



# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Senior Leadership Team Retreat Facilitator</b>
<b>Nature of the services</b>	Consultancy – Delivery of services and report
<b>Location:</b>	Consultant's home base
<b>Date of issue:</b>	19/12/2023
<b>Closing Date:</b>	11/01/2024
<b>SPC Reference:</b>	RFQ23-6122

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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 [soniasr@spc.int](mailto:soniasr@spc.int) (copy [emiliah@spc.int](mailto:emiliah@spc.int)) and with the subject line of your email as follows: **Submission RFQ23-6122 - Senior Leadership Team Retreat Facilitator**. 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
- A technical memo including:
- A description of your methodology;

- A description of work of similar nature;
- Your CV or professional profile;
- A cover letter;
- Any other document to support your proposal.
- Your quote (lump sum)
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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 **4 pm Noumea time on 11/01/2024**.

### 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.

SPC’s Senior Adviser to Director General and Executive Office Manager will be your primary point of contact for this RFQ and can be contacted at [soniasr@spc.int](mailto:soniasr@spc.int) and [emiliah@spc.int](mailto:emiliah@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	19/12/2023
RFQ Closing Date	11/01/2024

### 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 EURO 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 Pacific Community (SPC) is a 27-member country and administration intergovernmental organisation headquartered in Noumea, New Caledonia, with regional offices in Fiji, the Federated States of Micronesia (FSM), Vanuatu, and Tonga. The organisation is divided into eight technical divisions (Climate Change and Environmental Sustainability Programme - CCES, Education Quality and Assessment Programme – EQAP, Fisheries, Aquaculture, Marine Ecosystems Division – FAME, Geoscience, Energy and Maritime Division – GEM, Human Rights & Social Development Division – HRSD, Land Resources Division – LRD, Public Health Division – PHD, and Statistics for Development Division – SDD). It also has a Strategic Planning and Learning Programme (SPL), Partnership, Integration and Resource Mobilisation Office (PIRMO), Human Resources Division (HRD), Administration, Procurement and Finance Division (APFD), Information, Communications and Technology (ICT), and three sub-regional offices in FSM, Tonga, and Vanuatu.

The divisions, programmes, and sub-regional offices are led by Directors who report to the Executives, as well as the Deputy Directors Science and Capabilities and Operations, Management Directorate, who report directly to the Director General. This team forms the Senior Leadership Team (SLT) for SPC.

Given the multi-country office setup, the SLT at the start of year would get together for planning and team building retreat as part of its annual activities. This retreat provides an opportunity for SLT members to be in one location to also discuss other matters as part of their leadership role for the organisation. The SLT also meet weekly to share updates on work programmes or to have a deep-dives on development or organisational related issues, as well as to explore opportunities for collaboration, build relationships, and team cohesion. Each year, the divisions and the SLT meet for a division/program reflection workshop, which provides another opportunity for SLT and staff engagement.

The Executive Office typically organises the SLT retreat, which is held at the end or beginning of each year. The location is usually away from office and held in agreed location convenient to members of SLT. The location for the 2024 retreat will be in Noumea, New Caledonia from the 28<sup>th</sup> February to 1<sup>st</sup> March 2024.

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

#### Objectives:

The objective of this consultancy is to support the SPC SLT to enhance their leadership, team building and wellbeing values, practises, and capabilities and facilitate 3 days retreat. The retreat is intended to foster a shared understanding and appreciation of the principles and values that underpin effective leadership, team building, and well-being. It aims to empower the SPC SLT to embody these principles in their daily interactions and decisions, ultimately leading to a more cohesive, innovative, and high-performing team.

Specific objectives of the retreat includes:

- **Enhance SLT values:** Cultivate a shared understanding and commitment to the core values that guide the SLT's actions and decision-making.
- **Build trust and bond:** Strengthen interpersonal relationships among SLT members, fostering a sense of camaraderie, trust, and mutual support.
- **Appreciate differences and diversities:** Celebrate the unique perspectives and experiences that each SLT member brings to the team, recognizing the value of diversity in achieving collective success.
- **Foster a 'OneSPC' team:** Cultivate a sense of shared identity and purpose among SLT members, aligning their efforts towards achieving common goals.
- **Re-energize and refocus:** foster renewed motivation and focus for team so they can mobilize the organization during challenging and hectic times.
- **Embrace an innovative mindset:** Encourage creativity, risk-taking, and a willingness to challenge the status quo, fostering a culture of innovation within the SLT.

The assignment will include follow-up reflections and deep dive sessions with the SLT, including those who are unavailable to join the in-person retreat.

### Scope of work

We estimate the 10-15 days. Between 31 January to 31 March 2024 resulting in a report that fulfil all the above objectives. The scope of work for the consultancy will include pre-planning and follow-up meetings with selected SLT members to design the retreat programme and coordinate logistics for the event. The assignment activities are listed below:

- Activity 1: Plan and co-design the 3-day SLT retreat scheduled from 28th February to 1<sup>st</sup> March
- Activity 2: Design and facilitate day 1 session: Leadership and Team Building
- Activity 3: Co-design and co-facilitate (if needed) day 2 session: Wellbeing
- Activity 4: Presentation at the day 3 session: Strategic Planning and Programming
- Activity 5: Presentation and feedback to the Executives/SLT from the retreat
- Activity 6: Virtual follow-up session with the SLT members who are not available to participate at the in-person retreat by end of Q1.

### C. Timelines

The work will take place during the period in line with the following timeline, the exact number of days of work for the consultant should be included in a proposal by the consultants and will be specified in the contract.

Output/Milestone	Target delivery date
Start-up meeting: briefing and sharing of background information with consultant	Within a week of signing the contract
Delivery of a finalised plan and co-designed programme for contracted work shared with SPC point of contact.	One weeks after the briefing meeting

Delivery of support and facilitation services at the SLT retreat	28 February to 1 March 2024
Virtual follow-up session with the SLT members who are not available to participate at the in-person retreat by end of March.	15 March 2024
Presentation and feedback to the Executives/SLT from the retreat.	29 March 2024

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

##### **Duty station and travel**

The work will be desk-based at the consultant's usual work location, however travel is required to attend the in-person 3 days retreat to provide facilitation and support service. Remote engagement of stakeholders preferred at SPC working hours.

The consultant will be managed by Senior Advisor to the Director General and the Principal Adviser to the Deputy Director General (Science and Capabilities) who will be responsible for day-to-day management and administration of the contracted work. Their responsibilities include briefing and preparing material for the consultant, managing feedback from reviews of the draft report, and liaising with the team throughout the contract to ensure the work is being undertaken as agreed.

The consultant will keep SPC Executive office regularly informed on the progress of work. The exact timeframe for updates is to be discussed with the successful consultant.

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

- Demonstrated skills and experience in delivery of leadership training
- Demonstrated experience in facilitation services and communication with senior leadership management;
- Demonstrated technical knowledge in strategic planning and change management;
- Demonstrated experience in facilitating team building exercise and team bonding;
- Demonstrated experience in leading a retreat for senior leadership team.
- Excellent research, report writing and presentation skills;
- Fluent in written and spoken English, understanding of French is an advantage

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

The contract price is comprised of lump sum payments based on milestones outlined below. The terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions.



The budget is to cover the full cost of the contract including consultant fees, administrative fees, operating costs, and all other expenses.

- Payment will be made upon receipt of invoices in line with the agreed payment schedule:

<b>Milestone/deliverables</b>	<b>Deadline</b>	<b>% payment</b>
Planning and design meetings concluded. <i>Draft 3-day retreat programme with session activities completed and submitted.</i>	10 February 2024	20 %
Team building and leadership tools shared at the retreat.  <i>Positive feedback from participants and 3-day retreat successfully delivered</i>  <i>Agreed SLT team values aligned to organisational values.</i>	4 March 2024	50 %
Presentation and feedback to the Executives/SLT completed. <i>Final report of the retreat provided</i>	Mid-March 2024	30 %
Recording of Follow-up /Deep-dive sessions with the SLT  <i>Record and notes from the deep-dive session provided.</i>	End-March 2024	
<b>TOTAL</b>		100 %

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

Useful documentation

- *SLT 2023 retreat report*
- [SPC Strategic Plan 2023-2031](#)
- *Director General's report 2023*

## 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
Quality of your proposal	10 %	100
Demonstrated skills and experience in delivery of leadership training	20 %	200
Demonstrated experience in facilitation services and communication with senior leadership management	10 %	100
Demonstrated technical knowledge in strategic planning and change management	10 %	100
Demonstrated experience in facilitating team building exercise and team bonding	20 %	200
Demonstrated experience in leading a retreat for senior leadership team.	10 %	100
<b>Financial proposal:</b> Your quote	20 %	200
<b>Total Score</b>	<b>100 %</b>	<b>1000</b>