

# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Immunization Programme for the Pacific Region</b>
<b>Nature of the services</b>	The purpose of the consultancy is to develop and/or contextualise an immunisation training course package for the Pacific Island Countries and Territories with an expert working group (EWG) and SPC
<b>Location:</b>	Remote
<b>Date of issue:</b>	28/02/2024
<b>Closing Date:</b>	12/03/2024
<b>SPC Reference:</b>	RFQ 24-6233

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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 [silinam@spc.int](mailto:silinam@spc.int) and with the subject line of your email as follows: **Submission RFQ24-6233**. 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
- Evidence of previous work experience

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 **23.45 FJT** on **12/03/2024**.

### 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.

Silina Motofaga will be your primary point of contact for this RFQ and can be contacted at [silinam@spc.int](mailto:silinam@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	28/02/2024
RFQ Closing Date	12/03/2024
Award of Contract	14/03/2024
Commencement of Contract	18/03/2024
Conclusion of Contract	30/08/2024

### 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](#) 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 bidder's local currency 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

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 22 of the Pacific Island Countries and Territories (PICTs).

Given the impact of COVID-19, there is much needed support for member countries, in strengthening immunization coverage and the national programs through capacity building of healthcare workers on knowledge of immunisation practice, vaccine preventable diseases, vaccine safety and administration, cold chain and strategies for improving immunization coverage rates.

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

The purpose of the consultancy is to develop and/or contextualise an immunisation training course package for the Pacific Island Countries and Territories with an expert working group (EWG) and SPC. This will include the following:

- Develop and/or review learning modules and workshop content.
- Developing new content or modify content as per recommendations from the EWG.
- Establish and/or develop a learning management system online for students
- Trial the live content with the EWG and SPC to review

Training package ready to be undertaken as an online course for PICTs

#### Expected Outputs

- Areas for contextualisation of each module identified and reviewed.
- Learning management systems established/developed
- Delivered live education training content to the EWG and Pacific Community.
- Technical report on the consultancy work

### C. Timelines

- The service provider will commence work as soon as the contract has been signed with maximum consultancy of four months.
- For the service provider and SPC to meet at least fortnightly to provide a progress report

### D. Reporting and contracting arrangements

- The Contractor will be responsible to SPC's Team Leader – Clinical Services Program, Public Health Division for all aspects of the work, including the production of the required outputs.
- Inform SPC Team regularly of the progress of the assigned work and advise of any delays in meeting or training deadlines.

- The final training package together with the technical report will be submitted to the CSP Team Leader no later than end of May 2024.
- If travel is required, SPC will pay semi flexible economy airfares, meals, incidentals, and accommodation (DSA).
- SPC will not cover separate lines for overheads/running costs, contingencies. If these apply, the costs are to be considered in the fees charged for the delivery of the specific services.
- SPC will not cover any communication IT equipment for the duration of the assignment. The consultant/service provider is to ensure stable internet connection for zoom interactions when necessary.
- Any work-related expenses (software, tools, office supplies, etc.) shall be covered by the Consultant.
- SPC does not provide 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.

### E. Skills and qualifications

- At least 5 years' experience in development and delivery of immunisation education program.
- At least 5 years' experience in developing e-learning materials and use of learning management system
- Facilitation and Training Skills: The contractor should possess strong facilitation skills to engage with the expert working group (EWG) and stakeholders effectively. Experience in delivering live educational content and conducting workshops is essential.
- Desirable experience working with Pacific Island Countries.

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

- Payments will be made upon completion and endorsement of each deliverable as listed;
- Bidder is requested to specify the preferred schedule of payments and terms acceptable, noting that generally, SPC will not enter into arrangements requiring a 100% advance payment.
- Terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions.

Milestone/deliverables	Deadline
1. Online Course development	April 2024
2. Technical report of the consultancy	May 2024

## 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>		
<b>Conflict of Interest form</b> <b>Evidence of previous work experience</b> <b>Technical Submission form</b> <b>Finance Submission</b>	<b>Mandatory requirements.</b> Bidders will be disqualified if any of the requirements are not met	
<b>Technical requirements</b>		
<b>Technical requirement 1:</b> At least 5 years' experience in development and delivery of immunisation education program	20%	200
<b>Technical requirement 2:</b> At least 5 years' experience in developing e-learning materials and use of learning management system	20%	200
<b>Technical requirement 3:</b> Facilitation and Training Skills: The contractor should possess strong facilitation skills to engage with the expert working group (EWG) and stakeholders effectively. Experience in delivering live educational content and conducting workshops is essential.	20%	200
<b>Technical requirement 4:</b> Desirable experience working with Pacific Island Countries	10%	100
<b>Financial</b>		
Price and payment terms	30%	300
<b>Total Score</b>	<b>100%</b>	



## Part 5: PROPOSAL SUBMISSION FORMS

### BIDDER'S LETTER OF APPLICATION FORM

Dear Sir /Madam:

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply the required *services* for the sum as may be ascertained in accordance with the Financial Proposal attached herewith and made part of this proposal.

We acknowledge that:

- SPC may exercise any of its rights set out in the RFP/RFQ documents, at any time;
- The statements, opinions, projections, forecasts, or other information contained in the Request for Proposal documents may change;
- The RFP/RFQ documents are a summary only of SPC's requirements and is not intended to be a comprehensive description of them;
- Neither the lodgement of the RFP/RFQ documents nor the acceptance of any tender nor any agreement made subsequent to the RFP/RFQ documents will imply any representation from or on behalf of SPC that there has been no material change since the date of the RFP/RFQ documents, or since the date as at which any information contained in the RFP/RFQ documents is stated to be applicable;
- Excepted as required by law and only to the extent so required, neither SPC, nor its respective officers, employees, advisers or agents will in any way be liable to any person or body for any loss, damage, cost or expense of any nature arising in any way out of or in connection with any representations, opinions, projections, forecasts or other statements, actual or implied, contained in or omitted from the RFP/RFQ documents.

We undertake, if our proposal is accepted, to commence and complete delivery of all items in the contract within the time frame stipulated.

We understand that you are not bound to accept any proposal you may receive and that a binding contract would result only after final negotiations are concluded based on the Technical and Financial Components proposed.

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

Signature:

Name of the Bidder's representative: *[insert name of the representative]*

Title: *[insert title of the representative]*

Address:

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

## TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

### INSTRUCTIONS TO BIDDERS

Technical Requirements	
Evaluation criteria	Response by Bidder
<b>Technical requirement 1:</b>	
At least 5 years' experience in development and delivery of immunization education program	[Bidder's answer]
<b>Technical requirement 2:</b>	
At least 5 years' experience in developing e-learning materials and use of learning management system	[Bidder's answer]
<b>Technical requirement 3:</b>	
Facilitation and Training Skills: The contractor should possess strong facilitation skills to engage with the expert working group (EWG) and stakeholders effectively. Experience in delivering live educational content and conducting workshops is essential.	[Bidder's answer]
<b>Technical requirement 4:</b>	
Desirable experience working with Pacific Island Countries	[Bidder's answer]

**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]

## BIDDER'S 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 bidders' local currency.

Particulars	Amount (STATE CURRENCY)
<b>Professional Fee (lumpsum, Inclusive of all related charges)</b>	
<b>Others (Specify)</b>	
<b>TOTAL [Insert Currency]</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.).

Other expenses: if any, that are directly related to the delivery of the services will be reimbursable based on actuals (receipts and other supporting documents will be required). Such expenses will need prior approval before it is incurred and paid.

SPC does not provide or reimburse insurance for consultant's 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 is their home country with travel. If travel is required, SPC will pay semi flexible economy airfares, meals, incidentals, and accommodation (DSA).

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, considering 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: