diversity: respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- Integrity and transparency: maintain high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- Professionalism: demonstrates ability to work in a composed, competent, and committed manner and exercises careful judgment in meeting day-to-day challenges.

**Core Competencies:**

- Teamwork: develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- Delivering results: produces and delivers quality results in a service-oriented and timely manner; is action oriented and committed to achieving agreed outcomes.
- Managing and sharing knowledge continuously seeks to learn, share knowledge, and innovate.

**Accountability:**

- Takes ownership for achieving priorities and assumes responsibility for own action and delegated work.

**Communication:**

- Encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring, and motivational way.



## F. Scope of Bid Price and Schedule of Payments

Tasks to be performed under this contract:

- Implement and deliver the medical disability registry system in collaboration with the software development firm building the Medical Disability Registry system.
- Proactively assist SPC to facilitate stakeholder meetings within the Ministry of Health and hospitals and define the vision of disability services and the processes of how disability services will be delivered across the country.
- Collaboratively work with the Disability Desk at the Ministry of Justice and Community Services (MJCS) to develop holistic processes to ensure the integration of the medical disability registry with the overall National People with Disability program.
- Work in close consultation with other government sectors to ensure that the medical disability registry serves the needs of all sectors such as education, labour, civil registry, OGCIO etc.
- Consult other development partners and civil societies such as the World Health Organization, the Vanuatu Australian Health Program, and the Vanuatu Society for People with Disability.
- Support the Ministry of Health to develop the business, technical, and management requirements of the medical disability registry system.
- Develop the test strategy and test cases to establish the user acceptance settings and criteria.
- Work with the software development firm, develop the data dictionary of the medical disability registry system.
- Provide monthly updates to the Digital Health Steering Committee and the National Disability committee.
- Assist with the development of training materials and coordinate and deliver training for all users of the medical disability registry.
- Assist SPC with the project management, coordination, and implementation of the medical disability registry.

Milestone & Payment Schedule	Deadline	% payment
<b>Deliverable #1: Inception Report (2 weeks after start)</b> <ul style="list-style-type: none"> <li>• Formulate a project work plan reflecting the assignment tasks and seek endorsement from the steering committee (1 week after start date)</li> <li>• Develop a consultation plan and complete a stakeholder mapping exercise (2 weeks after start date)</li> <li>• Submit an Inception Report complete with project work plan and stakeholder map.</li> </ul>	15/09/2023	20%
<b>Deliverable #2: Business Process Analysis, Detailed Requirements and Test Cases (6 weeks after start)</b> <ul style="list-style-type: none"> <li>• Develop the conceptual business processes that will support the use of a medical disability registry system.</li> <li>• Develop detailed business, technical and management requirements of the future medical disability registry.</li> <li>• Develop the test strategy and test cases to complete the user acceptance test.</li> <li>• Provide the lit approved by MOH for the hardware equipment.</li> </ul>	15/10/2023	25%
<b>Deliverable #3: User acceptance testing (12 weeks after start)</b> <ul style="list-style-type: none"> <li>• Complete user acceptance testing</li> <li>• Assist MOH with assessment and acceptance of medical disability registry.</li> </ul>	10/11/2023	25%
<b>Deliverable #4: Assist with implementation and cutover (17 weeks after start)</b> <ul style="list-style-type: none"> <li>• Implement the medical disability registry</li> <li>• Final report</li> </ul>	31/12/2023	30%
<b>TOTAL</b>		<b>100%</b>

## G. Annexes to the Terms of Reference

- Annex 1: Disability General Scoping Report (Nora Rihai)
- Annex 2: *Supporting the Pacific Close the Digital Divides in Response to COVID-19 (SPCDDR – COVID-19) Project*
- RFP23-5509 - Development of the Medical Disability of the National Database for people with Disabilities. <https://spc.int/procurement/tenders/development-of-the-medical-disability-of-the-national-database-for-people-with>

## 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
<b>Mandatory requirements</b>		
CV, detailing work experience in the Pacific Financial proposal		<b>Mandatory requirements.</b> Bidders will be disqualified if any of the requirements are not met
<b>Technical requirements</b>		
<b>Technical requirement 1: Qualification</b> - University degree in relevant field of work.	10%	70
<b>Technical requirement 2: Work Experience</b> – Significant experience in HIS (health information system) and more particularly in database and software development. Professional work experience in project development and management. Demonstrated experience consulting with multiple stakeholders, including project steering committees.	40%	280
<b>Technical requirement 3: Experience with cross-cutting issues</b> - Demonstrated expertise in disability and gender, knowledge of the Vanuatu National Disability Inclusive Development Policy 2018-2025.	15%	105
<b>Technical requirement 4: Skills and knowledge</b> - demonstrated experience working in Vanuatu or other Pacific Island countries or territories. Understanding of national or Pacific level issues. Proven ability to work in a team.	20%	140
<b>Other: Language</b> - Fluency in English, working knowledge of Bislama, excellent oral and written communication skills	15%	105
<b>Total Score</b>	<b>100%</b>	<b>700</b>

## TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

## INSTRUCTIONS TO BIDDERS

Bidder/s need to meet the mandatory requirement set in the RFQ and will be disqualified if these are not met.

Technical Requirements	
Evaluation criteria	Response by Bidder
<b>Experience and specified personnel/sub-contractors</b>	
<b>Experience:</b>	<b>Experience:</b>
	<i>[insert details of relevant experience]</i>
	<b>Details for three references:</b>
	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>
	3. Client's name: <i>[insert name of client 3]</i>
	Contact name: <i>[insert name of contact]</i>
	Contact details: <i>[insert contact details]</i>
Value contract: <i>[insert value of contract]</i>	
<b>Requirement 1</b>	
Qualification - University degree in relevant field of work.	<i>[Bidder's answer]</i>
<b>Requirement 2</b>	
Work Experience – Significant experience in HIS (health information system) and more particularly in database and software development. Professional work experience in project development and management. Demonstrated experience consulting with multiple stakeholders, including project steering committees.	<i>[Bidder's answer]</i>
<b>Technical requirement 3:</b>	
Experience with cross-cutting issues - Demonstrated expertise in disability and gender , knowledge of the Vanuatu National Disability Inclusive Development Policy 2018-2025.	<i>[Bidder's answer]</i>
<b>Technical requirement 4:</b>	
Skills and knowledge - demonstrated experience working in Vanuatu or other Pacific Island countries or territories. Understanding of national or Pacific level issues. Proven ability to work in a team.	<i>[Bidder's answer]</i>
<b>Other: Language</b>	
Fluency in English, working knowledge of Bislama, excellent oral and written communication skills	<i>[Bidder's answer]</i>

**For the Bidder:** *[insert name of the company]*

Signature:

Name of the representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*

## Financial proposal

All costs indicated on the Financial Proposal should be **inclusive** of all applicable taxes. The format shown below should be used in preparing the price schedule. All prices in the proposal must be presented in EUR.

Particulars	Amount (EUR)
Professional fees	Day rate: EUR _____
Travel expenses <b>if applicable</b> (lumpsum)	
Other expenses (please specify)	
<b>TOTAL</b>	

Professional fees: Staff salaries, consultant fees and any other professional costs (with details on the level of effort of each person on the team if applicable. i.e. 50% full time, full-time, etc.).

SPC will not cover separate lines for overheads/running costs, contingencies... If these apply, the costs are to be considered in the professional fees charged for the delivery of the specific services.

SPC does not provide or reimburse insurance for consultants' travel or health, professional indemnity or any other risks or liabilities that may arise during the consultancy (this includes any subcontractors or associates the consultant may hire). SPC is also not responsible for any arrangements or payments related to visas, taxes or duties for which the consultant may be liable.

The Contractor's duty station Vanuatu. A maximum amount for Travel costs for the workshops is to be included in the bid price or SPC will pay or reimburse semi flexible economy airfares and accommodation.

SPC will not cover any IT and communication equipment for the duration of the assignment. The consultant is to ensure stable internet connection for virtual interactions when necessary.

No payment will be made for items which have not been priced. Such items are deemed to be covered by the financial offer.

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:** *[insert name of the company]*

Signature:

Name of the representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*