



REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Pacific Islands Language Services
Nature of the services	Pacific Islands Language Services
Location:	Pacific Islands
Date of issue:	13/10/2023
Closing Date:	10/11/2023
SPC Reference:	RFQ23-5876

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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 or in French and as an attachment to an email sent to procurement@spc.int and with the subject line of your email as follows: **Submission RFQ23-5876**. 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 resume written in either English or French;
- The Technical Proposal Form from Annex 1 completed and signed;
- The Financial Proposal Form from Annex 2 completed and signed

- The PSA template amended with your suggestions if needed (Annexe 4 of the PSA).

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 **17h00 (5pm) New Caledonia time on 10/11/2023**.

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.

The purpose of this invitation to tender is to implement Preferred Supplier Agreements (PSAs). An example of a PSA is attached for your information.

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.

The PSAs are established for an initial period of one (1) year and may be renewed for a period not exceeding three (3) years, depending on the results and the quality of the service provided.

In the event of a bid being accepted, procurement will take place under SPC’s [General Terms and Conditions of Contract](#).

Any request to modify the General Contractual Conditions and/or the contractual clauses of the PSA must be made when the offer is submitted and attached to the Technical Offer.

In the absence of requests for amendments, the General Conditions of Contract and the clauses of the PSA type contract will be deemed to be known, understood and accepted by the tenderer.

The contract is awarded by signature of a written contract dated by both parties.

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.

Jane KANAS, Pacific Island Language Service Officer, and the Procurement Team will be your primary points of contact for this RFQ and can be contacted at jane@spc.int and procurement@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	13/10/2023

RFQ Closing Date	10/11/2023
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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 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 Pacific Community (SPC) is officially a bilingual organisation (English and French), with key governance documents available in both languages. However, SPC technical teams such as Climate Change and Environmental Sustainability (CCES), Educational Quality and Assessment (EQAP), Fisheries, Aquaculture & Marine Ecosystems (FAME), Geoscience, Energy and Maritime (GEM), Human Rights and Social Development (HRSD), Land Resources (LRD), as well as programmes like Pacific Women Lead work in all Pacific Island countries and need to communicate in the most impactful way for their activities to bring positive development outcomes, especially related to key sustainable development concepts targeting communities. To enhance this, having access to professionals who can provide linguistic services in local languages will ensure that communities have access to information in the most appropriate and relevant way. This in turn will raise their voices while being heard and enable them to make informed decisions.

The SPC Translation Team through a Funding with Intent (FIT) initiative funded by New Zealand's Ministry of Foreign Affairs and Trade (MFAT) – Pacific Islands Languages project– seeks to establish a register of experienced Pacific Islands language providers who will be called upon to provide their services under an external contracting system.

With the 2022-2031 Strategic Plan as a backdrop, the Pacific Islands Languages project is a necessity to provide a registry of language providers for a variety of products and services for the region as there is currently no such official registry. The registry will be housed online within SPC and made accessible to all divisions and programmes as well as regional and international partners.

B. Purpose, objectives, scope of services

This document defines the requirements of Pacific Islands language specialists to create an official list of providers who will provide various language services appropriate to the use of SPC divisions and programmes. This official registry will be available online and accessible to other stakeholders in the region and internationally. Its main objective is to ensure that communities are reached through their languages so SPC's intention of developing the region through science and technology is achieved.

Scope of services

The service providers are expected to develop language products one way or both ways between source and target languages (Pacific language(s), English, French). The following are targeted (but not limited to these) Pacific languages:

- Micronesia: Carolinian, Chamorro, Chuukese, Kiribati, Marshallese, Nauruan, Palauan, Pohnpeian, Yapese, Ulithian.
- Polynesia: Cook Islands Maori, Futunan, NZ Te Reo Maori, Rotuman, Samoan, Tokelauan, Tongan, Tuvaluan, Vagahao Niue, Wallisian.
- Melanesia: Bislama, Fiji Hindi, Hiri Motu, Solomon Islands Pijin, Tok Pisin, Vosa Vakaviti (Fijian).
- Other language of interest: Tetum (Timor Leste).

SPC is looking for service providers who are able to work in one or more of the areas below.

The providers submitting/applying for the RFQ are expected to be proficient in one or more of the following but not in all.

	To be charged:
a) Translation / Revision	Per source word
b) Interpretation	Time based
c) Editing	Time based
d) Proofreading	Time based
e) Transcription	Time based
f) Voiceover	Time based
g) Sign language(s)	Time based

The list of language services is not exhaustive. Additional services can also be offered by providers and may be requested by SPC based on written terms of reference for a corresponding quotation.

Approach

Service providers will be required to:

- submit high-quality language products by electronic means or any other means requested by the appropriate SPC division or programme.
- provide products that are culturally appropriate.
- work within the expected timeframe for each service.
- honour confidentiality.

C. Timelines

The selected service providers must submit completed work based on the date agreed with the team assigning work.

The Preferred Supplier Agreement (PSA) established with the successful tenderers shall be for an initial period of one (1) year. It may be renewed for a period not exceeding three (3) years depending on the results and the quality of the services rendered.

D. Reporting and contracting arrangements

The day-to-day management of each language service consultancy will be controlled by the respective SPC division assigning the task.

Names and contact details of selected language providers will be published online, including the services they provide.

Divisions will apply ad hoc quality control measures.

All the documents (text, videos, audio, etc) produced as a result of this consultancy will be delivered free of right for SPC, without any time or use limit, including for the print, web and television.

E. Skills and qualifications

This RFQ is open to organisations, private companies and individuals.

To assess the relevant skills of both individual service providers and Pacific-based translation agencies who are invited to apply, each tenderer is requested to provide:

- The following information in the **Technical Requirements** table in **Annex 1**:
 - their experience in producing language products;
 - their good knowledge of the country from which the language is from and of the region;
 - their knowledge of areas relevant to SPC’s activities and of development issues in the Pacific Islands region;
 - their education;
 - the tools or systems they use in their work and their expertise in the areas they offer their services;
 - the quality control processes used, and strategies used when faced with an issue while working on a language product/during a meeting.
- A resume written in either English or French, including if possible online links, PDF samples of past work or other proof of work performed. A copy of highest tertiary or higher-level qualification (after high school) attained can be attached to the application. Please specify any certification from a recognised language body (e.g., NAATI) that you might possess.
- Evidence of professional registration in home country / country of residence, if any (e.g. copy of registration certificate).

F. Scope of Bid Price and Schedule of Payments

The amounts available to remunerate the work carried out by external service providers under this RFQ will depend on the precise nature of the work requested and the level of financial resources available to the SPC division requesting the work.

Tenderers are required to provide a list of rates for all the services they offer in their application.

	To be charged:
a) Translation / Revision	Per source word
b) Interpretation	Time-based
c) Editing	Time-based
d) Proofreading	Time-based
e) Transcription	Time-based
f) Voiceover	Time-based
g) Sign language(s)	Time-based

Each tenderer is required to fill the **Financial Proposal** form in **Annex 2**.

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

Milestone / Deliverables	Deadline	% payment
Submission of final deliverables	As agreed with SPC	100
TOTAL		

G. Annexes to the Terms of Reference

Annex 1 Technical Proposal Form.

Annex 2 Financial Proposal Form.

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		
<ul style="list-style-type: none"> - Conflict-of-Interest Declaration - Resume - Technical Proposal Form (Annex 1) - Financial Proposal Form (Annex 2) 	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirements		
Technical requirement 1: Experience in producing language products (translation and/or revision, interpretation, proofreading and/or editing, transcription, voiceover, sign language, etc.) one way or both ways between source and target language (Pacific language(s), English, French).	40%	280
Technical requirement 2: Good knowledge of the country (from which language is from) and the Pacific Region culture and values.	20%	140
Technical requirement 3: Good knowledge of areas relevant to SPC's activities (fisheries, public health, climate change, etc.) and of development issues in the Pacific Islands region.	15%	105
Technical requirement 4: Tertiary or higher education, preferably in the area the candidate applies for, or equivalent professional experience	15%	105
Technical requirement 5: Demonstration of best practices in tools or systems used and quality control processes	10%	70
Total Score	100%	700

Part 5: PROPOSAL SUBMISSION FORMS

Annex 1: TECHNICAL PROPOSAL FORM

Please provide the information requested (resume and registration, if any) and fill in the tables below.

- The resume must be written in either English or French, including if possible online links, PDF samples of past work or other proof of work performed. A copy of your highest tertiary or higher-level qualification (after high school) can be attached to the application. Please specify any certification from a recognised language body (e.g., NAATI) that you might possess.
- Please provide evidence and attach copy of professional registration in home country / country of residence (if any).

Please fill in the tables below to provide details of service provided:

Area of Service Provided	Yes/No	Years of experience	Language(s)
Translation / Revision			
Interpretation			
Editing / Proofreading			
Transcription			
Voiceover			
Sign language(s)			
Other(s)			

Technical Requirements		
Evaluation criteria	Response by Bidder	
Experience and specified personnel/sub-contractors		
<p>Experience: Provider to give details on the nature of the professional relationship with the referees and on the work provided (one of which being if possible a national, regional, or international agency).</p>	Experience:	
	<i>[insert details of relevant experience]</i>	
	Details for three references:	
	1. Referee/Client's name: <i>[insert name of client 1]</i>	
	Contact name & details:	<i>[insert name of contact]</i>
	Description of work/relationship:	<i>[insert contact details]</i>
	Value of contract (optional):	<i>[insert value of contract]</i>
	2. Referee/Client's name: <i>[insert name of client 2]</i>	
	Contact name & details:	<i>[insert name of contact]</i>
	Description of work/relationship:	<i>[insert contact details]</i>
	Value of contract (optional):	<i>[insert value of contract]</i>
	3. Referee/Client's name: <i>[insert name of client 3]</i>	
	Contact name & details:	<i>[insert name of contact]</i>
	Description of work/relationship:	<i>[insert contact details]</i>
	Value of contract (optional):	<i>[insert value of contract]</i>
Experience in producing language products		
Translation / Revision	<i>[Bidder's answer]</i>	
Interpretation	<i>[Bidder's answer]</i>	
Editing / Proofreading	<i>[Bidder's answer]</i>	
Transcription	<i>[Bidder's answer]</i>	
Voiceover	<i>[Bidder's answer]</i>	
Sign language	<i>[Bidder's answer]</i>	
Other		

Knowledge of the regional culture and values	
Good knowledge of the country (from which language is from)	<i>[Bidder's answer]</i>
Pacific Region culture and values	<i>[Bidder's answer]</i>
SPC's activities	
Good knowledge of areas relevant to SPC's activities (Fisheries, public health, climate change, etc.)	<i>[Bidder's answer]</i>
Development issues in the Pacific Islands region	<i>[Bidder's answer]</i>
Education	
Tertiary or higher qualification or equivalent professional experience	<i>[Bidder's answer]</i>
Tools	
Tools or systems used	<i>[Bidder's answer]</i>
Quality control process	<i>[Bidder's answer]</i>
Strategies used when faced with an issue when working on a language product or during a meeting (or another example)	

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

Signature:

Name of the Bidder's representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

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

Annex 2: FINANCIAL PROPOSAL FORM

Tenderers are required to provide a list of rates for all the services they offer in their application.

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

Item	Cost in EUR (Specify unit, i.e. rates per word or time charged)	Languages and Comments (if any)
Translation		
Revision		
Interpretation		
Editing		
Proofreading		
Transcription		
Voiceover		
Sign language		
Other(s)		