

RFQ 23-5634

REQUEST FOR QUOTATION (RFQ)

FOR SERVICE

Project Title:	Review of SPC Laboratory Quality Management system & SLIPTA assessment program
Nature of the services	Review of documents, meetings & interviews and report writing
Location:	Virtual/online and at least 3 days face to face meeting and interviews
Date of issue:	15/08/2023
Closing Date:	30/08/2023
SPC Reference:	RFQ23- 5632

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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 ekab@spc.int and with the subject line of your email as follows: **Submission RFQ 23-5634**. The email should also be copied to rfg@spc.int.

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#)
- Technical proposal
- Consultants Curriculum Vitae
- Cover letter
- Workplan

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 **23.45 FJT** on **30/08/2023**.

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.

Dr Eka Buadromo will be your primary point of contact for this RFQ and can be contacted at ekab@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	15/08/2023
RFQ Closing Date	30/08/2023
Award of Contract	14/10/2023
Commencement of Contract	13/11/2023
Conclusion of Contract	29/12/2023

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 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

LQMS implementation and Assessment has been an ongoing program delivered by 3 main laboratory strengthening partners in the Pacific islands. Inception of the LQMS journey started in 2010 with a Global Fund supported Indo-Pacific Health security in the region that resulted in the formulation of National Laboratories in various Pacific Island countries. National Laboratory Policies dictated the implementation of Laboratory Quality Management System as a framework for laboratory improvement towards ISO accreditation.

Most countries formulated 5 year Laboratory strategic plans, develop quality manuals, training on WHO LQMS tools and started laboratory assessment using WHO minimal standard. SLIPTA assessment was later introduced into the region and currently utilised as the main quality assessment tool.

Unfortunately none of the Pacific Island Countries has progressed to develop regulatory mechanism that mandate ISO accreditation of laboratory service as dictated in the National Laboratory Policy. Progression towards accreditation has been very slow that 13 years after majority of the medical testing laboratories still do not operate according to international standard.

WHO has however developed SLIPTA audit tool that is now adopted as the assessment tool used to ascertain laboratory LQMS progress towards ISO accreditation. The SLIPTA audit tool has 0-5 star rating, laboratories that managed to reach 5 star rating are seen as being ready to be assessed and accredited using ISO 15189 standard which is voluntary at this stage.

B. Purpose, objectives, scope of services

Purpose:

The purpose of this consultancy is to review LQMS program and SLIPTA audit tools that are currently used in the Pacific Island countries.

Objective: To determine the alignment of the training and assessment tools to ISO 15189 standard and accreditation. Recommend way forward to future assessment and progression towards ISO 15189 standard accreditation.

Scope of services:

Reviews: Consultant will review documents that are used to strengthen laboratory quality management system in the region including laboratory scientists training curriculum, WHO LQMS training tools, SLIPTA assessment tools and SLIPTA assessment dashboard and Quality Improvement Projects, National Laboratory Policy and plans etc.

Interviews: Virtual and face to face interviews with countries' laboratory quality managers and administrators, partners and trainers.

Alignment: Determine alignment LQMS SLIPTA assessment scores with ISO 15189.

Written report of the review(consultancy) containing Ways forward towards improving current LQMS program and quality of laboratory services in PICTs and possibly setting a standard for the region.

C. Timelines

- Duration of consultancy is for 15 working days
 - 5 working days for document gathering reviews
 - 5 days interviews and face to face meeting
 - 5 days for report writing and report review

D. Reporting and contracting arrangements

- The contractor will be reporting to Team leader Laboratory strengthening Program (LSP), SPC
- Progress reports to be submitted at the end of every week, final report is expected within two weeks after the end of the consultancy
- The consultant is expected to collaborate and interact with lab managers in some Pacific Island countries including Fiji, representative of Fiji National University, Quality Standard Officer, LSP, Laboratory strengthening partners eg. PIHOA, PPTC and WHO.
- At least 3 working days out of 15 to be spent in Fiji SPC office, face to face interviews with Fiji personnel will be organised.
- Note: Pacific Island Countries documents will be subject to copyright, the rest of the documents that are available in public domain are also subject to international standard that should be followed by the consultant. The consultant will be expected to have his/her own reference materials eg. ISO 15189 documents etc.
- Travel cost to be included in the contractors cost/bid.

E. Skills and qualifications

- The consultant should hold Health laboratory or Pathologist qualification (BMLS or Pathologist specialist).
- Experience of working in laboratories in low resource countries setting and with Pacific Island people will be an advantage
- At least 5 year experience in conducting ISO 15189 laboratory assessment and accreditation with a recognised laboratory accreditation body.

F. Scope of Bid Price and Schedule of Payments]

- Consultancy price should be quoted in lump sum.
- Cost component should include activity and travel cost.

Milestone/deliverables	Deadline	% payment
Upon first consultation	End of October	25%
Completion of review	November week 2	45%
Submission of completed review report and acceptance by SPC	December week 2	30%
TOTAL		100%

G. Annexes to the Terms of Reference

The following list of supporting documents can be submitted for review:

- *Sample of National Laboratory Policy (provided on request to ekab@spc.int)*
- *Laboratory quality Manual (provided on request to ekab@spc.int)*
- WHO LQMS Training tool kit (available online)- <https://extranet.who.int/hslp/content/LQMS-training-toolkit>
- WHO SLIPTA audit tool (available online) <https://www.afro.who.int/publications/who-guide-stepwise-laboratory-improvement-process-towards-accreditation-slipta-african>
- *PICT SLIPTA audit score dashboard (provided on request to ekab@spc.int)*
- *Quality Manager training course overview (provided on request to ekab@spc.int)*
- *Other documents that maybe required. (provided on request to ekab@spc.int)*

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		
<ol style="list-style-type: none"> 1. Laboratory medicine or pathologist qualification 2. Copy of CV 3. LQMS training certification or evidence on completing LQMS auditing course offered by an international accreditation body and/or 4. Certificate or reference from laboratory accreditation body certifying recent involvement in LQMS auditing. 		Mandatory requirements. Bidders will be disqualified if any of the requirements are not met
Technical requirements		
Technical requirement 1: Experience of medical laboratory practise as stated in the qualification section above.	40%	280
Technical requirement 2: Experience in Laboratory inspection and ISO 15189/LQMS audit	40%	280
Technical requirement 3: Experience in basic health laboratory testing accreditation	20%	140
Total Score	100%	700

TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

INSTRUCTIONS TO BIDDERS

Bidder/s need to meet the mandatory requirement set in the RFQ and will be disqualified if these are not met.

Technical Requirements	
Evaluation criteria	Response by Bidder
<ol style="list-style-type: none"> Laboratory medicine or pathologist qualification Copy of CV LQMS training certification or evidence on completing LQMS auditing course offered by an international accreditation body and/or Certificate or reference from laboratory accreditation body certifying recent involvement in LQMS auditing. 	
Experience/Reference:	Experience:
	<i>[insert details of relevant experience]</i>
	Details for three references:
	1. Client's name: <i>[insert name of client 1]</i>
	Contact name: <i>[insert name of contact]</i>
	Contact details: <i>[insert contact details]</i>
	Value contract: <i>[insert value of contract]</i>
	2. Client's name: <i>[insert name of client 2]</i>
	Contact name: <i>[insert name of contact]</i>
	Contact details: <i>[insert contact details]</i>
	Value contract: <i>[insert value of contract]</i>
	3. Client's name: <i>[insert name of client 3]</i>
	Contact name: <i>[insert name of contact]</i>
Contact details: <i>[insert contact details]</i>	
Value contract: <i>[insert value of contract]</i>	
Requirement 1	
Experience of medical laboratory practise as stated in the qualification section above	<i>[Bidder's answer]</i>
Requirement 2	
Experience in Laboratory inspection and ISO 15189/LQMS audit	<i>[Bidder's answer]</i>
Requirement 3	
Experience in basic health laboratory testing accreditation	<i>[Bidder's answer]</i>

For the Bidder: *[insert name of the company]*

Signature:

Name of the representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*

PART C – Financial proposal

All costs indicated on the Financial Proposal should be **inclusive** of all applicable taxes. The format shown below should be used in preparing the price schedule. All prices in the proposal must be presented in EUR.

Particulars	Amount (AUD)
Professional fees	Day rate: AUD
Travel expenses (lumpsum)	
Other expenses (please specify)	
TOTAL	

Professional fees: Staff salaries, consultant fees and any other professional costs (with details on the level of effort of each person on the team if applicable. i.e. 50% full time, full-time, etc.).

SPC will not cover separate lines for overheads/running costs, contingencies... If these apply, the costs are to be considered in the professional fees charged for the delivery of the specific services.

SPC does not provide or reimburse insurance for consultants' travel or health, professional indemnity or any other risks or liabilities that may arise during the consultancy (this includes any subcontractors or associates the consultant may hire). SPC is also not responsible for any arrangements or payments related to visas, taxes or duties for which the consultant may be liable.

The Contractor's duty station is their home country with travel required for 3-day workshops face to face meetings/workshops in Fiji. A maximum amount for Travel costs for the workshops is to be included in the bid price or SPC will pay or reimburse semi flexible economy airfares and accommodation.

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.

No payment will be made for items which have not been priced. Such items are deemed to be covered by the financial offer.

Bidders will be deemed to have satisfied themselves, before submitting their proposal and to its correctness and completeness, taking into account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

For the Bidder: *[insert name of the company]*

Signature:

Name of the representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*