



# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Development of Disability Registry</b> <b>Scoping and multi-stakeholder consultations in order to make recommendations and define the best way to establish a Vanuatu's national PWD registry</b>
<b>Nature of the services</b>	Development of 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>	14/02/2023
<b>Closing Date:</b>	22/02/2023
<b>SPC Reference:</b>	23-4988

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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 RFQ23-4988. 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 **22/02/2023**.

### 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	15/02/2023
RFQ Closing Date	22/02/2023
Award of Contract	27/02/2023
Commencement of Contract	1/03/2023
Conclusion of Contract	10/05/2023

### 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 development of a national people with disability registry which upholds the rights and dignity of people with disability and supports the provision of a range of critical services – including health, education, social, labour, and emergency services.

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.

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.

One of the barriers to full inclusion for people with disability in Vanuatu is the lack of centralised records of PWD in Vanuatu.

The objective of this consultancy is to define the scope and capabilities of the PWD registry, conduct multi-stakeholder consultations, and make recommendations about the best way to establish a Vanuatu's

national PWD registry, which can support those who are disabled with a range of government services - including health, education, social, labour and emergency services. Establishment of the registry must uphold the rights of people with disability, including confidentiality, right to dignity and safety. The national database will assist in the identification of people with disability, service needs and support rapid response support for people with disability in the context of disasters, especially through the early identification of people with disability who are displaced in disasters. The consultancy will also contribute to the implementation of the National Disability Inclusive Development Policy 2018-2025.

### C. Timelines

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

Duration: 10 weeks

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:

University degree in Social Science, Community Services, Sustainable Development, Science, Law or a related field from an accredited academic institution with five years of relevant professional experience;

#### Experience:

Significant experience in HIS (health information system), ICT, Database and software development

Experience in liaising with governmental authorities and local communities, as well as national and regional institutions;

Experience in project development, implementation, monitoring and evaluation and reporting;

Demonstrated expertise in disability and gender issues

Knowledge or experience of national issues and Pacific level issues an advantage;

Excellent written and oral communication skills;

#### 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:**

- Identify institutional linkages across Government that can support or hinder the implementation of a PWD Registry.
- Identify existing relevant initiatives, disability datasets and stakeholders, including existing governance arrangements.
- Support the establishment of a multi-stakeholder steering committee (or use of an existing coordination mechanism) to guide the consultancy activities, in close coordination with the Ministry of Justice and Community Services, Ministry of Health and other key disability inclusion stakeholders, such as the Vanuatu Society for People with Disability.
- Conduct bilateral and joint stakeholder consultations to identify key strengths and limitations of the proposed PWD Registry.
- Identify gaps in policies and legislation that will hinder the implementation and adoption of the PWD Registry.
- Develop the detailed and prioritized business, technical and management requirements of the PWD Registry.
- Develop a costed roadmap and sustainability plan that defines the operational models and budgets to implement the PWD Registry and ensure ongoing post-implementation operation. This includes a PWD Registry monitoring and evaluation framework.
- Develop a comprehensive bid document to go to market for a “best-fit” PWD Registry using SPC Procurement Guidelines.
- **Make recommendations about:**
  - The “concept” of a National PWD Registry, including definitions of disability, cultural awareness considerations, confidentiality, rights of people with disability, linkages to the National Identification process (National ID), Health Information System, Health Insurance System, and other emerging and relevant initiatives.
  - The cost to purchase a commercial PWD Registry solution.
  - A high-level enterprise and solution architecture of the desired PWD Registry.
  - Ongoing maintenance of the platform and related software, including ease of updating of information, ease of maintenance and ownership for government partners, ongoing costs, and related sustainability concerns.
  - Integration approaches to other government agencies’ information systems such as those at the Civil Registry and Vital Statistics (CRVS), National Disaster Management Office (NDMO); the ministries of Health, Labour, Justice and Community Services, Internal Affairs, Education and Training; and other relevant NGOs such as the Vanuatu Society for Disabled People; and with development partners such as the World Health Organization.
  - Ease of use in disasters and linkages to emergency response mechanisms.
  - Governance arrangements, including government ownership and ongoing maintenance of the PWD Registry.
  - Any other aspect relevant to the successful establishment of the People with Disability Registry.

Milestone & Payment Schedule	Deadline	% payment
Deliverable #1: Inception Report (2 weeks after start) <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>	01/03/2023	20%

<p>Deliverable #2: Situational Analysis Report (4 weeks after start)</p> <ul style="list-style-type: none"> <li>• Develop a comprehensive report that outlines the current situation in Vanuatu, including an assessment of current policies and legislations that may hinder the implementation of a PWD Registry.</li> </ul>	15/03/2023	20%
<p>Deliverable #3: Detailed Requirements (8 weeks after start)</p> <ul style="list-style-type: none"> <li>• Develop detailed business, technical and management requirements of the future PWD Registry</li> </ul>	31/03/2023	20%
<p>Deliverable #4: Costed Roadmap and Sustainability Plan</p> <ul style="list-style-type: none"> <li>• Develop a fully costed roadmap to implement the PWD Registry, including a Total Cost of Ownership analysis.</li> <li>• Formulate a sustainability plan to ensure strong adoption of the PWD Registry</li> <li>• Establish a monitoring and evaluation (M&amp;E) framework to present the desired outcome of the PWD Registry.</li> </ul>	15/04/2023	20%
<p>Final report (10 weeks after start)</p> <ul style="list-style-type: none"> <li>• Bid Document submission (Detailed Requirements, preparation of the RFQ document to follow the SPC Procurement Guidelines)</li> </ul>	10/05/2023	20%

#### **G. Annexes to the Terms of Reference**

- Disability General Scoping Report (Nora Rihai)
- *Supporting the Pacific Close the Digital Divides in Response to COVID-19 (SPCDDR – COVID-19) Project*

## 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>CV</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: 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>