

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Innovative Communication and NCD Control
Nature of the services	Provide regional training in social marketing for NCD focal points in Pacific territories
Location:	New Caledonia
Date of issue:	4/10/2023
Closing Date:	10/11/2023
SPC Reference:	RFQ 23-5829

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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 soleneb@spc.int . and with the subject line of your email as follows: **Submission RFQ 23-5829**.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
- 3-5 days training programme offer
- CV

- Link to similar exercises carried out/references
- Technical bid
- Financial offer

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 Noumea 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.

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.

Solene Bertrand Protat will be your primary point of contact for this RFQ and can be contacted at soleneb@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	4/10/2023
RFQ Closing Date	10/11/2023
Award of Contract	24/11/2023
Commencement of Contract	30/09/2023
Conclusion of Contract	28/06/2024

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](#) 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

Non-communicable diseases (NCDs) affect more than 80% of the Pacific region's population and heavily impact the living standards of individuals and their families. It is essential to take awareness measures regarding such diseases (diabetes and heart disease) and promote healthy living habits (a balanced diet, drinking less alcohol, not smoking and getting regular exercise) in order to eradicate this phenomenon and such measures must be accompanied by effective and innovative communication strategies in order to heighten awareness among younger generations.

So far, social marketing strategies have not been used for health purposes in the Pacific region. They could, however, prove useful for persuading communities to change their behaviour.

The Pacific Community's Public Health Division, therefore, wishes to organise social marketing training for communication officers working in health and NCD focal points within health ministries.

B. Purpose, objectives, scope of services

The objective of this consultancy is to provide regional social marketing training for NCD focal points responsible for health communication in Pacific territories (Federated States of Micronesia, Cook Islands, Northern Marianas, Marshall Islands, Solomon Islands, Fiji, Guam, Kiribati, Nauru, Niue, New Caledonia, Palau, Papua New Guinea, Pitcairn, French Polynesia, Samoa, American Samoa, Tokelau, Tonga, Tuvalu, Vanuatu, and Wallis & Futuna).

The training will be dispensed at SPC's Noumea, New Caledonia headquarters. The participants will be invited to travel to attend the training in person.

The training must address the various innovative health communication and information processes and enable participants to gain an understanding of the various social marketing techniques that are suitable to the Pacific context. After the workshop, participants must be able to design communication campaigns that encourage healthy behaviour by using social marketing techniques

C. Timelines

The training is scheduled for 3 to 5 days in the first quarter of 2024.

D. Reporting and contracting arrangements

The consultant must work with the following contact persons within SPC:

- Communicable disease adviser and
- Project assistant

The service will be provided in three parts:

1. Training plan proposal;
2. In-person training with the officers; and
3. Identifying the key points addressed and developing a training guide.

SPC undertakes to provide interpreters throughout the training course.

- Preliminary meetings will be held to determine and approve the training programme

E. Skills and qualifications

- Communication and social marketing consultancy experience
- Experience in health communication and health promotion
- Experience in training provision
- In-depth knowledge of the Pacific region and NCD issues

F. Scope of Bid Price and Schedule of Payments

The contract will be milestone based and will be paid in line with the following s schedule:

Stage/deliverables	Deadline	Instalment due (%)
Training contents approval	15/12/2023	50%
Final report submission	31/04/2024	50%
TOTAL		

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"> - 3 to 5-day training program proposal - CV - Link to similar activities/references - Technical offer - Financial offer 	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirements		
Technical requirement 1: Demonstrated communication and social marketing expertise	40%	280
Technical requirement 2: Experience in health communication and health promotion	20%	140
Technical requirement: Experience in in-person training provision	30%	210
Technical requirement: In-depth knowledge of the region and NCD issues	10%	70
Financial requirement		
Price	30%	300
Total Score	100%	1,000

TECHNICAL OFFER SUBMISSION FORM – SERVICES

INSTRUCTIONS TO BIDDERS

Bidders must meet the mandatory requirements defined in the pricing request or else be disqualified if they do not.

Technical requirements	
Assessment criteria	Bidder's response
Experience and dedicated staff/sub-contractors	
<p>Experience: evidence of the bidder's relevant experience must be submitted. Bidders must submit details of three contracts demonstrating their experience in providing services similar to those referred to in the terms of reference at part three of this request for quotation. Bidders must provide the contact details of a referee for each contract. Please attach a CV and any supporting information, if necessary.</p>	Experience :
	<i>Provide details of required experience</i>
	Three referees' contact details
	<i>1. Client Name: Indicate client's name</i>
	Contact name: <i>Indicate the contact's name</i>
	Contact details: <i>Indicate the contact's details</i>
	Contact amount: <i>Indicate the contract amount</i>
	<i>2. Client Name: Indicate client's name</i>
	Contact name: <i>Contact name:</i>
	Contact details: <i>Contact details:</i>
	Contact amount: <i>Contract amount:</i>
	<i>3. Client Name: Indicate client's name</i>
	Contact name: <i>Contact name:</i>
	Contact details: <i>Contact details:</i>
Contact amount: <i>Contract amount:</i>	
Technical requirement 1	
Communication and social marketing expertise	<i>Bidder's response</i>
Technical requirement 2	
Communication and health promotion experience	<i>Bidder's response</i>
Technical requirement 3	
Training provision experience	<i>Bidder's response</i>
Technical requirement 4	
In-depth knowledge of the Pacific region and NCD issues	<i>Bidder's response</i>

For the Bidder: *Insert company name here*

Signature:

Name of the representative: *Insert representative's name here*

Position: *Insert representative's position here*

Date: *Click or tap here to enter a date*

FINANCIAL OFFER SUBMISSION FORM – SERVICES

All costs indicated in the financial offer must include all applicable taxes. The price schedule must follow the format provided below.

Description of services	Euro
Professional fees (Specify Daily Rate or Lump Sum)	<i>[Prix unitaire]</i>
Travel lump sum (if required)	<i>[Prix unitaire]</i>
Other	
TOTAL	

Professional fees: staff salaries, consultants' fees and other professional fees.

SPC will not cover separate overhead/operating cost or contingency items. SPC will neither provide nor refund any insurance for consultants travel or health costs, professional cover or any other risk or liability that may arise during the consultancy (including subcontractors or partners that the consultant may employ). SPC will not be liable for any arrangements or payments related to visas, taxes or duty for which the consultant may be liable.

The consultant must also provide its own workspace and computer during the service provision with a stable Internet connection for Zoom meetings, if required.

SPC will not cover any computer or communication equipment during the consultancy. Consultants must provide a stable Internet connection for any virtual meetings that may be required.

No payments will be made for any items for which no price has been indicated. Such items shall be deemed to be covered by the financial offer. Bidders are deemed to have ensured that their bids are accurate and exhaustive prior to submitting them, have covered everything required for the full and proper performance of the contract and have included all costs and their rates and prices.

For the Bidder: *Insert company name here*

Signature:

Name of the representative: *Insert representative's name here*

Position: *Insert representative's position here*

Date: *Click or tap here to enter a date*