

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Communication and NCD control
Nature of the services	Organise a series of webinars on communicating on social media and media relations to upskill NCD focal points in Pacific territories
Location:	New Caledonia
Date of issue:	4/10/2023
Closing Date:	20/10/2023
SPC Reference:	RFQ 23-5828

Contents

PART 1: INTRODUCTION	3
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
PART 2: INSTRUCTIONS TO BIDDERS	3
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	5
2.7 COMPLAINTS PROCESS	5
PART 3: TERMS OF REFERENCE	6
A. BACKGROUND/CONTEXT	6
B. PURPOSE, OBJECTIVES, SCOPE OF SERVICES	6
C. TIMELINES	6
D. REPORTING AND CONTRACTING ARRANGEMENTS	7
E. SKILLS AND QUALIFICATIONS	7
F. SCOPE OF BID PRICE AND SCHEDULE OF PAYMENTS	7
PART 4: PROPOSAL EVALUATION MATRIX.....	8
4.1 COMPETENCY REQUIREMENTS & SCORE WEIGHT	8

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 or in French and as an attachment to an email sent to soleneb@spc.int and with the subject line of your email as follows: **Submission RFQ 23-5828**. 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
- Training programme proposal
- CV

- Link to similar exercises carried out
- Technical bid
- Financial offer

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 **23.45 Noumea time on 20/10/2023**.

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.

Solene Bertrand will be your primary point of contact for this RFQ and can be contacted at soleneb@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	4/10/2023
RFQ Closing Date	20/10/2023
Award of Contract	3/10/2023
Commencement of Contract	15/11/2023
Conclusion of Contract	15/06/2024

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 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. 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

Non-communicable diseases (NCDs) affect more than 80% of the Pacific region's population and heavily impact the living standards of individuals and their families. It is essential to take awareness measures regarding such diseases (diabetes and heart disease) and promote healthy living habits (a balanced diet, drinking less alcohol, not smoking and getting regular exercise) in order to eradicate this phenomenon and such measures must be accompanied by effective and innovative communication strategies in order to heighten awareness among younger generations.

Health offices currently responsible for health promotion activities are often required to take part in designing communication campaigns and speaking to media (radio and TV interviews etc) without any training in this area.

The Pacific Community's Public Health Division, therefore, wishes to organise a series of webinars to strengthen the communication capacity of NCD focal points in Pacific Island countries and territories

B. Purpose, objectives, scope of services

The objective of this consultancy is to organise a series of webinars on communicating on social media and media relations to upskill NCD focal points in Pacific territories (Federated States of Micronesia, Cook Islands, Northern Marianas, Marshall Islands, Solomon Islands, Fiji, Guam, Kiribati, Nauru, Niue, New Caledonia, Palau, Papua New Guinea, Pitcairn, French Polynesia, Samoa, American Samoa, Tokelau, Tonga, Tuvalu, Vanuatu, and Wallis & Futuna).

The objective of these webinars will be to enable them to understand how to bring media on board, speak on camera (interviews, TV shows) and on radio, and to communicate on social media so as to increase the impact of activities and reach the relevant communities.

The webinars must be organised by communication theme (TV, radio, social media) and cover all key aspects in order to:

- Design a health communication strategy/approach
- Learn how to use social media to get a message across on health promotion and prevention;
- Develop an audience, produce content, elicit commitment and adapt facilitation to different platforms;
- Learn how to speak in an interview and articulate key messages; and
- Learn about methods and tools for improving media relations.

The webinars will take place remotely by Zoom and have French and English interpretation to facilitate participants' understanding

C. Timelines

- It is planned to hold the webinar series starting in November at a rate of once a week

D. Reporting and contracting arrangements

The consultant will work with the following contact persons:

- Communicable disease adviser and
- Project assistant

The service will be provided in two parts:

1. Defining webinar themes and design materials
2. Delivering remote presentations (webinars)

SPC undertakes to cover interpretation costs for all the webinars.

- Meetings will be organised to determine and approve the subject areas to be addressed in the various presentations

E. Skills and qualifications

- Expertise in communicating with media and on social media
- Expertise in health communication and health promotion
- Experience in training provision/webinars
- In-depth knowledge of the Pacific region and NCD issues

F. Scope of Bid Price and Schedule of Payments

Stage/deliverables	Deadline	Instalment due (%)
Webinar content approval	15/12/2023	50%
Presentations delivered	31/04/2024	50%
TOTAL		

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 and financial requirements) which indicates the relative significance or weight of the items in the overall evaluation process.

Evaluation criteria	Score Weight (%)	Points obtainable
Mandatory requirements		
<ul style="list-style-type: none"> - Proposal for training programmes - CV - Links to similar activities/references - Technical offer - Financial offer 	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirements		
Technical requirement 1: Experience communicating with media and on social media	40%	280
Technical requirement 2: Experience in health communication and health promotion	20%	140
Technical requirement3: Experience in delivering webinars	30%	210
Technical requirement4 : In-depth knowledge of the Pacific region and NCD issues	10%	70
Technical requirements		
Price	30%	300
Total Score	100%	1,000

TECHNICAL OFFER SUBMISSION FORM – SERVICES

INSTRUCTIONS TO BIDDERS

Bidders must meet the mandatory requirements defined in the pricing request or else be disqualified if they do not.

Technical requirements	
Assessment criteria	Bidder's response
Experience and dedicated staff/sub-contractors	
<p>Experience: evidence of the bidder's relevant experience must be submitted. Bidders must submit details of three contracts demonstrating their experience in providing services similar to those referred to in the terms of reference at part three of this request for quotation. Bidders must provide the contact details of a referee for each contract. Please attach a CV and any supporting information, if necessary.</p>	Experience :
	<i>Provide details of required experience</i>
	Three referees' contact details
	<i>1. Client Name: Indicate client's name</i>
	Contact name: <i>Indicate the contact's name</i>
	Contact details: <i>Indicate the contact's details</i>
	Contact amount: <i>Indicate the contract amount</i>
	<i>2. Client Name: Indicate client's name</i>
	Contact name: <i>Contact name:</i>
	Contact details: <i>Contact details:</i>
	Contact amount: <i>Contract amount:</i>
	<i>3. Client Name: Indicate client's name</i>
	Contact name: <i>Contact name:</i>
	Contact details: <i>Contact details:</i>
Contact amount: <i>Contract amount:</i>	
Technical requirement 1	
Experience in communicating with media and on social media	<i>Bidder's response</i>
Technical requirement 2	
Experience in health communication and health promotion	<i>Bidder's response</i>
Technical requirement 3	
Experience in delivering webinars	<i>Bidder's response</i>
Technical requirement 4	
In-depth knowledge of the Pacific region and NCD issues	<i>Bidder's response</i>

For the Bidder: *Insert company name here*

Signature:

Name of the representative: *Insert representative's name here*

Position: *Insert representative's position here*

Date: *Click or tap here to enter a date*

BIDDER'S FINANCIAL OFFER – SERVICES

All costs indicated in the financial offer must include all applicable taxes. The price schedule must follow the format provided below.

Description of services	Amount Euro
Professional fees (specify if daily or lumpsum)	<i>Unit price</i>
Travel lump sum (if required)	<i>Unit price</i>
Other (specify)	
TOTAL	

Professional fees: staff salaries, consultants' fees and other professional fees.

SPC will not cover separate overhead/operating cost or contingency items. SPC will neither provide nor refund any insurance for consultants travel or health costs, professional cover or any other risk or liability that may arise during the consultancy (including subcontractors or partners that the consultant may employ). SPC will not be liable for any arrangements or payments related to visas, taxes or duty for which the consultant may be liable.

The consultant must also provide its own workspace and computer during the service provision with a stable Internet connection for Zoom meetings, if required.

SPC will not cover any computer or communication equipment during the consultancy. Consultants must provide a stable Internet connection for any virtual meetings that may be required.

No payments will be made for any items for which no price has been indicated. Such items shall be deemed to be covered by the financial offer. Bidders are deemed to have ensured that their bids are accurate and exhaustive prior to submitting them, have covered everything required for the full and proper performance of the contract and have included all costs and their rates and prices.

For the Bidder: *Insert company name here*

Signature:

Name of the representative: *Insert representative's name here*

Position: *Insert representative's position here*

Date: *Click or tap here to enter a date*