

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Consultancy Services: Training course for Ombudsman Samoa on conducting Investigations
Nature of the services	Creation and delivery of a two-day, in-person training course on conducting investigations for the Samoa Ombudsman's Office.
Location:	Apia, Samoa.
Date of issue:	29/01/2024
Closing Date:	11/02/2024
SPC Reference:	24-6163

Contents

PART 1: INTRODUCTION	3
1.1 ABOUT THE PACIFIC COMMUNITY (SPC)	3
1.2 SPC'S PROCUREMENT ACTIVITIES	3
1.3 SPC'S REQUEST FOR QUOTATION (RFQ) PROCESS	3
PART 2: INSTRUCTIONS TO BIDDERS	3
2.1 BACKGROUND	3
2.2 SUBMISSION INSTRUCTIONS	3
2.3 EVALUATION & CONTRACT AWARD	4
2.4 KEY CONTACTS	4
2.5 KEY DATES	4
2.6 LEGAL AND COMPLIANCE	4
2.7 COMPLAINTS PROCESS	5
PART 3: TERMS OF REFERENCE	6
A. BACKGROUND/CONTEXT	6
B. PURPOSE, OBJECTIVES, SCOPE OF SERVICES	6
C. TIMELINES	7
D. REPORTING AND CONTRACTING ARRANGEMENTS	7
E. SKILLS AND QUALIFICATIONS	7
F. SCOPE OF BID PRICE AND SCHEDULE OF PAYMENTS	8
PART 4: PROPOSAL EVALUATION MATRIX.....	9
4.1 COMPETENCY REQUIREMENTS & SCORE WEIGHT	9
TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES	11
FINANCIAL PROPOSAL SUBMISSION FORM – SERVICES	12

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 ranjeshp@spc.int; and alifeletis@spc.int and with the subject line of your email as follows: **Submission RFQ24-6163**. 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
- CV, Cover Letter, Completed technical and financial submission form
- Business registration (if applicable as per consultant's applicable legislation)

- Tax Identification Number (TIN) Letter if applicable in consultant’s legislation
- Sample of previous work done.

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 9/02/2024**.

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.

Ranjesh Prakash will be your primary point of contact for this RFQ and can be contacted at ranjeshp@spc.int, brianle@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	29/01/2024
RFQ Closing Date	11/02/2024
Award of Contract	23/02/2024
Commencement of Contract	15/04/2024
Conclusion of Contract	19/04/2024

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 bidders' local currency 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 Samoan Ombudsman, officially known as the Office of the Ombudsman of Samoa, stands as a cornerstone within the governance structure of the Independent State of Samoa.

Charged with the crucial task of safeguarding and promoting good governance, the Ombudsman serves as an independent and impartial authority dedicated to addressing complaints and concerns related to government actions, decisions, and public administration. Operating in a multifaceted capacity, the Samoan Ombudsman engages in the investigation of administrative injustices, protection of human rights, and the promotion of transparency and accountability in public institutions. This pivotal institution operates as a critical check and balance mechanism, providing citizens with a vital channel to voice grievances against government agencies and officials.

The services sought are integral to the ongoing efforts of the Samoan Ombudsman to enhance its investigative capacities, ensuring the continuous protection of citizens' rights and the maintenance of a just and responsive administration. Given the unique governance landscape of Samoa, the successful execution of these services will significantly contribute to fostering a culture of accountability and responsiveness within the public sector, aligning with the principles of good governance and reinforcing the foundations of a just and democratic society in Samoa.

B. Purpose, objectives, scope of services

This RFQ seeks proposals from qualified trainers to develop and deliver a customized two-day, in-person training course in Apia for Ombudsman Samoa on the intricacies of conducting investigations. The selected trainer will have the flexibility to tailor the course content to address specific investigative areas of interest to Ombudsman Samoa.

The training program is expected to cover essential segments, including best investigative practices, conducting systemic investigations, planning investigations, evidence gathering, and integrating cultural and life experience considerations into the investigative process. Additionally, the trainer should include a comprehensive review of preparing for and conducting investigative interviews, encompassing aspects such as triaging, preparation, structuring an interview, assessing interviewee credibility, and considering cultural nuances. The course will incorporate case studies from the Ombudsman and Human Rights domains, along with exercises based on bespoke scenarios directly relevant to Ombudsman Samoa's work and that of potentially other Samoan agencies.

The services should be designed to cater to individuals at all levels of experience within the Ombudsman sector, serving as both an informative session for beginners and a refresher for more experienced staff. Importantly, the training's applicability extends beyond Ombudsman roles, making it valuable for professionals involved in internal or external investigations, complaint handling, and regulatory oversight across various sectors, such as health and safety, law enforcement, customs, corrections, and Human Resources. Interested trainers are invited to submit comprehensive proposals that align with the outlined objectives and scope of services.

C. Timelines

The training is expected to take two working days to complete in the week of 15 April, 2024.

D. Reporting and contracting arrangements

The Consultant will be directly responsible to and will report to the Director of the Special Investigations Unit Samoa Ombudsman and will keep SPC's social inclusion officer informed of all progress. The Consultant is required to seek approval and acceptance of the output directly from the Director of Special Investigations.

- The consultant must be in Samoa during the training to ensure efficient and timely delivery of the training and is required to adhere to the ethical standards and guidelines outlined by both SPC HRSD and The Ombudsman Samoa.
- If required, SPC/HRSD will organise travel in economy class and accommodation during the travel and will not be responsible for any visa fees, meals & incidentals during travel hence must be met by the consultant.
- 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.

The Consultant is expected to interact, collaborate, and meet with various institutions and individuals throughout the course of the work. These entities include Samoa Ombudsman (Director of the Special Investigations Unit) and SPC (Social Inclusion Officer and Project Coordinator of Project Governance).

E. Skills and qualifications

To successfully execute the services for the development and delivery of the two-day, in-person training course for Ombudsman Samoa on conducting investigations, the chosen trainer should possess the following skills and qualifications:

- 15 years of work experience on the preferred field of practice listed below.
- **Expertise in Investigative Practices:** A demonstrated proficiency in investigative techniques and practices, with a strong background in conducting various types of investigations, including systemic inquiries.
- **Training and Facilitation Skills:** Proven experience in designing and delivering effective training programs, along with the ability to engage participants of diverse backgrounds and experience levels.
- **Subject Matter Knowledge:** In-depth knowledge of best practices in investigative methodologies, evidence gathering, and the ability to impart this knowledge in a clear and accessible manner.
- **Cultural Competence:** Understanding and sensitivity to cultural considerations, particularly in the Samoan context, and the ability to integrate these aspects into the investigative process.
- **Case Study Development:** Capability to create relevant and insightful case studies from the Ombudsman and Human Rights realms, aligning with the specific needs and challenges faced by Ombudsman Samoa.
- **Scenario-Based Exercise Design:** Proficiency in crafting practical and bespoke exercises based on realistic scenarios, ensuring they are directly applicable to the work conducted by Ombudsman Samoa and other Samoan agencies.

- **Communication and Interviewing Skills:** Strong communication skills and expertise in preparing for and conducting investigative interviews, including aspects such as triaging, preparation, structuring an interview, and assessing interviewee credibility.
- **Adaptability and Customization:** Flexibility to tailor the training course to address specific areas of interest to Ombudsman Samoa, adjusting content and delivery to meet the unique needs of the participants.
- **Experience Beyond Ombudsman Roles:** An understanding of and experience in investigations that goes beyond Ombudsman roles, providing value to professionals in various sectors, including regulators, auditors, managers, law enforcement, customs, corrections, and Human Resources.
- **Relevant Qualifications:** Possession of relevant educational qualifications and certifications in investigation, training, or a related field.
- Interested individuals or firms are encouraged to showcase their expertise in these areas when submitting proposals for consideration.

F. Scope of Bid Price and Schedule of Payments

The contract price will be based on lump sum payments tied to the four milestones (in previous section) set out below.

The cost components must be inclusive of professional fees and any overheads/running costs or contingencies.

As mentioned in section D, accommodation and economy class travel costs during the validation workshop shall be covered by SPC/HRSD, hence will not be responsible for any visa fees and Meals & Incidentals during travel.

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

Milestone/deliverables	Deadline	% payment
Milestone One: Training Material Approval Compilation of training course materials and approval by Ombudsman Office SPC.	5 days from signing of contract	15% upon approval of course outline.
Milestone Two: Midway Training Activities Day One of in-person training. Outcomes Completion of Day One training.	Day One training	60%
Milestone Three: Day Two Training Activities Second day of in-person training. Outcomes Completion of Day Two training. and submission of report from training conducted to Ombudsman Office and SPC.	Day Two training	
Milestone 4: Final Report submitted to ProGov & Ombudsman Office & SPC		25%
TOTAL	days	100%

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"> • A minimum of 15 years of demonstrable work experience in Ombudsman investigations or related fields. • Conflict of Interest Declaration form completed. • Technical Proposal Submission form • Financial Proposal Submission form • Business registration (if applicable as per consultant's applicable legislation) • Tax Identification Number (TIN) Letter • Submission of cover letter, detailed CV with at least three referees and their contacts details • Sample of previous work done. 		Mandatory requirements. Bidders will be disqualified if any of the requirements are not met
Technical requirements		
Technical requirement 1: Qualifications and experience: Demonstrated experience in conducting investigations and delivering training, with a focus on investigative techniques and practices.	7.77%	77.7
Strong knowledge of international best practices and standards in investigations and ombudsman functions.	7.77%	77.7
Experience in working with ombudsman offices, human rights organizations, and other relevant stakeholders.	7.77%	77.7
Technical requirement 2: Approach and methodology: Clear and comprehensive description of the approach and methodology to be used in conducting the two-day training course for Ombudsman Samoa.	7.77%	77.7
Technical requirement 3: Analytical skills: Ability to analyze and synthesize complex data and information from diverse sources. Demonstrated ability to identify and evaluate gaps, challenges, and opportunities in disability policies and practices.	7.77%	77.7
Technical requirement 4: Communication skills: Demonstrated ability to communicate complex ideas and information clearly and effectively to diverse audiences. (Must have excellent analytical, writing, and presentation skills, fluency in written and spoken English)	7.77%	77.7

Technical requirement 5: Project management skills: Demonstrated ability to manage projects effectively, including meeting deadlines, budgeting, and delivering high-quality work products.	7.77%	77.7
Experience in coordinating with multiple stakeholders, including government agencies, civil society organizations, and international development partners.	7.77%	77.7
Evidence of proactive communication with the Project Manager and other stakeholders throughout the project lifecycle. (Bidders are encouraged to provide detailed information and evidence to support their responses to each criterion, demonstrating their capacity to deliver high-quality training tailored to the needs of Ombudsman Samoa).	7.77%	77.7
Total Technical Requirements	70%	700
Financial Requirements		
Pricing	30%	300
Total Score	100%	1,000

TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

Technical Requirements	
Evaluation criteria	Response by Bidder
Experience and specified Consultant	
Personnel:	Details about Consultant
	Person 1: <i>[insert details about manager's experience]</i>
	Person 2: <i>[insert details about consultants' experience]</i>
Technical Requirement 1 - Qualifications and experience	
Demonstrated experience in conducting investigations and delivering training, with a focus on investigative techniques and practices.	<i>[Bidder's answer]</i>
Strong knowledge of international best practices and standards in investigations and ombudsman functions.	<i>[Bidder's answer]</i>
Experience in working with ombudsman offices, human rights organizations, and other relevant stakeholders.	<i>[Bidder's answer]</i>
Technical Requirement 2 - Approach and methodology	
Clear and comprehensive description of the approach and methodology to be used in conducting the two-day training course for Ombudsman Samoa	<i>[Bidder's answer]</i>
Technical Requirement 3 - Analytical skills	
Analytical skills: Ability to analyze and synthesize complex data and information from diverse sources. Demonstrated ability to identify and evaluate gaps, challenges, and opportunities in disability policies and practices	<i>[Bidder's answer]</i>
Technical Requirement 4 - Communication skills	
Demonstrated ability to communicate complex ideas and information clearly and effectively to diverse audiences. (Must have excellent analytical, writing, and presentation skills, fluency in written and spoken English)	<i>[Bidder's answer]</i>
Technical Requirement 5 - Project management skills	
Experience in coordinating with multiple stakeholders, including government agencies, civil society organizations, and international development partners.	<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]*

FINANCIAL PROPOSAL SUBMISSION FORM – SERVICES

INSTRUCTIONS TO BIDDERS

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 taken into account in the fees charged for the delivery of the specific services.

SPC does not provide or reimburse insurance for consultant's 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.

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.

Any expected travel, in terms of accommodation and economy class ticket costs during the consultancy period shall be covered by SPC. SPC/HRSD, hence will not be responsible for any visa fees and Meals & Incidentals during travel.

The financial proposal must be submitted inclusive of taxes in accordance with the applicable legislation. However, the final amount of the awarded contract may be paid to the successful bidder inclusive or exclusive of taxes, depending on the tax exemptions enjoyed by SPC as an intergovernmental organisation in its member countries and territories.

The following form is given as an indication, the bidder may submit its financial proposal to SPC in another format, provided that it complies with the instructions detailed in this RFP/RFQ and in particular:

BIDDER'S FINANCIAL PROPOSAL – SERVICES

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 bidders' local currency.

Consultancy Services: Training course for Ombudsman Samoa on conducting Investigations	
Services description	Rate <i>(In bidders local currency)</i>
Professional fees (lump sum for all services)	<i>[total price]</i>

OR

Consultancy Services: Training course for Ombudsman Samoa on conducting Investigations	
Services description	Rate <i>(In bidders local currency)</i>
Professional fees (development of training course)	<i>[total price]</i>
Professional fees (delivery of training)	<i>[total price]</i>

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]*