

# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Promoting Just, Engaged, Civic-minded and Transparent (PROJECT) Governance, strengthening of the Vanuatu Public Service Commission</b>
<b>Nature of the services</b>	Support to the Innovation Policy Development Unit of the Vanuatu Public Service Commission
<b>Location:</b>	Port Vila, Vanuatu
<b>Date of issue:</b>	27/02/2023
<b>Closing Date:</b>	6/03/2023
<b>SPC Reference:</b>	RFQ23-5045-PRO

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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 [alifeletis@spc.int](mailto:alifeletis@spc.int) and with the subject line of your email as follows: **Submission PROJECT Governance – Vanuatu PSC Surveys**. 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
- Curriculum Vitae, cover letter and quotation.

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 **11:59pm Fiji Time on 6/03/2023**.

### 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.

'Alifeleti Soakai, Governance Adviser, PROJECT Governance will be your primary point of contact for this RFQ and can be contacted at [alifeletis@spc.int](mailto:alifeletis@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	27/02/2023
RFQ Closing Date	6/03/2023
Award of Contract	13/03/2023
Commencement of Contract	20/03/2023
Conclusion of Contract	13/03/2024

### 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 Vanuatu Vatu 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

Public Service Commission manage public services in pursuance a professional, ethical and an apolitical arm of government. It establishes the governance framework on which public services operate and manage, amongst other functions, the appointment of Director Generals, Ombudsmen, and other senior public servants. An effective and efficient Public Service Commission is essential for effective government and a key national institute delivering Just Governance.

Promoting Just, Engaged, Civic-minded and Transparent (PROJECT) Governance is a project funded by USAID and implemented by the Human Rights and Social Development Division of SPC to support and strengthen good governance in Pacific Island Countries.

During PROJECT Governance consultations, the need to strengthen Public Service Commissions was a common theme raised. In response to this, PROJECT Governance undertook an in-country visit to Vanuatu in early December 2022 to consult and confirm Vanuatu's needs.

At the request of the Government of Vanuatu, PROJECT Governance will support the Vanuatu Public Service Commission (OPSC) to address key institutional and policy issues. A fit-for-purpose, responsive, efficient, ethical public service will contribute to achieving government's, national objectives, sustainable development goals, and the objectives of the 2050 Strategy for the Blue Pacific Continent.

The goals of the Vanuatu Public Service Commission and Innovation Policy Development Unit are:

- Development of Human Resource Management policies, strategies, and institutional reforms and required systems (such as every public servant having a fit-for-purpose job description, having online performance management, linking training and recruitment and succession planning to online PMS system and online JDs for full connection and use of technology for public service delivery staffing and training needs;
- Human Research Management research and applications of scientific practitioner model;
- Support Machinery of Government reviews and implementation;
- Learning and Innovation;
- Provision of advice and technical guidance;
- Specialized and generalized training through the Vanuatu Institute of Public Administration and Management;
- Connecting Human Resource Management functions to government policies/plans; and
- Design of programs to develop and groom a pool of local experts; and
- Connecting OPSC to external academic and research networks and potential partners.

## B. Purpose, objectives, scope of services

The purpose of the consultancy is to assist the Innovation and Policy Development Unit in the Vanuatu Public Service Commission. It will support targeted activities designed to improve the quality of the public service through more effective tools, guidelines and policies.

The major activities to be undertaken with IPDU include:

- Supporting the IPDU Manager with survey analysis, report writing, and establishing a system for tracking of progress against baseline data from 3 initial surveys to be undertaken in March-April 2023 (questionnaires to gauge perceptions of Public Service on current weaknesses and strengths of public service and to input what is needed to improve OPSC efficiency);
- Support IPDU to organise review workshop on KPIs for 13 Ministries and 6 Provinces and 2 Municipalities, in 2023;
- Assist with roll out of new Performance Management System for Senior Executive Officers and subordinates over a one-year period: training, review, roll out, in tandem with a consultancy on the training of 13 ministries, 6 provincial administrations and 2 municipalities.
- Provide practical technical advice and contribute to efforts by IPDU to strengthen the Public Service Commission's legal and policy framework to enhance quality public service delivery, in tandem with consultants reviewing the legal framework and the Public Service Staff Manual; and
- Support the Manager IPDU to develop, pilot and promote new practices to enhance efficiency and effectiveness of the Public Service.

## C. Timelines

The work is expected to take 12 months beginning in March 2023.

Milestones	Timeline
Supporting the IPDU Manager with survey analysis, report writing, and establishing a system for tracking of progress against baseline data from 3 perception surveys.	1 <sup>st</sup> month
Provide technical advice and contribute to reform efforts led by the IPDU to strengthen the Public Service Commission's legal and policy framework to enhance quality public service delivery, in tandem with consultancies on the legal framework and the revised Public Service Staff Manual.	2 <sup>nd</sup> month
Assist with roll out of new PMS for Senior Executive Officers training, review, roll out, in tandem with a consultancy on revised Job Descriptions.	3 <sup>rd</sup> month
Provide technical advice and assist with roll out of new PMS for subordinates, training, review, roll out, in tandem with consultancy on revised Job Descriptions and Performance tools.	4 <sup>th</sup> month
Support IPDU to organise review workshop on KPIs for 13 Ministries and 6 Provinces and 2 Municipalities in 2023	5 <sup>th</sup> month
Assist with roll out of new PMS for subordinates, training, review, roll out, in tandem with consultancy on revised Job Descriptions and Performance Management tools.	6 <sup>th</sup> month

Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	7 <sup>th</sup> to 12 <sup>th</sup> month
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	8 <sup>th</sup> month
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	9 <sup>th</sup> month
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	10 <sup>th</sup> month
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	11 <sup>th</sup> month
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	12 <sup>th</sup> month

#### **D. Reporting and contracting arrangements**

- The consultant will be directly responsible to OPSC and SPC and will provide updates at the end of each fortnight on the progress of the work.
- The consultant will be required to work closely with the OPSC, IPDU, SPC and OPSC consultancies.
- The consultant will liaise with OPSC and the IPDU to obtain policy and local contextual guidance and advice on the work to be carried out, including coordination with government ministries and public stakeholders.
- The consultant is expected to be based in Port Vila from an office space to be provided by OPSC
- Costs for travel within Vanuatu during the consultancy will be borne by OPSC.

#### **E. Skills and qualifications**

- *A minimum of 15 years working experience in a Pacific public service in a senior position, including expertise in public sector reform.*
- *A minimum of 10 years working experience in the public service or private sector would be an advantage, especially in Vanuatu or other countries in the Melanesian region.*
- *The consultant would have to be Vanuatu-based and be culturally aware and respectful of ni-Vanuatu culture.*
- *The minimum qualification would be a post-graduate qualification in the field relevant to the public service.*

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

- *The contract price will be based on lump sum payments tied to the 13 milestones set out below.*
- *The cost components must be inclusive of professional fees the consultant's local living costs.*



- *The terms of payment shall be in accordance with the provisions of Article 10 of SPC's General Conditions.*

<b>Milestone/deliverables</b>	<b>Deadline</b>	<b>% Payment</b>
Contract signing	Not applicable	
Supporting the IPDU Manager with survey analysis, report writing, and establishing a system for tracking of progress against baseline data from 3 perception surveys.	After 30 days	8.33%
Provide practical technical advice and contribute to efforts led by the IPDU to strengthen the Public Service Commission's legal and policy framework to enhance quality public service delivery, in tandem with consultancies on the legal framework and the revised Public Service Staff Manual.	After 30 days	8.33%
Assist with roll out of new PMS for Senior Executive Officers training, review, roll out, in tandem with a consultancy on revised Job Descriptions.	After 30 days	8.33%
Assist with roll out of new PMS for subordinates, training, review, roll out, in tandem with consultancy on revised Job Descriptions and Performance tools.	After 30 days	8.33%
Support IPDU to implement review workshop of KPIs for 13 ministries, 6 provinces and 2 municipalities	After 30 days	8.33%
Assist with roll out of new PMS for subordinates, training, review, roll out, in tandem with consultancy on revised Job Descriptions and Performance Management tools.	After 30 days	8.33%
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	After 30 days	8.33%
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	After 30 days	8.33%
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	After 30 days	8.33%
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	After 30 days	8.33%
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	After 30 days	8.33%
Support IPDU Manager with promoting innovation and new practices targeting efficiency and effectiveness in the Public Service	After 30 days	8.33%
<b>TOTAL</b>		<b>100%</b>

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

- <https://www.spc.int/updates/news/joint-release/2021/09/usaaid-and-pacific-community-spc-launch-project-governance>
- [https://www.dailypost.vu/news/psc-to-revisit-performance-management-system/article\\_1fd0f379-dd94-54cd-8de5-318ce81ccc3d.html](https://www.dailypost.vu/news/psc-to-revisit-performance-management-system/article_1fd0f379-dd94-54cd-8de5-318ce81ccc3d.html)

## 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>		
<ul style="list-style-type: none"> <li>• Post-graduate qualification(s) in the field relevant to the public service.</li> <li>• A minimum of 10 years working experience in the public service or private sector in Vanuatu or other countries in the Melanesian region.</li> </ul>	<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> <i>A minimum of 15 years working experience in a Pacific public service in a senior position, including expertise in public sector reform.</i>	10%	70
<b>Technical requirement 2:</b> <i>Experience and expertise in the analysis of perception surveys, report writing and the implementation public service legal and policy framework reforms.</i>	20%	140
<b>Technical requirement 3:</b> <i>Experience and expertise in the implementation of training of Performance Management Systems and Key Performance Indicators.</i>	20%	140
<b>Technical requirement 4:</b> <i>Experience and expertise in the implementation and training of Performance Management Systems.</i>	20%	140
<b>Technical requirement 5:</b> <i>Experience and expertise in providing strategic public policy advice, public service effectiveness, mentoring of middle management, and monitoring and evaluation.</i>	30%	210
<b>Total Score</b>	<b>100%</b>	<b>700</b>