

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Technical Assistance to the National Human Rights Institutions of Samoa and Fiji
Nature of the services	Provision of technical support to the NHRIs of Samoa and Fiji to enhance their use of their Information Management Systems
Location:	Remote based, with travel to Samoa and Fiji for in-country workshops
Date of issue:	26/09/2023
Closing Date:	10/10/2023
SPC Reference:	RFQ23-5834

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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 ashleyb@spc.int and with the subject line of your email as follows: **Submission RFQ23-5834 Technical Assistance to the NHRIs of Samoa and Fiji**. 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
- Technical proposal, outlining planned approach for Samoa and Fiji
- Financial proposal

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 Time on 10/10/2023**.

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. 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	26/09/2023
RFQ Closing Date	10/10/2023
Award of Contract	13/10/2023
Commencement of Contract	16/10/2023
Conclusion of Contract	31/05/2024

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 USD 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

SPC, in partnership with an external development agency Human Rights Information and Documentation Systems (HURIDOCS) has previously developed Information Management Systems for the Samoa Ombudsman's Office / National Human Rights Institution and the Fiji Human Rights and Anti-Discrimination Commission (based on HURIDOC's UWAZI platform). Both offices have had this tool at their disposal for over a year. In that time, lessons have been learned in both jurisdictions about how well the tool serves their needs. This contract will address some of the capacity gaps that have already been identified and seek to identify further ways in which both office's use of their respective tools can be enhanced.

B. Purpose, objectives, scope of services

SPC is to engage a consultant to support Samoa Ombudsman's Office / National Human Rights Institution and the Fiji Human Rights and Anti-Discrimination Commission on enhancing the use of UWAZI platform.

- 5 day in-person workshop with the Fiji Human Rights and Anti-Discrimination Commission (3 days for user training on their Information Management System, 2-day discovery to assess further capacity gaps and needs).
- Final written report and presentation, outlining identified further needs.
- 5 day in-person workshop with the Samoa Ombudsman's Office (3 days reflection discovery to capture lessons learned and any change in needs in relation to the Information Management System, 2 days needs assessment, with a focus on how to improve data visualisation and data sharing within the Information Management System).
- Final written report and presentation, outlining identified further needs.

C. Timelines

The work is expected to commence in October 2023 and conclude by May 2023. The total number of in-country days required will be 10, with additional days required for the preparation of those visits and the subsequent follow-up.

D. Reporting and contracting arrangements

- The contractor will report to Chief of Party, PROJECT Governance at SPC's Human Rights and Social Development Division.
- 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

- 7+ years development experience, including experience building Information Management systems that include a complaints function.
- Experience working with Pacific organisations.
- Experience with, or a proven understanding of, the open-source UWAZI platform.

F. Scope of Bid Price and Schedule of Payments

- The contract will be based on the milestones detailed below. All travel and administrative costs must be incorporated into the financial proposal.
- Terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions.
- Payments terms follow SPC finance policy (30 days from acceptance of invoice)

Milestone/deliverables	Deadline	% payment
Fiji workshop preparation – Submission of the final agenda and final session plans.	29 February 2024	5%
Samoa workshop preparation - Submission of the final agenda and final session plans.	29 February 2024	5%
Fiji 5-day workshop complete - Submission of a summary report on the Fiji 5-day workshop	30 March 2024	20%
Samoa 5-day workshop complete - Submission of a summary report on the Samoa 5-day workshop	30 March 2024	20%
Fiji final report and presentation	30 April 2024	25%
Samoa final report and presentation	30 April 2024	25%
TOTAL		100%

G. Annexes to the Terms of Reference

Details of the open-source UWAZI platform can be found at <https://uwazi.io/>

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 and financial requirements) which indicates the relative significance or weight of the items in the overall evaluation process.

Evaluation criteria	Score Weight (%)	Points obtainable
Mandatory requirements		
<ul style="list-style-type: none"> • Conflict of Interest Declaration form completed. • Technical Proposal Submission form outlining planned approach for Samoa and Fiji • Financial Proposal Submission form • Applicant(s) CV 	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirements		
Technical requirement 1: 7+ years development experience, including experience building Information Management systems that include a complaints function	30%	210
Technical requirement 2: Experience working with Pacific organisations	20%	140
Technical requirement 3: Experience with, or a proven understanding of, the open-source UWAZI platform using examples of previous work	50%	350
Total Technical Requirements	70%	700
Financial requirements		
Pricing	30%	300
Total Score	100%	1000