



# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Maintenance of FHRADC Website</b>
<b>Nature of the services</b>	Provision of website training and ongoing user support and maintenance for the Fiji Human Rights and Anti-Discrimination Commission
<b>Location:</b>	Fiji
<b>Date of issue:</b>	21/06/2023
<b>Closing Date:</b>	5/07/2023
<b>SPC Reference:</b>	RFQ 23-5491

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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 [ashleyb@spc.int](mailto:ashleyb@spc.int) and with the subject line of your email as follows: **Submission RFQ23-5491**. 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 proposal, detailing how all of the outputs will be delivered.
- Financial proposal submission form.

- Business registration and Tax Identification document,

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 **11:59 pm Fiji Time on 5/07/2023**.

### 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.

Ashley Bowe will be your primary point of contact for this RFQ and can be contacted at [ashleyb@spc.int](mailto:ashleyb@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>	21/06/2023
<b>RFQ Closing Date</b>	5/07/2023
<b>Award of Contract</b>	10/07/2023
<b>Commencement of Contract</b>	10/07/2023
<b>Conclusion of Contract</b>	9/07/2024

### 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 FJD 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 the Fiji Human Rights and Anti-Discrimination Commission (FHRADC) in the achievement of its strategic and operational goals, to improve overall access to justice and human rights of the Fijian people. Improving the availability of information, and accessibility of services in the most remote areas of the country is critical to ensuring fair and equitable service and protections to citizens across the country. In order to achieve this, the update and maintenance of the FHRADC wordpress website, and subsequent staff training and support, is required to allow for two-way communication with the Fijian public: 1) to disseminate information on human and legal rights of citizens; 2) to allow for the filing and tracking of complaints online.

#### About FHRADC:

Under the Constitution of the Republic of Fiji, the Human Rights and Anti-Discrimination Commission has the following responsibilities:

- Protect and promote human rights in both public and private institutions and develop a culture of human rights in Fiji.
- Educate the public about their rights and freedoms guaranteed under the Constitution of the Republic of Fiji as well as internationally recognised human rights principles and values.
- Monitor, investigate and report on compliance with human rights standards in all aspects of our lives.
- Make recommendations to Government about human rights and freedoms including existing and proposed laws.
- Receive and investigate complaints about alleged human rights violations and take steps to address these violations including making applications to court for redress as well as other forms of relief or remedies provided for under the Human Rights Commission Decree 2009.
- Investigate or research any matter with respect to human rights on its own initiative or based on a complaint and make recommendations to ensure compliance with human rights standards to improve the functioning of public and private entities; and
- Monitor compliance by the State to fulfill its obligations with respect to international human rights treaties and conventions.

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

FHRADC is therefore seeking a consultant to manage and host the FHRADC website. The website's main functions are to showcase and disseminate FHRADC's research, activities and advocacy work to stakeholders in the humanitarian and development fields. The service provider will work under the guidance of the FHRADC Director to undertake the following tasks:

- A review of the wordpress website and its link to the complaints system. This will require engagement with Human Rights Information and Documentation Systems (HURIDOCs), the developer of the complaints system.
- User training for all FHRAD staff and Commissioners on how to use the Content Management System. Two training workshops will be required – one to build the capacity of the staff in relation to the Customer relationship management (CRM) and a refresher course after a further 6 months.

- User support for a period of one year
- Hosting and maintenance for a period of one year.

### C. Timelines

- The work is expected to commence upon signing of the contract, with the first task being to review the current platform and the link between the FHRADC website and the HURIDOCS complaint system. The link needs to be tested and verified and any updates to the overall platform carried out. It is expected that this work will take 3-5 days.
- The user training will take place shortly after, on a date to be agreed with the FHRADC Director. The training workshop will be 2 days, with a further day required for preparation. The subsequent refresher workshop will take place over 1 day.
- Ongoing user support and website maintenance for a period of one year is also required. Bidders should specify the number of days they will allocate to this task as part of their proposal and be in the range of 10-20 days.

### D. Reporting and contracting arrangements

- The selected service provider will be required to report to the FHRADC Director and SPC focal point, Ashley Bowe (Chief of Party for PROJECT Governance).
- SPC will not cover any IT and communication equipment for the duration of the assignment. The consultant is to ensure stable internet connection for virtual interactions when necessary.
- SPC is also not responsible for any arrangements or payments related to taxes or duties for which the consultant may be liable.
- SPC/HRSD will not cover separate lines for overheads/running costs or contingencies. If these apply, the costs are to be considered in the fees charged for the delivery of the specific services.

### E. Skills and qualifications

- 5+ years in website development and content management systems
- Experience training users in wordpress websites
- Proven experience in similar assignment with other agencies in the Pacific;

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

- The contract will be payments based on milestones which are detailed in the table below.
- Bidders must provide a detailed breakdown of costs for the delivery of all required outputs detailed in the scope of services above.
- Terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions

Milestone/deliverables	Deadline	% payment
Website review and verification of link to complaints system	31 August 2023	20%
User training workshop	30 October	30%

Refresher workshop	30 April 2024	30%
Maintenance, hosting and user support (July-Oct 2023)	Quarter 1 2023	5%
Maintenance, hosting and user support (Oct 2023 – Jan 2024)	Quarter 2 2024	5%
Maintenance, hosting and user support (Jan - April 2024)	Quarter 3 2024	5%
Maintenance, hosting and user support (April - July 2024)	Quarter 3 2024	5%
<b>TOTAL</b>		<b>100%</b>

### **G. Annexes to the Terms of Reference**

The FHRAD can be found here: <https://www.fhradc.org.fj/>  
 FHRADC website user manual



## 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>		
<ul style="list-style-type: none"> <li>• Conflict of Interest Declaration form completed,</li> <li>• Technical Proposal Submission form (including calendar/workplan),</li> <li>• Financial Proposal Submission form,</li> <li>• Business registration,</li> <li>• Tax Identification Number letter</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:</b> 5+ years in website development and content management systems	40%	280
<b>Technical requirement 2:</b> Experience training users in wordpress websites	30%	210
<b>Technical requirement:</b> Proven experience in similar assignment with other agencies in the Pacific;	30%	210
<b>Total Score</b>	<b>100%</b>	<b>700</b>