



REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Data Governance online training modules
Nature of the services	Review of existing Data Governance training modules
Location:	Home-based
Date of issue:	4/10/2024
Closing Date:	21/10/2024
SPC Reference:	RFQ24-7197

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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 kevins@spc.int and sandrag@spc.int and with the subject line of your email as follows: **Submission RFQ24-7197 – Data Governance Online Training Modules**. The email should also be copied to rfg@spc.int.

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed.
- The Technical Proposal Submission Form including:
 1. Description of your company and your experience in the requested field;

2. Description of up to 3 samples of similar projects in the past 5 years;
3. Qualification of the staff allocated to this project (please provide CVs);
4. Responses to the technical requirement questions.

- The Financial Proposal Submission Form including your quote in EUR as a lumpsum.

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 **08 am Noumea Time (GMT + 11)** on **21/10/2024**.

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 Data Governance Advisor (Pacific Data Hub) will be your primary point of contact for this RFQ and can be contacted at kevins@spc.int. You should copy any communications into rfq@spc.int and sandrag@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	EXPECTED DATE
RFQ sent to potential vendors	4/10/2024
RFQ Closing Date	21/10/2024
Award of Contract	25/10/2024
Commencement of Contract	4/11/2024
Conclusion of Contract	30/06/2025

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

The Pacific Data Hub (PDH) and Data Governance

On behalf of its member countries and territories, the Pacific Community (SPC) is the custodian of large amounts of data. There is growing momentum to unlock the power of this data to support evidence-informed decision making for the sustainable development of the region and to achieve genuine and lasting improvement in people's lives.

The New Zealand Ministry of Foreign Affairs and Trade (MFAT) funded the Activity for Improving Access to Pacific Statistics and Data (PSD) Initiative, a programme of work being implemented by SPC, and led by the Statistics for Development Division (SDD) and the Pacific Data Hub (PDH – www.pacificdata.org). The program supports interconnected streams of work for Statistics for Development Division (SDD) and the PDH and provides an important public good for the region.

As part of its role, the Pacific Data Hub (PDH) aims to be the central access point for public information about the Pacific. It also aspires to represent a centre of excellence within the Pacific for data capability, including Data Governance. To help realise that aspiration, the PDH has embarked on an initiative to support good Data Governance practice throughout SPC, including establishing a Data Governance Framework and Data Governance Policy, so that it can leverage its experience to positively influence Data Governance practice amongst SPC member countries, and other partners in the Pacific.

To achieve that goal, SPC staff will need an understanding of Data Governance, and an appreciation of the value it brings to data practice within their business areas, and more widely across the organisation. That requires a level of Data Governance literacy at SPC. In response, the PDH has developed a set of Data Governance training modules, with the plan to publish those for staff access through the SPC Learning Management System (LMS). As a means of encouraging uptake amongst learners and effective engagement with the training materials, the current draft modules require design work to make them more participatory, interactive, and engaging.

B. Purpose, objectives, scope of services

Purpose

The purpose of this request is the completion of a review of existing Data Governance training modules, with the goal of improving the content and making that material more participatory and interactive for SPC staff employing the training materials via an online eLearning system.

SPC is interested in procuring services to develop a Data Governance training package to assist staff to understand Data Governance conceptually and identify what constitutes good Data Governance practice in their operational contexts.

The review will result in recommendations to improve training module content and test questions, which will inform subsequent design work to improve existing training content and test questions, and where required, develop new training content and test questions. The results of this work will be amenable to translation at a future date by SPC into a French language version, applying the same technical standard as used to upload this English language version onto the SPC Learning Management System (LMS).

Objectives

The objectives of this work include:

- To conduct a thorough review of existing SPC Data Governance training modules, including content and test questions
- To provide recommendations for improving existing training module content and test questions, particularly with the goal of making the material participatory and interactive
- To complete design work based on the recommendations that are approved by SPC
- To convert resulting training module content and test questions to a technical standard supporting dynamic and interactive content, and amenable for uploading to the SPC Learning Management System (LMS)
- To support the successful incorporation of Data Governance training modules into the SPC LMS, allowing for timely and extended value realisation
- To contribute to accessible Data Governance training modules that increase Data Governance literacy across SPC, that clarify how Data Governance practice mitigates risks associated with data use while improving the value of data used within SPC, and that convey the importance of Data Governance practice as a means of embodying SPC's organisational values.

Scope of Services

Task 1: Kick-off meeting

An initial meeting will be held with SPC and the contractor to review the proposed scope of work, resourcing, and technical requirements, to ensure all parties are in agreement on the scope and outputs, and that expectations are aligned. Any questions or considerations of changes to the scope of work, requirements, deliverables, or schedule will be covered in this meeting.

The contractor will summarise the meeting discussions, agreed parameters and actions, to be delivered as a brief to SPC. Acceptance of this meeting brief by SPC represents completion of this task.

Task 2: Existing training modules review

Upon receipt of the existing Data Governance training modules file from SPC, the contractor will conduct a thorough review to ensure familiarity with the source materials and support effective planning and resourcing of their work.

No deliverables are associated with this task, but the contractor may provide questions or requests for clarification on the existing materials to SPC. Completion of the contractor's review, and resolution of any contractor questions or clarifications by SPC, represents completion of this task.

Task 3: Design recommendations [Modules 1 – 3]

The contractor will provide a set of recommendations, as deemed necessary, to improve training content and test questions within modules 1 through 3 of the existing training modules file.

The primary impetus for these recommendations will be to generate training content and test questions that are not only clear, but also participatory, interactive, and engaging for SPC learners.

Modules 1 – 3 recommendations will be delivered to SPC for review and approval to proceed. Receipt by the contractor of any and all SPC design recommendation approvals for modules 1 – 3 represents completion of this task.

Task 4: Design edits [Modules 1 – 3]

The contractor will complete SPC-approved design work for modules 1 – 3 content and test questions.

Modules 1 – 3, incorporating any approved design edits, will be delivered by the contractor to SPC, in a format amenable for SPC review and approval.

Receipt by the contractor of SPC approval of all final Task 4 deliverables for modules 1 – 3 represents completion of this task.

Task 5: Conversion to SCORM packages [Modules 1 – 3]

The contractor will convert modules 1 – 3 content and test questions resulting from Task 4 to SCORM (ver 1.2) standard packages, to facilitate upload into the SPC LMS.

The contractor's conversion will incorporate any SPC Information Technology requirements for uploading SCORM packages onto the SPC LMS, with requirements provided to the contractor prior to this Task.

SPC will verify the successful upload of the module 1 – 3 SCORM packages onto the SPC LMS, and conduct an online review of the resulting training modules.

The contractor will respond to any SPC feedback generated by the online review, making edits as needed, and re-submit updated modules 1 – 3 to SPC for final review and approval.

Receipt by the contractor of SPC approval of all final Task 5 deliverables for modules 1 – 3 represents completion of this task.

Task 6: Design recommendations [Modules 4 – 6]

The contractor will provide a set of recommendations, as deemed necessary, to improve training content and test questions within modules 4 through 6 of the existing training modules file.

The primary impetus for these recommendations will be to generate training content and test questions that are not only clear, but also participatory, interactive, and engaging for SPC learners.

Modules 4 – 6 recommendations will be delivered to SPC for review and approval to proceed. Receipt by the contractor of any and all SPC design recommendation approvals for modules 4 – 6 represents completion of this task.

Task 7: Design edits [Modules 4 – 6]

The contractor will complete SPC-approved design work for modules 4 – 6 content and test questions.

Modules 4 – 6, incorporating any approved design edits, will be delivered by the contractor to SPC, in a format amenable for SPC review and approval.

Receipt by the contractor of SPC approval of all final Task 7 deliverables for modules 4 – 6 represents completion of this task.

Task 8: Conversion to SCORM packages [Modules 4 – 6]

The contractor will convert modules 4 – 6 content and test questions resulting from Task 7 to SCORM (ver 1.2) standard packages, to facilitate upload into the SPC LMS.

The contractor's conversion will incorporate any SPC Information Technology requirements for uploading SCORM packages onto the SPC LMS, with requirements provided to the contractor prior to this Task.

SPC will verify the successful upload of the module 4 – 6 SCORM packages onto the SPC LMS, and conduct an online review of the resulting training modules.

The contractor will respond to any SPC feedback generated by the online review, making edits as needed, and re-submit updated modules 4 – 6 to SPC for final review and approval.

Receipt by the contractor of SPC approval of all final Task 8 deliverables for modules 4 – 6 represents completion of this task.

Task 9: Design recommendations [Modules 7 – 10]

The contractor will provide a set of recommendations, as deemed necessary, to improve training content and test questions within modules 7 through 10 of the existing training modules file.

The primary impetus for these recommendations will be to generate training content and test questions that are not only clear, but also participatory, interactive, and engaging for SPC learners.

Modules 7 – 10 recommendations will be delivered to SPC for review and approval to proceed. Receipt by the contractor of any and all SPC design recommendation approvals for modules 7 – 10 represents completion of this task.

Task 10: Design edits [Modules 7 – 10]

The contractor will complete SPC-approved design work for modules 7 – 10 content and test questions.

Modules 7 – 10, incorporating any approved design edits, will be delivered by the contractor to SPC, in a format amenable for SPC review and approval.

Receipt by the contractor of SPC approval of all final Task 10 deliverables for modules 7 – 10 represents completion of this task.

Task 11: Conversion to SCORM packages [Modules 7 – 10]

The contractor will convert modules 7 – 10 content and test questions resulting from Task 10 to SCORM (ver 1.2) standard packages, to facilitate upload into the SPC LMS.

The contractor's conversion will incorporate any SPC Information Technology requirements for uploading SCORM packages onto the SPC LMS, with requirements provided to the contractor prior to this Task.

SPC will verify the successful upload of the module 7 – 10 SCORM packages onto the SPC LMS and conduct an online review of the resulting training modules.

The contractor will respond to any SPC feedback generated by the online review, making edits as needed, and re-submit updated modules 7 – 10 to SPC for final review and approval.

Receipt by the contractor of SPC approval of all final Task 11 deliverables for modules 7 – 10 represents completion of this task.

C. Timelines

We expect that approximately 7 months will be required to complete this work, commencing at the signature of contract and to conclude by the first week of June 2025.

Task	Activities	Expected time of delivery
1	Kick-off meeting and summary brief	8 November 2024
2	Existing training modules review	15 November 2024
3	Design recommendations [modules 1 – 3]	30 November 2024

Task	Activities	Expected time of delivery
4	Design edits [modules 1 – 3]	20 December 2024
5	Conversion to SCORM packages [modules 1 – 3]	31 January 2025
6	Design recommendations [modules 4 – 6]	21 February 2025
7	Design edits [modules 4 – 6]	14 March 2025
8	Conversion to SCORM packages [modules 4 – 6]	4 April 2025
9	Design recommendations [modules 7 – 10]	25 April 2025
10	Design edits [modules 7 – 10]	16 May 2025
11	Conversion to SCORM packages [modules 7 – 10]	6 June 2025

D. Reporting and contracting arrangements

The Contractor will work under the direct supervision of SPC’s Data Governance Advisor at the Pacific Data Hub section under the Information Services Division of the Pacific Community. Weekly progress meetings will be held.

Place of Assignment

The work will be desk-based at the consultant’s usual work location. No travel will be required.

E. Skills and qualifications

- Demonstrated expertise in training design and delivery, with at least 5 years of experience in the adult education sector with online learning content delivery for large organisations.
- Broad experience reflecting training design related to technical topics, or ideally, to data capability development including Data Governance practice.
- Proven Ability to design training modules that are participatory and engaging for learners with a wide range of expertise, familiarity, and competence with the content including to support internal SPC language requirements, including design and formatting of content that is simple, clear, unambiguous, and amenable to efficient and effective translation.
- Broad experience developing content in an online learning format with interactive components that require learners to read and review all content - including the provision of a valid learning assessment (test questions) to confirm the learner’s understanding of the course.
- Experience developing eLearning design work, with eLearning modules that are Shareable Object Content Reference Model (SCORM) ver 1.2 standard compliant, and able to be deployed on Moodle and/or LMS365 Learning Management Systems.
- Strong communication skills, including clearly conveying design recommendations, and effectively incorporating feedback into design, formatting, and conversion work.
- Ability to provide up to three samples of previous training design work, submitted to government, development, or non-profit organisations, ideally on data capability, and specifically, Data Governance capability related topics.

F. Scope of Bid Price and Schedule of Payments

The contract is a lump sum payments-based contract.

The bidder must include all costs including professional fees, management and operating costs, and any other administrative costs in the contract price.

The terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions. SPC shall make payments to the Contractor according to the following payment schedule and associated milestones:

Milestone/deliverables	Deadline	% payment
Kick-off meeting completed and meeting summary brief delivered to SPC	8 November 2024	10 %
Training modules 1-3: design improvements, conversion to SCORM, and uploaded to/published on SPC LMS – confirmed by SPC	31 January 2025	25 %
Training modules 4-6: design improvements, conversion to SCORM, and uploaded to/published on SPC LMS – confirmed by SPC	4 April 2025	25 %
Training modules 7-10: design improvements, conversion to SCORM, and uploaded to/published on SPC LMS – confirmed by SPC	6 June 2025	40 %
	TOTAL	100%

G. Annexes to the Terms of Reference

Annex 1. Existing training module content

Current Data Governance training material requiring design work and conversion to SCORM consists of 10 modules, section header slides, and a table of contents, totalling 88 slides, in Microsoft PowerPoint 365 format.

The existing module slide count is as follows:

- Module 01 = 8 slides
- Module 02 = 10 slides
- Module 03 = 10 slides
- Module 04 = 4 slides
- Module 05 = 10 slides
- Module 06 = 12 slides
- Module 07 = 6 slides
- Module 08 = 4 slides
- Module 09 = 12 slides
- Module 10 = 9 slides

Example module slides for the existing Data Governance training material (see attached annex 1 – Module 07).

Additional example modules can be provided upon request.

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
Technical Requirements (maximum 80 %)	
Demonstrated expertise in training design and delivery, with at least 5 years of experience in adult education sector with online learning content delivery for large organisations.	20 %
Broad experience reflecting delivery of training design related to technical topics, or ideally, to data capability development, including Data Governance practice.	10 %
Broad experience developing online learning content that is participatory, with interactive components that require learners to read and review all content - including the provision of a valid learning assessment (test questions) to confirm the learner's understanding of the course.	20 %
Proven Ability to design training modules that are participatory and engaging for learners with a wide range of expertise, familiarity, and competence with the content including to support internal SPC language requirements, including design and formatting of content that is simple, clear, unambiguous, and amenable to efficient and effective translation.	5 %
Experience developing eLearning design work, with eLearning modules that are Shareable Object Content Reference Model (SCORM) ver 1.2 standard compliant, and able to be deployed on Moodle and/or LMS365 Learning Management Systems.	20 %
Strong communication skills, including clearly conveying design recommendations, and effectively incorporating feedback into design, formatting, and conversion work.	5 %
Financial Requirement (maximum 20 %)	
Financial Proposal score = (Lowest Price / Price of the submitted offer) x 200	20 %
Total Score	100 %