

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Online Training Modules on Workplace Behaviour
Nature of the services	Produce online training modules on selected topics (Discrimination; Bullying and Harassment; Domestic Violence; Child and Vulnerable Adult Protection) under Chapter XI of SPC's Manual of Staff Policies.
Location:	Home based
Date of issue:	15/11/2022
Closing Date:	19/12/2022
SPC Reference:	RFQ22-4790-PRO

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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 albertks@spc.int and with the subject line of your email as follows: **Submission RFQ22-4789-PRO**. 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
- Filled Technical and Financial Proposal on provided template
- CVs of consultants who will be involved

- Vendor profile/experience statement if applicable

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 **2359 hrs Fiji Time, on 19/12/2022.**

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.

Albert Seluka will be your primary point of contact for this RFQ and can be contacted at albertks@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	15/11/2022
RFQ Closing Date	19/12/2022
Award of Contract	22/12/2022
Commencement of Contract	16/01/2023
Conclusion of Contract	20/06/2023

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](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 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 committed to providing a workplace that: promotes diversity and inclusion; guarantees equal rights; offers a safe, healthy, and dynamic working environment and an ethical work culture; and provides a healthy, safe, and dynamic working environment. Chapter XI of the SPC's Manual of Staff Policies (CXI) focuses on Work culture and behaviours and expresses SPC's dedication to preventing discrimination, bullying, domestic violence, sexual harassment, as well as promoting child protection and the well-being of vulnerable adults in the workplace. CXI further provides the preventative and disciplinary measures when these issues arise in the workplace or on programme sites. These commitments are positive expressions of SPC's value proposition and values in its Strategic Plan 2022 to 2031 and are also articulated in the Social and Environmental Responsibility Policy.

SPC Audit Results indicate that SPC needs to introduce consistent and sustainable program of staff training and development to strengthen its practice in order to provide a safe and empowering workplace for all its staff in particular women. SPC's corporate direction is to embed substantive equality through a change in organisational culture to allow all staff to flourish. The pursuit of actions in support of the implementation audit findings can also embed the People Centred Approach that embodies SPC's organisational values of Enginkelap¹, Kaitiakitanga², Gida Gatuvwa³, and Aroha⁴ in the workplace. SPC can provide the descriptions of the organisational values including graphics to incorporate into the training.

The Strategic Plan 2022 to 2030 of SPC endorses the use of a People-Centred Approach (PCA) in its operations. PCA is a development approach that focuses on improving sustainability, social justice and participatory decision-making. It is based on the values of respecting, protecting, promoting and fulfilling the rights of people in all their diversities (SPC Social & Environment Policy, 2020). It incorporates human rights, gender equality and social inclusion, environmental sustainability and culture. SPC is taking proactive measures to implement CXI in a manner that reflects SPC's values, while simultaneously strengthening safeguards to prevent domestic violence, discrimination, bullying, sexual harassment, and sexual exploitation, protection of children and vulnerable adults.

SPC aims to develop a training program on work culture and behaviours that addresses discrimination, bullying, harassment, sexual harassment and sexual exploitation, domestic violence, and child and vulnerable adult protection; for its staff and implementing partners regarding their obligations and responsibilities.

¹ Generosity: We provide for each other. We work together towards our shared mission valuing all contributions.

² Stewardship: We are the stewards of our Blue Pacific. Our history, knowledge and science hold the solutions for contemporary challenges.

³ Unity: We progress together. Leaving no one behind, we harness the richness of our history and culture across generations.

⁴ Care: We care for each other. The well-being of our people and places are the centre of our efforts.

B. Purpose, objectives, scope of services

SPC is interested in procuring services to develop a training package to assist staff and implementing partners to understand and identify what is discrimination, bullying, harassment, sexual harassment and sexual exploitation, domestic violence, and child and vulnerable adult protection (Child Protection) are. The training will also enable staff and implementing Partners to: identify appropriate approaches to take to prevent, report, and addressing such issues as and when they arise, and to ensure a safe and ethical working environment; and understand the importance of people-centred approach to create a workplace environment that embodies SPC's organisational values.

SPC will seek quotations for the provision of the following services.

1. Provision of online training modules on the following topics:

- Discrimination
- Bullying and Harassment including sexual harassment and sexual exploitation
- Domestic Violence
- Child and Vulnerable Adult Protection

The objectives of each module will generally aim to:

- Raise awareness on what is discrimination, bullying, domestic violence, harassment, sexual harassment, sexual exploitation, and child and vulnerable adult protection;
- Present basic steps to take to deal with these issues when they arise in the workplace;
- Link to SPC's values in the workplace and a people centred approach.

Each of the modules will cover key concepts, learning outcomes, topic content, participatory activities such as but not limited to; scenarios, case studies, scenario-based questions and activities, discussion questions, quizzes, readings, and assessment tools to gauge participants' knowledge, skills, attitudes, and engagement.

2. Compatibility to link to SPC's Learning Platform (Moodle and LMS 365) and ability to insert links to internet or Sharepoint pages housing SPC's policies and procedures.
3. Provide English and French version of content if available and include SPC branding where appropriate.
4. People centred approach in the training solution means it needs to be sustainable, participatory, promoting rights of people, gender equality and social inclusion. And include connection to *the organisational Values of Care, Generosity, Unity, and Stewardship*. A culture where these values are lived in the workplace will have zero tolerance for discrimination, bullying, harassment, domestic violence or harm to children or vulnerable adults.

C. Timelines

Around 2 months will be required for this work commencing in mid-January 2023 and conclude by the end of June 2023. The estimated number of days for the key activities for the consultants are as follows:

Activities	No. of days
Preparation of Modules on Bullying and Harassment	5 days
Preparation of Module on Discrimination	5 days
Preparation of Modules on Domestic Violence, Child and Vulnerable Adult Protection	10 days
Considering and updating Modules as per feedback from SPC.	10 days
Compiling and submission of final versions of all Modules to SPC	15 days
Total number of days	50 days

D. Reporting and contracting arrangements

The Lead Consultant/Vendor will work under the direct supervision of the Human Rights and Social Inclusion Adviser with oversight from the Manager Programmes from the Human Rights and Social Development Division. SPC's Human Resources Manager will provide Advisory support concerning policy, internal process and compliance content. Engagement with the Directors, Legal, Risk, SER and other stakeholders will be internally managed by HR Manager and HRSD Adviser.

E. Skills and qualifications

Bidders must have/demonstrate:

- Training design and delivery experience with at least 8 years-experience in adult education sector with on-line learning content delivery for large organisations.
- Ability to develop or customise training products on topics such as bullying, domestic violence, sexual exploitation, abuse, harassment, and child and vulnerable adult protection, in a workplace context working with in-house policy and content experts.
- Ability to provide at least 3 samples of previous trainings (ideally submitted to government, development /or non-profit organizations on similar topics).
- Tertiary qualifications in any of the following areas: adult learning/ instructional design, employment law, gender, social science, human rights, or related fields.
- Experience in adapting materials to diverse cultures and context, particularly in the Pacific region.
- Demonstrated experience in applying participatory and adult-based learning approaches.
- Experience developing content in an on-line learning format with interactive components that require the learner to read and review all content: including the provision of a valid learning assessment to confirm the learner's understanding of the course.

- Ability to report on course completion and assessment results in a standard format to enable the organisation to track completion rates (qualitative and quantitative results) for SPC staff and partners enrolled in the courses.
- Language of training to be available in both English and French (audio and written).
- E-learning nodules to be SCORM-compliant and able to be deployed on Moodle, LMS 365 Learning management systems.

F. Scope of Bid Price and Schedule of Payments

- The payment will be based on the following milestones. **Alternative payment and milestone schedules may be considered depending on the selected consultant/vendors pricing model and proposed alternative timeline:**

Milestone/deliverables	Deadline	% Payment
Modules on Bullying and Harassment submitted	By 1 March 2023	30%
Modules on Discrimination submitted	By 3 April 2023	20%
Modules on Domestic Violence, Child and Vulnerable Adult Protection submitted	By 4 May 2023	30%
All modules submitted to SPC	By 20 June 2023	20%
TOTAL		100 %

G. Annexes to the Terms of Reference

[SPC SER Policy](#)
[Chapter XI SPC Manual of Staff Policies](#)

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		
Consultants CVs Application on SPC's Proposal Template	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirements		
Technical requirement 1: Demonstrated experience in training design and delivery at least 8 years-experience in adult education/training sector with on-line learning content delivery for large organisations.	20 %	140
Technical requirement 2: Ability to develop or customise training products on topics such as discrimination, bullying and harassment, domestic violence, and child and vulnerable adult protection, in a workplace context working with in-house policy and content experts.	20 %	140
Technical requirement 3: Demonstrated experience in developing content in an on-line learning format with interactive components that require the learner to read and review all content: including the provision of a valid learning assessment to confirm the learner's understanding of the course.	30 %	210
Technical requirement 4: Ability to provide at least 3 samples of previous trainings (ideally submitted to government, development /or non-profit organizations on similar topics) with e-learning modules to that are SCORM-compliant and are able to be deployed on Moodle and/or LMS 365 Learning management systems.	20 %	140
Technical requirement 5: Demonstrated experience in applying participatory and adult based learning approaches and adapting training materials to diverse cultures and context, particularly in the Pacific region.	5 %	35
Technical requirement 6: Ability to produce on-line training materials (audio and written) in both English and French languages.	5%	35
Total Score	100%	700

PART 5
5.1. Technical Submission Form

PART A – Background

	RESPONSE BY BIDDER
Name:	
Physical Address:	
Postal Address:	
Telephone Contact:	
Email:	
Two contacts of referees or references. Attach additional details considered as relevant.	

PART B – Evaluation Criteria

- Provide CVs of all personnel's being proposed for this work

CRITERIA	RESPONSE BY BIDDER
Technical requirement 1: Demonstrated experience in training design and delivery at least 8 years-experience in adult education sector with on-line learning content delivery for large organisations.	
Technical requirement 2: Ability to develop or customise training products on topics such as discrimination, bullying and harassment, domestic violence, and child and vulnerable adult protection, in a workplace context working with in-house policy and content experts.	
Technical requirement 3: Demonstrated experience in developing content in an on-line learning format with interactive components that require the learner to read and review all content: including the provision of a valid learning assessment to confirm the learner's understanding of the course.	

<p>Technical requirement 4: Ability to provide at least 3 samples of previous trainings (ideally submitted to government, development /or non-profit organizations on similar topics) with e-learning modules to that are SCORM-compliant and are able to be deployed on Moodle and/or LMS 365 Learning management systems.</p>	
<p>Technical requirement 5: Demonstrated experience in applying participatory and adult based learning approaches and adapting training materials to diverse cultures and context, particularly in the Pacific region.</p>	
<p>Technical requirement 6: Ability to produce on-line training materials (audio and written) in both English and French languages.</p>	

PART 5
5.2. Financial Undertaking Form
(to be completed and submitted by the bidder)

Part A: Undertaking

1. If this proposal is accepted, I agree that to enter into an agreement with SPC, to commence and complete all the work specified or indicated in the contract documents.
2. I confirm that I have examined all the RFQ documents to **Produce online training modules on selected topics (Discrimination; Bullying and Harassment; Domestic Violence; Child and Vulnerable Adult Protection) under Chapter XI of SPC's Manual of Staff Policies.**
3. I agree to complete the services for the price stated in the remuneration.

I agree to complete the services for the following price (VIP):

Particulars	Amount (Put your own local currency here)
Professional Fees (Hourly/Daily/Monthly /total rate- Specified) or detailed vendor quote provided	
Any other related costs specify (travel and other related cost)- reimbursable based on actuals	
Total Financial offer (inclusive of all taxes)	