

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Clinical Governance Contextualisation Project
Nature of the services	The goal of the consultancy is to develop and/or to contextualise a clinical governance course training package for the Pacific Island Countries and Territories with an expert working group and SPC.
Location:	Home based with some travel required if needed
Date of issue:	20/11/2023
Closing Date:	30/11/2023
SPC Reference:	RFQ 23-6015

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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

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 and with the subject line of your email as follows: **Submission RFQ23-6015**. 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 proposal form
- Financial Proposal
-

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 **30/11/2023**.

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.

Silina Motofaga will be your primary point of contact for this RFQ and can be contacted at silinam@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	20/11/2023
RFQ Closing Date	30/11/2023
Award of Contract	4/12/2023
Commencement of Contract	6/12/2023
Conclusion of Contract	30/03/2024

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](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 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. 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

Patient safety programs must be embedded in an organisation's clinical governance (CG) frameworks to ensure that systems are in place to continuously improve the quality of care provided to patients. However, although much progress has been made in Patient Safety for over the past decades in healthcare organisations around the world, avoidable mistakes that lead to harm occur as a result of system or process failures. Therefore, to achieve and sustain safety in healthcare, healthcare organisations must ensure organisation wide accountability by leaders and clinicians through incorporating safety into systems and processes, which will eventually lead to prevention of harm to patients.

CG is an activity component under the Clinical Services Program of the Public Health Division (PHD) of the Pacific Community (SPC) aligned and guided by the recommendations from the 2022 Directors of Clinical Services and Pacific Heads of Nursing & Midwifery meetings, which was also presented to the 2023 Pacific Heads of Health meeting held in April at Fiji. The PHD is committed to ensuring this activity is implemented and supported for Pacific Islands Countries & Territories (PICTs)

B. Purpose, objectives, scope of services

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

- Develop and/or review learning modules and workshop content.
- Developing new content as per recommendations from the expert working group.
- Build Moodle Content with e-learning templates.
- Trial the live content with the expert working group.
- Delivery of live content for SPC to review

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

Expected Outputs

- Areas for contextualisation of each module identified and reviewed.
- Develop module content as well as write new content as per recommendations from the expert working group.
- To build Moodle Content – eLearning developer and build the specific eLearning material.
- To deliver live clinical governance education training content to the 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 six months.

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 clinical governance program and training package together with the technical report will be submitted to the CSP Team Leader no later than February 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 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 clinical governance education program.
- At least 5 years’ experience in building Moodle Content; eLearning materials including:
 - Writing e-learning templates
 - Building modules and content updates
 - Proofing and finalising content in Storyline and Moodle.
- 10 years’ experience in delivering clinical governance education.
- Experience in the development of clinical governance framework.
- Desirable experience working with Pacific Island Countries.

F. Scope of Bid Price and Schedule of Payments

Payment for this consultancy will be based on milestone/deliverables.

Milestone/deliverables	Deadline	% payment
<ul style="list-style-type: none">• Review – Identified areas for contextualisation of each module.	15 th December 2023	20%

<ul style="list-style-type: none"> • Develop education experts review content as well as write new content as per recommendations from the expert working group. • Build Moodle Content – eLearning developer and builds the specific eLearning material 	15 Jan 2024	50%
Content is delivered live (online) to the Pacific Community with technical report on the consultancy work	28 th February	30%
TOTAL		100%

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		
CV Technical and Financial Forms Previous work experience evidence	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirements		
Technical requirement 1: At least 5 years' experience in development and delivery of clinical governance education program.	20%	140
Technical requirement 2: At least 5 years' experience in building Moodle Content eLearning materials including: Writing e-learning templates; Building modules and content updates, Proofing and finalising content in Storyline and Moodle	40%	280
Technical requirement 3: 10 years' experience in delivering clinical governance education.	20%	140
Technical requirement 4: Experience in the development of clinical governance framework.	10%	70
Technical requirement 5: Experience working with Pacific Island Countries in supporting clinical governance program.	10%	70
Total Score	100%	700
Financial		300

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]*

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

TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

INSTRUCTIONS TO BIDDERS

Technical Requirements	
<i>Evaluation criteria</i>	<i>Response by Bidder</i>
References	
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>
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>
Technical requirement 1:	
At least 5 years' experience in development and delivery of clinical governance education program.	<i>[Bidder's answer]</i>
Technical requirement 2:	
At least 5 years' experience in building Moodle Content eLearning materials including: Writing e-learning templates; Building modules and content updates, Proofing and finalising content in Storyline and Moodle	<i>[Bidder's answer]</i>
Technical requirement 3:	
10 years' experience in delivering clinical governance education.	<i>[Bidder's answer]</i>
Technical requirement 4:	
Experience in the development of clinical governance framework.	<i>[Bidder's answer]</i>
Technical requirement 5:	
Experience working with Pacific Island Countries in supporting clinical governance program.	<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]*

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.

The quote can be provided as a lumpsum for all items or per single item as the list below.

Particulars	Amount (STATE CURRENCY)
Areas for contextualisation of each module identified and reviewed.	
Develop module content as well as write new content as per recommendations from the expert working group.	
To build Moodle Content – eLearning developer and build the specific eLearning material.	
To deliver live clinical governance education training content to the Pacific Community.	
Technical report on the consultancy work.	
TOTAL [State Currency]	

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 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: