

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Online Safety Consultant for TFGBV in the Pacific.
Nature of the services	The PWL at SPC programme is seeking a Consultant who can provide Pacific technical expertise plus partnerships advice and coordination for online safety in the Pacific especially Technology Facilitated Gender-Based Violence (TFGBV), which will be a focus of the for the ‘Safe and Equal Online Spaces – a Pacific cyber safety symposium’ from 12-14 September 2023.
Location:	Suva, Fiji
Date of issue:	21/06/2023
Closing Date:	27/06/2023
SPC Reference:	RFQ23-5494

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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 jacquelineb@spc.int and with the subject line of your email as follows: **Submission RFQ23-5494 Online Safety Consultant for TFGBV in the Pacific**. 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
- A Cover Letter responding to the RFQ Scope of Services
- A copy of CV with at least names of three referees with contact details.

- Technical Proposal
- A Financial Proposal or Quote outlining all costs, in line with the milestones of this RFQ (refer to Section F).

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 **11:59pm Fiji (GMT+12) on 27/06/2023**.

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.

PWL at SPC Communications Adviser, Jacqui Berrell will be your primary point of contact for this RFQ and can be contacted at jacquelineb@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	21/06/2023
RFQ Closing Date	27/06/2023
Award of Contract	28/06/2023
Commencement of Contract	29/06/2023
Conclusion of Contract	31/10/2023

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 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. 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) is the principal scientific and technical organisation in the Pacific region, supporting development since 1947. We are an international development organisation owned and governed by our 27 country and territory members. In pursuit of sustainable development to benefit Pacific people, our organisation works across more than 20 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health, geoscience, and conservation of plant genetic resources for food and agriculture.

Pacific Women Lead

As the key implementing partner for the Pacific Women Lead portfolio, SPC leads the Pacific Women Lead (PWL) at SPC programme (PWL at SPC), located within SPC's HRSD Division. The PWL at SPC programme receives more than AUD 55 million under the Australian Government's AUD 170 million PWL portfolio. PWL at SPC has funding for five years from 2021–2026.

The PWL at SPC programme goal is that Pacific women and girls, in all their diversity, are safe and equitably share in resources, opportunities and decision-making, with men and boys. There are three outcomes: (1) Women's leadership promoted; (2) Women's rights realised; and (3) Pacific regional partners increase the effectiveness of regional gender equality efforts.

B. Purpose, objectives, scope of services

PURPOSE AND OBJECTIVES

The PWL at SPC programme is seeking an Online Safety Consultant with knowledge and networking expertise in Technology Facilitated Gender-Based Violence (TFGBV) for the Pacific.

The consultant will:

- Manage oversight of the final Priorities Document to guide a future pathway for the Pacific, and being the key output of the 'Safe and Equal Online Spaces – a Pacific cyber safety symposium' regional activity from 12-14 September 2023.
- Lead the coordination of sessions on legislation and regulatory approaches with government delegates, to be co-hosted by professionals and regulators working in TFGBV, to support ministries in understanding and documenting their key priorities for TFGBV. These will be held pre-symposium.
- Provide partnerships advice, coordination and onboarding of key stakeholders for the regional symposium addressing Technology Facilitated Gender-Based Violence (TFGBV) in the Pacific.

Safe and Equal Online Spaces - Pacific cyber safety symposium (12–14 September 2023)

In a first for the Pacific, a regional symposium will bring together stakeholders from across the region working to address online safety particularly technology-facilitated gender-based violence (TFGBV), building on the digital age theme of this year's 67th Commission on the Status of Women (CSW67).

The convening aims to address TFGBV by increasing a shared understanding of what works; seeking clarity around roles and responsibilities across government and other stakeholders; documenting the

Pacific's TFGBV priorities including ways to progress the CSW67 Agreed Outcomes. A TFGBV Priorities Document will be collated based on the event's discussions and regional priorities identified.

SCOPE OF SERVICES

The Online Safety Consultant will assist the Pacific Women Lead at SPC with technical advice to manage oversight of the region's first Priorities Document for online safety and TFGBV. In doing so, the consultant will identify and connect with key stakeholders, committees, projects, donors and other pivotal contacts working to address TFGBV in the Pacific, and to encourage their attendance at the symposium.

Tasks to be undertaken, working with the PWL at SPC Communications Adviser, will include:

- Workplan with timelines.
- Review and expand the existing Desk-based Review listing current and planned TFGBV initiatives, contacts and legislation in the Pacific. Also expand the list to include media and communications personnel with an interest in TFGBV.
- Provide advice and guidance for the strategic planning of the symposium including:
 - the overall theme, objectives, outcomes for the event
 - daily sub-themes and expected outcomes for each day
 - keynote addresses and outlines for presentations
 - selection of speakers, panellists and presenters
 - methodology, tools and other resources to be used at the learning event
 - the meeting format and the structure and content of the meeting outcomes and report.
- Assist to strategically disseminate the Call for Interest, then compile and review submissions.
- Finalise speaker /presenter lists.
- Finalise event program, in line with SPC policies and procedures plus the event and PWL objectives.
- Finalise participant list for general participants.
- Finalise participant list for targeted media engagement and coordination.
- Liaise with partners on their contributions to the meeting – content, format and timing.
- Liaise with speakers and presenters on their presentations – content, format and timing.
- Attend regular event coordination meetings with the Event Coordinator, organising team and designated PWL at SPC contacts.
- Lead the coordination of pre-symposium sessions with government delegates to assist them define their priorities, including the involvement of professionals and regulators working in TFGBV to support the ministries.
- Attend and actively participate in the symposium 12-14 September, including on 11 September for set-up and attendance of the planned opening event.
- During the event, oversee the nominated Rapporteur to ensure quality completion of the meeting's Priorities Document, to guide a future pathway for the Pacific.
- During the event, support the nominated Facilitator, including assistance with key details for Talking Points / facilitator notes or online safety technical understanding.
- Coordinate a small post-event reflection meeting, as required, with key stakeholders to capture achievements and lessons learned (the event will be coordinated by PWL).
- Compile a 2 page summary report on meeting coordination and lessons learnt for future events.
- Perform other duties as directed by the PWL at SPC Communications Adviser or Manager Programmes, within the allocated days of the Contract.

C. Timelines, Work Plan and Budget

The vendor will commence work as soon as the contract has been signed.

For the 'Safe and Equal Online Spaces – a Pacific cyber safety symposium', the work is expected to begin in June on a part-time basis, building to full-time for the event mid-September. The work is estimated to take the Online Safety Consultant an estimated 20 working days (including 5 days for the event). However, the PWL at SPC team will be guided by responses to this TOR through received Quotes or Expressions of Interest.

Travel costs associated with the scope of work are not required to be reflected in the quote. The Pacific Women Lead at SPC team will arrange and cover the cost of any associated travel, such as transport and accommodation and per diem – in accordance with SPC's Travel and Social and Environmental Responsibility policies – should any travel be required during this contract.

SPC is not responsible for any arrangements or payments related to visas, taxes, duties or separate lines for overheads/running costs or contingencies for which the consultant may be liable. If these apply, the costs are to be considered in the fees charged for the delivery of the specific services.

The work will include high-level oversight from the PWL management team, primarily the Communications Adviser, with logistics undertaken by an Event Coordinator administrative support person(s).

D. Reporting and contracting arrangements

The contracted vendor(s) will be based in Fiji and report to their designated contact at PWL at SPC for sign off and approvals of deliverables. For the regional Pacific Cyber Safety Symposium the designated contact will be the PWL at SPC Communications Adviser.

E. Skills and qualifications

- At least 5 to 10 years of experience in providing relationship management and strategic advice in the Pacific. This should include relevant university qualifications in communications, information technology or any other related fields. Postgraduate or Master's degree would be highly valued.
- Ability to provide a Police Clearance Certificate as a requirement for working with young people under 18 years of age.
- Proven experience working at an executive level negotiating with and coordinating key Pacific partners in online safety, to coordinate complex projects. Examples to be provided.
- Excellent planning, organisational and coordination skills.
- Excellent communication skills and ability to work within a diverse environment.
- Ability to work independently and to apply creative problem-solving skills.
- Familiarity with concepts associated with child protection, safeguarding, human rights, gender equality, social inclusion, and culture.

F. Scope of Bid Price and Schedule of Payments

The Online Safety Consultant is to provide one quote, for Safe and Equal Online Spaces – a Pacific cyber safety symposium, confirmed for 12-14 September 2023.

The contract will be paid on a milestone basis, with supervisor confirmation or acceptance of the associated deliverables required before payment. As part of solicitations, the consultant is expected to provide a confirmation of time required for the scope of services.

TABLE 1: Safe and Equal Online Spaces – a Pacific cyber safety symposium

Milestone/deliverables	Deadline	% Payment
Milestone 1 - Approved Work Plan including timeline.	One week after contracting	10%
Milestone 2 - Participant List finalised and endorsed by the Working Group with invitations sent (end June). - Event Programme finalised and endorsed by the Working Group with speakers and panellists 80% confirmed (mid-late July).	31 August 2023	40%
Milestone 3 End-of-assignment report - Manage oversight of the successful completion of the Priorities Document for online safety for the Pacific, based on discussions from the 12-14 September 2023 symposium. - Completion of post-convening reflection activity with stakeholders. - Completion of end of assignment report	31 October 2023	50%
TOTAL		100%

G. Annexes to the Terms of Reference

1. Concept Note

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 (100%)	Points obtainable
Mandatory requirements		
Mandatory requirements include: <ul style="list-style-type: none"> ▪ A Cover Letter responding to the RFQ Scope of Services. ▪ A copy of CV with at least names of three referees with contact details. ▪ Technical Proposal. ▪ A Financial Proposal or Quote outlining all costs, in line with the milestones of this RFQ (refer to Section F). 		Mandatory requirements. Bidders will be disqualified if any of the requirements are not met
Technical requirements		
Technical requirement 1: At least 5 to 10 years of experience in providing relationship management and strategic advice in the Pacific. This should include relevant university qualifications in communications, information technology or any other related fields. Postgraduate or Masters degree would be highly valued.	10%	70
Technical requirement 2: Ability to provide a Police Clearance Certificate as a requirement for working with young people under 18 years of age	10%	70
Technical requirement 3: Proven experience working at an executive level negotiating with and coordinating key Pacific partners in online safety. Examples to be provided.	40%	280
Technical requirement 4: Excellent planning, organisational, coordination, and communication skills and ability to work within a diverse environment	20%	140
Technical requirement 5: Familiarity with concepts associated with child protection, safeguarding, human rights, gender equality, social inclusion, and culture	20%	140
Total Score	100%	700