

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

| | |
|-------------------------------|---|
| Project Title: | Pacific Islands Emergency Management Alliance (PIEMA) project |
| Nature of the services | Consultant to develop and integrate a Framework for Competency, Capability and Succession Planning including training needs and performance-based assessment criteria for the Fiji National Fire Authority's (NFA) human resources. |
| Location: | Suva, Fiji |
| Date of issue: | 3/10/2022 |
| Closing Date: | 31/10/2022 |
| SPC Reference: | RFQ 22-4441 |

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 | 4 |
| 2.7 COMPLAINTS PROCESS | 5 |
| PART 3: TERMS OF REFERENCE | 6 |
| A. BACKGROUND/CONTEXT | 6 |
| B. PURPOSE, OBJECTIVES, SCOPE OF SERVICES | 6 |
| C. TIMELINES | 7 |
| D. REPORTING AND CONTRACTING ARRANGEMENTS | 7 |
| E. SKILLS AND QUALIFICATIONS | 8 |
| F. SCOPE OF BID PRICE AND SCHEDULE OF PAYMENTS | 8 |
| G. ANNEXES TO THE TERMS OF REFERENCE | 8 |
| PART 4: PROPOSAL EVALUATION MATRIX..... | 9 |
| 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

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 piema@spc.int and with the subject line of your email as follows: **Submission RFQ 22-4441**. 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
-

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 **4:00pm Fiji Time on 31/10/2022**.

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.

Patrick Haines will be your primary point of contact for this RFQ and can be contacted at piema@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 | 3/10/2022 |
| RFQ Closing Date | 31/10/2022 |
| Award of Contract | 14/11/2022 |
| Commencement of Contract | 14/11/2022 |
| Conclusion of Contract | 28/02/2023 |

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](#) 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 Australian Dollars (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. 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 Islands Emergency Management Alliance \(PIEMA\)](#) was established in 2013 as a coordinating mechanism that engages directly with Pacific countries to improve resilience and create excellence in emergency management for safer Pacific communities.

PIEMA represents a partnership between key umbrella organisations and emergency management agencies - the National Disaster Management Offices (NDMO), Police, Fire and Emergency Services.

The [PIEMA project](#) (2017 – 2023) is implemented by The Pacific Community (SPC) with support from the Governments of Australia and New Zealand.

The National Fire Authority (NFA) is a Fiji Government owned commercial entity that is accountable and responsible for the provision of emergency management services to the people of Fiji. With its new strategic direction, the NFA is undergoing major reforms that are necessary to meet the expectations of the Fiji Government and the members of the community in providing an all-encompassing, efficient and effective emergency service.

With the increasing demand of NFA's services and changing landscape in Fiji particularly with the COVID-19 pandemic, the role of NFA has increased proportionately and it is vital that all employees of NFA are appropriately trained, and their qualifications and skills are continually upgraded to enable them to cope with the changes in technology, environment, social and economic considerations for the effective delivery of NFA's services.

B. Purpose, objectives, scope of services and expected outputs

SPC through the PIEMA project is seeking the services of a consultant to assist the NFA with developing and integrating a Framework for Competency, Capability and Succession Planning including training needs and performance-based assessment criteria for the Fiji National Fire Authority's (NFA) human resources.

The primary objectives of this assignment are to:

- (a) Develop a Framework for Competency, Capability and Succession Planning (hereafter known as the 'Framework') for NFA that will serve as a guide or standard for use in a range of human resource context including job design, recruitment, performance management, and learning and development.
- (b) In consultation with NFA's Human Resource and Training Departments, use the Framework to develop a Competency Catalogue as a basis for NFA's human resource competency and capability building, as well as succession planning.
- (c) Based on the Framework and using the Pacific Competency Model ([See Section G](#)), conduct a Training Needs Assessment of the organisation and develop a planning framework for all NFA employees.
- (d) Ensure there is alignment of Performance Assessment criteria to the framework.

These objective will also include:

- (i) Corporate governance.
- (ii) Fire response, firefighting, fire protection, fire safety awareness, road accident rescue, hazardous material rescue, urban search and rescue, natural disaster

rescue, flood and swift water rescue and other emergency operations and activities.

- (iii) Fire safety compliance and regulatory role.
- (iv) Emergency ambulance services.
- (v) Finance, procurement, budget, risk management and internal audit.
- (vi) Human resource management and competency development.
- (vii) Fleet, properties, ICT and legal.

The consultant will carry out the following services:

- Review legislation, regulations and policies relevant to the assignment.
- Interview a range of stakeholders that will help in identifying the current and future skills and knowledge needed for the NFA staff to become more efficient and effective in its service delivery function.
- Research relevant Minimum Qualification Requirements (MQR) and benchmark against best practice international organisations to develop relevant and suitable MQR for each position.
- Review against current competency levels to identify the gaps and align to international best practice model contextualised for NFA.
- Utilise the Pacific Competency Model to inform the development of all outputs within this consultancy.
- Ensure services are carried out with identified counterpart in NFA as part of capacity building to ensure sustainability.

C. Timelines

Duration of the Work

- The duration of the consultancy will be up to 60 days between the date of contract signing to 28 February 2023. Any variation to the contract will need to be agreed to by both parties.

D. Reporting and contracting arrangements

The consultant is expected to deliver the following outputs:

- a) Workplan that includes the following:
 - Methodology
 - Implementation schedule
- b) Framework for Competency, Capability & Succession Planning.
- c) Training Needs Assessment
- d) Implementation Plan that includes, but not limited to:
 - Capacity development strategies to assist NFA HR department in understanding and maintaining the Framework beyond the consultancy period. This is to promote ownership and sustainability of the investment.
 - A communications plan, validation workshops and familiarisation sessions on the Framework for staff and management.

The consultant will be based remotely or in Fiji. It is expected that the consultant will be responsible for their own workspace however, the CEO (or delegated authority) of NFA will be responsible for assisting with appropriate office space for the consultant in the NFA if required.

The PIEMA Project Manager in SPC will be the primary contact point for the consultant on all contractual matters.

The CEO (or delegated authority) of NFA will be the primary contact point for the consultant in all other aspects of this consultancy.

All outputs and reporting timelines relating to this work will be detailed in the contract between the consultant and SPC.

E. Skills and qualifications

The consultant is expected to have:

- A tertiary qualification from a recognised institution related to human resource management, business administration, training and development, international development, monitoring and evaluation, economics, or any other related fields.
- Demonstrated experience in developing human resource management frameworks including competency, capability and succession planning, organisational planning and administration, training and development needs analysis in the Pacific, with a vast range of stakeholders.
- Demonstrated track record of delivering work across multiple settings on time and on budget including well developed written, oral and analytical communication skills.

F. Scope of Bid Price and Schedule of Payments

| Milestone/deliverables | Deadline | % payment |
|---|-------------------------------------|-------------|
| 1 – Workplan | 2 weeks after contract signing date | 10% |
| 2 – Framework for Competency, Capability & Succession Planning. | End-Nov 2022 | 40% |
| 3 – Training Needs Assessment | End-Dec 2022 | 30% |
| 4 – Implementation Plan | Mid-Feb 2023 | 20% |
| TOTAL | | 100% |

G. Annexes to the Terms of Reference

Here are links to the Pacific Competency Model (PCM) developed by SPC through the World Bank funded Pacific Resilience Programme:

1. The Pacific Competencies Model (PCM): a process and toolkit for skills development - a practitioner's guide:
http://www.spc.int/DigitalLibrary/Doc/SPC/Climate_Change/Pacific_Competency_Model_PCM_practitioners_guide
2. The Pacific Competencies Model (PCM): a process and toolkit for skills development – accredited and non-accredited training:
http://www.spc.int/DigitalLibrary/Doc/SPC/Climate_Change/Pacific_Competency_Model_PCM_Understanding_TVET_Accredited_and_Non_accredited.pdf

3. The Pacific Competencies Model (PCM): a process and toolkit for skills development - Competency Framework: Exemplar for Disaster Management:
http://www.spc.int/DigitalLibrary/Doc/SPC/Climate_Change/Pacific_Competency_Model_PCM_Competency_Framework_Disaster_Management.pdf
4. The Pacific Competencies Model (PCM): a process and toolkit for skills development - A Learning and Training Needs Analysis: Exemplar for Disaster Management:
http://www.spc.int/DigitalLibrary/Doc/SPC/Climate_Change/Pacific_Competency_Model_PCM_Learning_and_Training_Needs_Analysis_Emergency_Management.pdf

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 |
|---|---|-------------------|
| Mandatory requirements | Mandatory requirements. Bidders will be disqualified if any of the requirements are not met | |
| Technical requirements | | |
| Technical requirement 1: A tertiary qualification from a recognised institution related to human resource management, business administration, training and development, international development, monitoring and evaluation, economics, or any other related fields. | 20% | 140 |
| Technical requirement 2: Demonstrated experience in developing human resource management frameworks including competency, capability and succession planning, organisational planning and administration, training and development needs analysis in the Pacific, with a vast range of stakeholders. | 50% | 350 |
| Technical requirement: Demonstrated track record of delivering work across multiple settings on time and on budget including well developed written, oral and analytical communication skills. | 30% | 210 |
| Total Score | 100% | 700 |