

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Design and development of a regional DV counselling framework
Nature of the services	Consultant for the design and development of a regional DV counselling framework for the Pacific
Location:	Home-based with travel to at least three Pacific Islands Countries/States
Date of issue:	18/10/2022
Closing Date:	31/10/2022
SPC Reference:	RFQ22-4710-PRO

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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 julieanne@spc.int and with the subject line of your email as follows: **Submission Consultant for the Design and Development of a regional DV Counselling Framework**. 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
- Responses to competencies required (under Part 3, E)

- A curriculum vitae
- Financial bid (outlined according to milestones – see Part 3, F)
- Technical proposal for how a participatory and consultative approach will be undertaken in the design and development of the regional DV counselling framework
- Sample of previous work developed on similar regional or national frameworks/guidelines or similar documents
- Mandatory requirements outlined under Part 4, 4.1 (verification of identity and proof of address)

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 **4pm FJ 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.

Julianne Wickham will be your primary point of contact for this RFQ and can be contacted at julianne@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	18/10/2022
RFQ Closing Date	31/10/2022
Award of Contract	4/11/2022
Commencement of Contract	11/11/2022
Conclusion of Contract	14/07/2023

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 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 *Regional Working Group on the Implementation of Family Protection/Domestic Violence Legislation (RWG)* was established in October 2018 as an outcome of the *Regional Consultation on the Implementation of Domestic Violence Legislation – From Law to Practice*, which was convened by the Pacific Community's Regional Rights Resource Team (SPC RRRT), now the Human Rights and Social Development Division (HRSD).

The RWG is a vehicle for high-level government representatives from ministries with the responsibility for implementing domestic violence legislation. Part of its role is to discuss and agree on common regional strategies and initiatives which meet the needs of its members to improve the implementation of family protection/domestic violence legislation, as well as the implementation of these agreed regional strategies and initiatives.

Following its inaugural meeting in Fiji in May 2019, the RWG agreed to focus on three broad priority areas to inform its work – counselling, advisory committees/councils, and data collection and monitoring and evaluation. To facilitate the implementation of activities under each priority area, the RWG set up subcommittees with clear roles and responsibilities.

In August 2022, the RWG convened its 3rd Annual Meeting in Fiji. As part of the outcomes from the meeting, the RWG committed to developing a regional DV counselling framework, which encapsulates principles and standards for providing GBV/DV counselling services.

The proposed regional GBV/DV counselling framework aims to provide the Pacific Islands region with appropriate and contextualised guidance to enhance consistent, timely and quality counselling service provision for survivors/victims of GBV/DV. The development of the framework will incorporate key learnings from the region, including from Pacific Island Countries which have developed or are currently developing their national counselling services guidelines.

It will provide regional guidance on, but not limited to:

1. Education, training and professional development, including supervision and assessment for GBV/DV counsellors.
2. Core competencies of counsellors, including skills, knowledge, and characteristics.
3. Code of Ethics and practices standards.
4. Registration/certification and accreditation processes of counselling service providers/counsellors.
5. Self-care and well-being for counsellors.

The framework will include Pacific contextualised tools to assist PICs and states which seek to apply these standards and principles to the national and sub-national settings.

The RWG through the Secretariat (SPC HRSD) has received funding support from the New Zealand Ministry of Foreign Affairs and Trade (MFAT) to develop this regional GBV/DV counselling framework.

B. Purpose, objectives, scope of services

The SPC HRSD seeks the services of an individual consultant to support the SPC HRSD (as Secretariat of the RWG) and the RWG's counselling sub-committee, and Technical Taskforce, with the development and finalisation of the regional framework.

1. Conduct a desk review to gain an overview of current national, regional, and global policies and frameworks relevant to GBV/DV counselling services principles and standards and produce a report which defines the need for a regional GBV/DV counselling framework, and highlights findings from this review.
2. Support the SPC HRSD to establish a Technical Taskforce (TTF) which will be responsible for overseeing the development of the framework, including the facilitation of a partnership brokering meeting for proposed members of the TTF.
3. Define and facilitate agreement on the scope of the framework, as well as the process to be taken in its development, through a participatory approach with the Technical Taskforce, and members of the counselling sub-committee
4. Conduct consultations with key regional and national/sub-national stakeholders, including relevant counselling organisations, government bodies, and users of counselling services, where appropriate.
5. Make recommendations on minimum standards for GBV/DV counselling for the Pacific region.
6. Consult with and incorporate feedback from the TTF, the RWG and other key stakeholders on relevant reports and the framework from.
7. Provide technical advice and support to the counselling sub-committee as required, for the development and validation of the framework, including preparations and presentation of the counselling framework to the RWG.
8. Develop a workplan and submit documentation as per requirements of the contract.

Based on the agreed workplan, process and approach to be taken, the consultant may be expected to undertake at least three visits to member countries of the RWG to conduct consultations and to facilitate a validation workshop.

The consultant will work closely with the counselling sub-committee and its focal point in the RWG Secretariat, and the TTF, to complete this assignment. They will be home-based with expectation to travel within the Pacific Islands region as part of the assignment. Outputs expected of the consultant are listed under Part 3: F, of this Request for Quotation.

C. Timelines

The assignment is for 40 working days from November 2022 to July 2023. It will commence by the 15th of November 2022 and be completed by the 15th of July 2023.

Timeframes for work duration

- *Draft and submit workplan – 1 working day*
- *Preparation, facilitation of partnership brokering meeting/agreements, drafting of partnership agreement for the TTF – 2 working days*
- *Desk review and submission of report – 7 working days*
- *Facilitation of TTF meeting (prep and meeting) – 1 day*
- *In-country consultations (preparations, mission days, analysis of findings/report writing, presentation to TTF) – 13 working days*

- *Regional consensus building workshop (preparation, workshop) – 3 working days*
- *Drafting and submission of 1st draft of the regional DV counselling framework – 5 working days*
- *Revision and submission of 2nd draft – 2 working day*
- *Validation workshop with key regional and national stakeholders – 4 working days*
- *Revision and submission of final copy of the regional DV counselling framework – 2 working day*

D. Reporting and contracting arrangements

- The consultant will report to the Team Leader – Governance and Institutional Strengthening. She/he will also be expected to work closely with the TTF, including the RWG Secretariat.
- The Officer – Human Rights and Social Development will be the focal point for the consultant in the RWG Secretariat, and will support the consultant as needed and appropriate, including providing technical and logistical support, liaising with the RWG and its counselling sub-committee, and overall coordination for the assignment.
- The consultant shall be home-based and provide their own work computer and stable internet connection for the duration of the assignment. The consultant may, however, be expected to undertake at least three visits to member countries of the RWG to conduct consultations and to facilitate a validation workshop. The consultants' travel, accommodation and meal costs for in-country missions and other necessary travels included in the approved workplan will be organised by SPC in line with SPC Travel Policy.
- The Contractor will refrain from any action that may adversely affect SPC and will fulfil its commitments with the fullest regard to the interests of SPC.

E. Skills and qualifications

The consultant would ideally possess:

- Qualification or extensive experience in one or more of the following areas: gender, human rights, gender-based violence, social work/services, or counselling.
- Extensive practical experience in and knowledge of the Pacific gender context, with in-depth knowledge of gender-based violence/violence against women, and domestic violence services and/or counselling work in the region.
- Knowledge and skills in partnership brokering and engagement with both government and non-governmental organisations and maintaining successful partnerships and relationships.
- Experience in engaging with the community, national and regional level for consensus building.

- Experience in design and development of similar frameworks or gender-based violence tools and programs, through a participatory and consultative approach.
- The ability to work with diverse teams.
- Strong communication, analytical and writing skills.

F. Scope of Bid Price and Schedule of Payments

The total bid price should include professional fees, management and operating costs, including taxes. Schedule of payments will be based on deliverables as outlined in the table below and will be based on percentages of the total bid price.

The bid price does not include travel, accommodation, meals and incidental costs, for in-country missions and other necessary travels. The consultants' travel, accommodation and meal costs for in-country missions and other necessary travels included in the approved workplan will be organised by SPC in line with SPC Travel Policy.

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

Milestone/deliverables	Deadline	% Payment
Workplan	15 Nov 2022	20%
Submission of partnership agreement between members of the TTF, and desk review report and meeting notes from the TTF meeting	18 Jan 2023	20%
Facilitation of a regional consensus building workshop and submission of the first draft of the regional DV counselling framework	30 Mar 2023	10%
Facilitation of a validation workshop	30 June 2023	20%
Final copy of the regional DV counselling framework	15 July 2023	30%
TOTAL		100%

G. Annexes to the Terms of Reference

[Mention a list of supporting documents that can help bidders to understand the scope of the project (where available, prefer URL address to electronic copies):

Any literature or documents that will help bidders to better understand the project situation and the work required must be provided as an annex to the TOR. Only non-confidential documents can be shared.

Add any templates (reports, budgeting, etc.) that may be required for the project.]

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		
Verification of identity and proof of address For individuals operating a business in their personal capacity 1. Please provide any two of the following documents to verify identity and proof of address: <ol style="list-style-type: none"> a. Passport b. Driver's license c. Voter card or other government-issued identity card d. Bank statement with the individual's name displayed 		Mandatory requirements. Bidders will be disqualified if any of the requirements are not met
Technical requirements		
Technical requirement 1: Meets the skills and qualification required for the assignment (refer to Part 3, E of this RFQ)	40%	280
Technical requirement 2: Submission of all necessary documentation, including: Responses to competencies required (under Part 3, E); curriculum vitae; financial bid (outlined according to milestones – see Part 3, F); technical proposal for how a participatory and consultative process will be taken; sample of previous work developed on similar frameworks or gender-based violence tools; and mandatory requirements outlined above.	20%	140
Technical requirement 2: Submission of a technical proposal for how a participatory and consultative approach will be undertaken in the design and development of the regional DV counselling framework	20%	140
Technical requirement 3: Bid price reflects value for money	30%	210
Other: <i>[other requirements]</i>	0%	0
Total Score	100%	700