



# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

|                               |  |
|-------------------------------|--|
| <b>Project Title:</b>         | WOMEN IN LEADERSHIP PROGRAMME (WIL)  |
| <b>Nature of the services</b> | Women in Leadership (WIL) Organizational Change and Communications Adviser |
| <b>Location:</b>              | Remotely   |
| <b>Date of issue:</b>         | 13/02/2023   |
| <b>Closing Date:</b>          | 24/02/2023   |
| <b>SPC Reference:</b>         | RFQ23-5030   |

## Contents

|  |                              |
|--|------------------------------|
| <b>PART 1: INTRODUCTION .....</b>              | <b>3</b>                     |
| 1.1 ABOUT THE PACIFIC COMMUNITY (SPC)          | 3                            |
| 1.2 SPC'S PROCUREMENT ACTIVITIES               | 3                            |
| 1.3 SPC'S REQUEST FOR QUOTATION (RFQ) PROCESS  | 3                            |
| <b>PART 2: INSTRUCTIONS TO BIDDERS .....</b>   | <b>3</b>                     |
| 2.1 BACKGROUND                                 | 3                            |
| 2.2 SUBMISSION INSTRUCTIONS                    | 3                            |
| 2.3 EVALUATION & CONTRACT AWARD                | 4                            |
| 2.4 KEY CONTACTS                               | 4                            |
| 2.5 KEY DATES                                  | 4                            |
| 2.6 LEGAL AND COMPLIANCE                       | 4                            |
| 2.7 COMPLAINTS PROCESS                         | 5                            |
| <b>PART 3: TERMS OF REFERENCE .....</b>        | <b>6</b>                     |
| A. BACKGROUND/CONTEXT                          | 6                            |
| B. PURPOSE, OBJECTIVES, SCOPE OF SERVICES      | 6                            |
| C. TIMELINES                                   | 7                            |
| D. REPORTING AND CONTRACTING ARRANGEMENTS      | 7                            |
| E. SKILLS AND QUALIFICATIONS                   | 7                            |
| F. SCOPE OF BID PRICE AND SCHEDULE OF PAYMENTS | 7                            |
| G. ANNEXES TO THE TERMS OF REFERENCE           | ERROR! BOOKMARK NOT DEFINED. |
| <b>PART 4: PROPOSAL EVALUATION MATRIX.....</b> | <b>9</b>                     |
| 4.1 COMPETENCY REQUIREMENTS & SCORE WEIGHT     | 9                            |

## 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 [kalolainiw@spc.int](mailto:kalolainiw@spc.int) and with the subject line of your email as follows: **Submission RFQ23-5030**. 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
- Cover letter responding to the RFQ Evaluation Criteria – Mandatory and Technical requirements listed in Part 4

- Up to date CV

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 **11.55pm Fiji ST on 24/02/2023**.

### 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.

Monica Waqanisau will be your primary point of contact for this RFQ and can be contacted at [kalolainiW@spc.int](mailto:kalolainiW@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 | 13/02/2023 |
| RFQ Closing Date              | 24/02/2023 |
| Award of Contract             | 28/02/2023 |
| Commencement of Contract      | 1/03/2023  |
| Conclusion of Contract        | 31/12/2023 |

### 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](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 AUD 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 the principal scientific and technical organisation in the Pacific region, supporting development since 1947. We are an international development organisation owned and governed by our 27 country and territory members. In pursuit of sustainable development to benefit Pacific people, our organisation works across more than 20 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health, geoscience, and conservation of plant genetic resources for food and agriculture.

The Women in Leadership (WIL) programme aims to enhance the representation of women in leadership roles within SPC – contributing to more women meaningfully informing and participating in the strategic and programmatic direction of the organisation. The WIL programme also supports broader awareness through the CROP Women of the Wave network.

A service provider is being sought for high-level organisational change and communications support for the WIL programme in 2023.

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

The work, which can be delivered remotely, is intended to provide high-level support to SPC's Principal Strategic Lead – Pacific Women and Girls and the WIL programme staff.

Tasks undertaken by the consultant will be as follows:

1. Develop an organisational change management and communications plan for the WIL programme (with a focus on strategic engagement and behaviour change for internal audiences) and oversee the plan's implementation during the period of the consultancy. This includes:
  - Reviewing the existing risks and communications plan
  - Engaging with Taskforce on WIL and the SPC Senior Leadership Team (SLT) to refine high-level messaging
  - Developing internal communication resources for the WIL programme and SLT.
2. Providing strategic advice and technical communications and organisational change support to Principal Strategic Lead: Women and Girls and other members of the WIL team, as required which may include:
  - Advising on communication and messaging requests from the SPC Gender Community of Practice and CROP WoW network.
  - Collaborating on visibility activities led by WIL Communications Officer.
3. Provide strategic advice and technical communications and organisational change support for WIL programme activities. This may include:
  - WIL programme roadshow
  - Coalition of Women Leaders meeting (convened with the Pacific Islands Development Program, anticipated in July 2023)

- 53<sup>rd</sup> Meeting of the Committee of Representatives of Governments and Administrations (CRGA) and 13<sup>th</sup> Conference of the Pacific Community (planned for November 2023).

### C. Timelines

The overall scope of work is anticipated to be delivered from the time of selection of a suitable consultant to December 2023.

- Up to 5 days' work to review existing work and consult appropriate SPC staff to inform a draft of the organisational change management communications plan, with an additional 5 days to seek feedback and finalise the plan
- Up to 5 days' work on refining messaging with Taskforce on WIL and SPC SLT
- Up to 10 days' work on initiating the development of communication resources
- Ongoing support, up to 45 days' work to complete the development of communication resources as well as provide strategic advice and technical communications and organisational change support as required for the remaining period of the contract.

### D. Reporting and contracting arrangements

Ideally, the work would be delivered on-site in Suva, Fiji, but remote options may be negotiated. The consultant reports to the Programme Coordinator for the Women in Leadership Programme. They should be available to travel, as required. Note that any return trip will be coordinated by SPC, in line with its relevant organisational policies.

### E. Skills and qualifications

- At least 7 years' experience providing communications advisory support services.
- At least 3 years' experience specialising in organisational change management (or equivalent) modalities.
- Ability to work independently and in a timely manner.
- Experience working in Pacific contexts and engaging with concepts associated with human rights, gender equality, social inclusion, and culture (from a development perspective).

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

The contract is expected to be paid on a milestone basis, following the completion of related deliverables. The consultancy's travel, accommodation, and associated costs will be covered by PWL at SPC.

| Milestone/deliverables   | Deadline    | % Payment |
|--|-------------|-----------|
| • Finalise an organisational change management and communications plan                                 | 30 Apr 2023 | 25%       |
| • Provision of on demand technical support, report on work performed up to 31 July 2023                | 5 Aug 2023  | 30%       |
| • Internal communications resources for the WIL programme developed and disseminated to relevant staff | 1 Nov 2023  | 15%       |

|  |             |      |
|--|-------------|------|
| Provision of on demand technical support, report on work performed up 20 December 2023 | 23 Dec 2023 | 30%  |
| <b>TOTAL</b>   |             | 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 |
|--|---|-------------------|
| <b>Mandatory requirements</b>  |   |                   |
| <ul style="list-style-type: none"> <li>• <i>Experience in communications, with at least 3 years' experience specialising in organisational change management (or equivalent) modalities.</i></li> <li>• <i>Ability to work independently and in a timely manner.</i></li> <li>• <i>Experience working in Pacific contexts and engaging with concepts associated with human rights, gender equality, social inclusion, and culture (from a development perspective Ability to travel in country for up to two-three weeks at a time.</i></li> </ul> | <b>Mandatory requirements.</b><br>Bidders will be disqualified if any of the requirements are not met |                   |
| <b>Technical requirements</b>  |   |                   |
| <b>Technical requirement 1:</b> At least 7 years' experience providing communications advisory support services.   | 40  | 280               |
| <b>Technical requirement 2:</b> At least 3 years' experience specialising in organisational change management (or equivalent) modalities.  | 40  | 280               |
| <b>Technical requirement 3:</b> Ability to work independently and in a timely manner.  | 10  | 70                |
| <b>Technical requirement 4:</b> Experience working in Pacific contexts and engaging with concepts associated with human rights, gender equality, social inclusion, and culture (from a development perspective).   | 10  | 70                |
| <b>Other:</b> <i>[other requirements]</i>  |   |                   |
| <b>Total Score</b>   | <b>100%</b>   | <b>700</b>        |