

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Hear Their Voice: research study to understand channels of dissemination preferred in the Pacific
Nature of the services	Research and Perception Study
Location:	Pacific Community, Nabua, Suva
Date of issue:	31/08/2023
Closing Date:	30/09/2023
SPC Reference:	RFQ23-5663

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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 josephh@spc.int and with the subject line of your email as follows: **Submission 23-5663**. 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
- Completed Technical & Financial Proposal
- CV

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 **30st September, 2023 11.59pm FJT on 30/09/2023**.

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.

Joseph Hing will be your primary point of contact for this RFQ and can be contacted at josephh@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	31/08/2023
RFQ Closing Date	30/09/2023
Award of Contract	10/10/2023
Commencement of Contract	15/10/2023
Conclusion of Contract	10/02/2024

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

This Terms of Reference is to engage services that can research and understand effective dissemination channels in the Pacific region whilst understanding organisational perception and preferred methods of dissemination.

As part of the Funding with Intent Project funded by the New Zealand Government, an opportunity to better understand the needs of different audiences to engage with information and most utilised channels of communication will better inform targeted message strategies and help us understand how to best support our government members in information dissemination on critical topics such as disaster risk messaging and hazard information.

The scope of the research is to understand community preferences in the type of information they receive, how and through what channels of communication along with comparing this to decision-makers in government to understand how to better develop information to drive understanding, action, comprehension, and implementation of necessary actions.

B. Purpose, objectives, scope of services

The development and implementation of a market research / perception study to understand preferred dissemination channels of Pacific audiences, preferred style of communication (technical vs. simple / actionable), and the perception of SPC as a key organisation in the region in terms of the communication published is core to the research approach.

This research approach will include qualitative and quantitative methodology approaches designed with a working team inclusive of SPC Communications team and country engagement working group. It will provide a methodology that covers:

- A minimum of 6 countries across the three sub-regions (2 per sub-region)
- Exploratory understanding of the preferred dissemination channels by Pacific people
- A wide demographic in age and population inclusive of dynamic data collection such as through SPC's social media platforms and online tools.
- Branding of research being conducted as SPC branded content to ensure trust in the organisation.
- Qualitative capture from selected communities including decision-makers (government) and general public.
- Support the co-development of the methodology with SPC technical working group to also support countries in engaging with and learning from this approach where appropriate into the future

C. Timelines

This work is expected to be contracted by 10 October 2023 with research conducted and the necessary reporting completed by **10 Feb 2024**.

- Development of the methodology and target questions including the target countries and approaches developed and presented within 4 weeks.
- Data collection both qualitative and quantitative using innovative systems such as SPC social media and dissemination channels within 6 weeks of contracting.
- Data analysis and reporting providing clear recommendations and understanding of dissemination preferences, channels and language/content style presented back to the SPC team and members by 02 February 2024

D. Reporting and contracting arrangements

The consultant will be responsible to the Digital Communications and Engagement Officer at SPC throughout the period of the contract. The Contractor will be expected to engage and readily share information (e.g., changes in delivery schedule) with SPC, and other stakeholders as appropriate.

E. Skills and qualifications

Social and behavioural experts with an understanding of dissemination channels and proven research in innovative and impact-based development actions in the Pacific region is critical to the skills and qualifications required for this Terms of Reference.

1. 5+ years of social research and reporting on Pacific issues in disaster risk and/or development delivery.
2. Proven track record in understanding the Pacific region and how different channels of communication drive informed impact on the ground.
3. A diverse team or consultancy firm that can draw from appropriate thought leaders and audiences across the region.

F. Scope of Bid Price and Schedule of Payments

- The value of the contract will be based on milestones/outputs outlined in the table below.
- The terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions.

Finalisation and Approval by SPC Workplan	10 October 2023	20%
Methodology approved and research phase begins	10 November 2023	20%
Research completed with transcripts and raw data provided to SPC	30 December 2023	30%
Research findings and analytical report – word version completed, approved, and provided to SPC	10 February 2024	30%
TOTAL		100%

G. Annexes to the Terms of Reference

- [Concept Note RFQ Hear Their Voice.docx](#)
- Proposal Submission Forms (word)

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. Completes Conflict of Interest Form 2. Completed Technical & Financial Proposal Forms 3. Copies of CV's 	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirements		
Technical Requirement 1 : At least 5 years experience of social research and reporting on Pacific issues in disaster risk and/or development delivery.	20%	200
Technical Requirement 2: Proven experience in understanding the Pacific region and how different channels of communication drive informed impact on the ground.	30%	300
Technical Requirement 3 : A diverse team or consultancy firm that can draw from appropriate thought leaders and audiences across the region	20%	200
Financial Requirement : Quote	30%	300
Total Score	100%	1000

PART 5 : PROPOSAL SUBMISSION FORMS

5.1 Technical Proposal Submission Form

INSTRUCTIONS TO BIDDERS

The Technical Proposal Submission Form is a table that includes the technical criteria (set out in Part 3) on which bidders will be scored and allows the bidder to respond to them. This table is then used by the technical evaluation committee to score the technical proposals received.

Technical Requirements	
Evaluation criteria	Response by Bidder
Experience and specified personnel/sub-contractors	
Experience: the bidder must demonstrate at least 5 years' experience in the field and must provide details of two reference clients in this field	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>	
Technical Requirement 1	
At least 5 years experience of social research and reporting on Pacific issues in disaster risk and/or development delivery.	<i>[Bidder's answer]</i>
Technical Requirement 2	
Proven experience in understanding the Pacific region and how different channels of communication drive informed impact on the ground.	<i>[Bidder's answer]</i>
Technical Requirement 3	
A diverse team or consultancy firm that can draw from appropriate thought leaders and audiences across the region	<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]*

5.2 Financial Proposal Submission Form

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 (EUR)
Professional fees	Day rate: EUR _____
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.).

Travel under this consultancy will be organised by SPC .

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]*

5.3 Conflict of Interest Declaration Form

What is a conflict of interest?

A conflict of interest may arise from economic or commercial interests, political, trade union or national affinities, family, cultural or sentimental ties, or **any other type of relationship or common interest between the bidder and any person connected with the contracting authority** (SPC staff member, consultant or any other expert or collaborator mandated by SPC).

Always declare a conflict

The existence of a potential or apparent conflict of interest does not necessarily prevent the bidder involved from taking part in a procurement process. **However, the declaration of the existence of such a conflict by the persons involved is essential and allows SPC to take appropriate measures to mitigate it and prevent the associated risks.**

Bidders are therefore invited to declare any situation, fact or link which, to their knowledge, could generate a real, potential or apparent conflict of interest.

Declaration at any time

Conflicts of interest may arise at any time during the procurement process or the implementation of a contract (e.g. new partner in the project) or as a result of a change in personal life (e.g. marriage, inheritance, financial transaction, creation of a company). If such a relationship is found and could be perceived by a reasonable person as likely to influence a decision, a declaration of the situation is necessary. In case of doubt, a conflict situation must be declared.

Declaration for any person involved

A declaration must be completed for each person involved in the tender (principal representative of the bidder, possible subcontractors, consultant, etc.).

Failure

Failing to declare a potential conflict of interest may result in the bidder being refused a contract or placed on SPC's list of non-responsible suppliers.

DECLARATION

I, the undersigned, *[name of the representative of the Bidder]*, acting in the name and on behalf of the company *[name of the company]*, declare that:

<input type="checkbox"/>	To my knowledge, I am not in a conflict-of-interest situation
<input type="checkbox"/>	There is a potential conflict of interest with regard to my <i>[Choose an item]</i> . relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>[mention position/role/personal or family link with the person concerned]</i> , although, to the best of my knowledge, this person is not directly or indirectly involved in any stage of the procurement process
<input type="checkbox"/>	I may be in a conflict of interest with regard to my <i>[Choose an item]</i> relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>position/role/personal or family link with the person concerned]</i> , as this person is, to the best of my knowledge, directly or indirectly linked to the procurement process
<input type="checkbox"/>	To my knowledge, there is another situation that could potentially constitute a conflict of interest: <i>[Describe the situation that may constitute a conflict of interest]</i>

In addition, I undertake to:

- declare, without delay, to SPC any situation that constitutes a potential conflict of interest or is likely to lead to a conflict-of-interest;
- not to grant, seek, obtain or accept any advantage, whether financial or in kind, to or from any person where such advantage constitutes an unfair practice or an attempt at fraud or corruption, directly or indirectly, or constitutes a gratuity or reward related to the award of the contract;
- to provide accurate, truthful and complete information to SPC in connection with this procurement process.

I acknowledge that I and/or my company and/or my business partners who are jointly and severally bidding on the *[Select RFQ or RFP] [SPC Reference number]* may be subject to sanctions such as being placed on SPC's list of non-responsible vendors, if it is established that false statements have been made or false information has been provided.

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]*