

# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Pacific hand hygiene education program</b>
<b>Nature of the services</b>	Develop the Pacific hand hygiene education program inclusive of resources for the implementation and roll out of a Hand Hygiene program at a regional level.
<b>Location:</b>	Home-based
<b>Date of issue:</b>	7/05/2024
<b>Closing Date:</b>	19/05/2024
<b>SPC Reference:</b>	RFQ24-6464

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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 [margaretl@spc.int](mailto:margaretl@spc.int) and with the subject line of your email as follows: **Submission RFQ24-6464**. 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
- Technical and financial proposal
- CV

- Academic Certificates
- Samples of previous work.

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 FJT on 19/05/2024**.

### 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.

Margaret Leong will be your primary point of contact for this RFQ and can be contacted at [margaretl@spc.int](mailto:margaretl@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
<b>RFQ sent to potential vendors</b>	7/05/2024
<b>RFQ Closing Date</b>	19/05/2024
<b>Award of Contract</b>	25/05/2024
<b>Commencement of Contract</b>	31/05/2024
<b>Conclusion of Contract</b>	30/08/2024

### 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) supports Pacific Island Country and Territories, health facilities to strengthen clinical services and build Infection Prevention Control (IPC) capacity including standardization of hand hygiene standards and guidance materials.

Healthcare associated infections (HAI) are a global burden and are the most common adverse events affecting both high income and low-income countries around the world wherever healthcare treatment services are provided. Studies have shown hospital-wide prevalence of HAI ranged from 5.7% to 19.1%, with the greater burden of HAI occurring in low- and middle-income countries. There is now substantial evidence that an effective hand hygiene program reduces the burden of HAIs and prevent the spread of antimicrobial resistance.

WHO has developed evidence-based guidelines on hand hygiene in healthcare to support healthcare facilities to improve hand hygiene practice and therefore reduce HAIs. It is recommended to use a multi-modal strategy to improve hand hygiene practices, which includes monitoring and feedback. Use of the WHO 5 moments for hand hygiene in healthcare, provides a standardized approach for education of staff about when to perform hand hygiene and auditing of hand hygiene compliance.

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

#### Scope of works

The Pacific Community (SPC) seeks the service of technical assistance provider(s) to develop the Pacific hand hygiene education program inclusive of resources for the implementation and roll out of a Hand Hygiene program at a regional level.

#### Specific Objectives

1. To develop hand hygiene guidelines including generic educational programs and templates for implementation at a regional level and one country guideline (Vanuatu).
2. To develop guidelines on how to train a new country lead including education materials, power point slides and at least one hand hygiene poster.
3. Develop hand hygiene targets, strategies, roadmaps.

#### Expected Outputs

1. Regional hand hygiene guidelines developed with an additional country guideline (Vanuatu).
2. Training guidance developed on how to train a new country lead including the process.
3. Hand hygiene resources developed - education materials, power point slides and at least one hand hygiene poster.
4. Hand hygiene targets, strategies developed.
5. Technical report on the consultancy work

### C. Timelines

This is a fixed term consultancy of 40 working days duration that will be carried out from June 3rd 2024 – 26th July 2024.

### D. Reporting and contracting arrangements

The Contractor will be responsible to SPC's Team Leader – Clinical Services Program (CSP), Public Health Division for all aspects of the work, including the production of the required outputs. For logistic support and other management issues, the Infection prevention and control Adviser will coordinate.

Inform SPC Team regularly of the progress of the assigned work and advise of any delays in meeting or training deadlines.

### E. Skills and qualifications

- Infection Prevention & Control post-graduate qualification.
- Credentialed IPC at advance level with the Australasian College of Infection Prevention and Control (ACIPC) would be desirable.
- Experience at least 5 years in hand hygiene program implementation and management.
- At least 5 years' experience as a gold standard hand hygiene auditor educator.
- Desirable experience working with low and middle-income settings.

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

SPC shall make payments to the Contractor according to the following payment schedule and associated milestones.

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

<b>Milestone/deliverables</b>	<b>Deadline</b>	<b>% payment</b>
Regional hand hygiene guidelines developed with an additional country guideline (Vanuatu) inclusive of minimum requirements for a country/hospital hand hygiene program.	14 <sup>th</sup> June 2024	20%
Training guidance developed on how to train a new country lead including the process	July 5 <sup>th</sup> 2024	25%
Hand hygiene resources - education materials, power point slides and at least one hand hygiene poster developed.	July 25 <sup>th</sup> 2024	25%
On completion and submission of final report.	July 26 <sup>th</sup> 2024	30%
<b>TOTAL EUROS</b>		<b>100%</b>

## 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>		
<b>The Conflict-of-Interest Declaration form completed</b> <ul style="list-style-type: none"> <li>• Submission of a technical proposal &amp; Financial</li> <li>• CV/ Resume</li> <li>• Academic Certificates</li> <li>• Samples of previous work.</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: Infection Prevention &amp; Control post-graduate qualification</b>	14%	140
<b>Technical requirement 2: Experience at least 5 years in hand hygiene program implementation and management.</b>	14%	140
<b>Technical requirement 3: At least 5 years' experience as a gold standard hand hygiene auditor educator.</b>	21%	210
<b>Technical requirement 4: Credentialed IPC at advance level with the Australasian College of Infection Prevention and Control (ACIPC) would be desirable.</b>	21%	210
<b>Technical Score Total</b>	<b>70%</b>	<b>700</b>
<b>Financial Score</b>	<b>30%</b>	<b>300</b>