

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Integrate Pasifika
Nature of the services	The Integrate Pasifika project is seeking a technical advisor from the knowledge & information management platform developer background to provide technical inputs into the development of an online information & knowledge exchange platform. This will include a look at current platforms for information & knowledge exchanges in the climate and disaster resilience space, both internally and externally, exploring opportunities for integration of functionalities, whilst designing a much-needed platform for relevant stakeholders to share best practices and strengthen peer to peer exchange(s). This work will support and build on the technical exchanges and support already provided through the PCRAFI and PARTner initiatives.
Location:	Suva, Fiji
Date of issue:	28/03/2024
Closing Date:	11/04/2024
SPC Reference:	RFQ 24-6390

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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 orisin@spc.int and with the subject line of your email as follows: **Submission RFQ24-6390**. 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
- Please also include an updated CV
- Samples of knowledge management platforms established

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 **10:00pm FJT on 11/04/2024**.

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.

Orisi Naivalurua will be your primary point of contact for this RFQ and can be contacted at orisin@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	28/03/2024
RFQ Closing Date	11/04/2024
Award of Contract	15/04/2024
Commencement of Contract	17/04/2024
Conclusion of Contract	18/12/2024

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 FJD 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 Disaster and Community Resilience Programme of the Pacific Community has developed and is delivering capacity development for disaster risk management practitioners using onsite and online modalities of delivery. This also includes accredited and non-accredited training, peer exchanges, research, partnership brokering and knowledge management activities broadly.

Through initiatives like the Pacific Risk Tools for Resilience, Pacific Resilience Programme and PCRAFI, technical advice and support and customised training in disaster and climate risk assessments have been designed and implemented with and delivered to countries however, there is a gap in the sharing of best practice and enabling virtual peer to peer exchanges between countries and with partners. This consultancy will assist with the design and development of a knowledge management platform - Integrate Pasifika. Integrate Pasifika aims to bring together Pacific risk assessment experts and practitioners working across different thematic areas to share learnings and experiences and provide a space for decision makers in disaster and climate resilience. It will also provide disaster and climate risk assessment practitioners access to the wealth of knowledge and expertise in the Pacific, thus offering direct access to policy and technical solutions minimising the need to reinvent the wheel. This includes services for continued learning through online good practice repository, interactive community of peers and focused expert services and online training modules.

B. Purpose, objectives, scope of services

The main objectives of this consultancy are to:

- Undertake a stocktake of current platforms for exchanges and peer to peer support, building.
- scope out how knowledge sharing, online training and virtual technical support could be delivered, from providing standardised e-learning to detailed bespoke support.
- Conduct co-design workshop(s) with national and regional stakeholders to inform the design and functionalities of the knowledge & information exchange online platform.
- Design and develop regional knowledge & information exchange online platform to support communities of practice (COP) identified by SPC team and Partnership Broker. Focus on how knowledge sharing, and remote technical support could be facilitated, including: effective peer-to-peer support/ capacity building facility (community of peers and focused expert services); provision of technical support from experts from countries, regional and New Zealand agencies; online good practice repository; e-learning; partnership brokering and sustainable knowledge management practices.

C. Timelines

The commencement date for this work is in April 2024. The consultant will be engaged for a duration of eight months.

D. Reporting and contracting arrangements

The consultant's first point of contact for this activity will be to the Project Implementation Officer. The consultant will also be responsible to reporting to the Disaster Risk Team Leader, Disaster and Community Resilience Programme, Geoscience, Energy and Maritime Division of SPC, and will also be required to work with other team leaders at GEM leading the implementation of disaster and climate risk assessment initiatives. Where needed, the consultant will need to work and readily share information with SPC, and other stakeholders as appropriate.

E. Skills and qualifications

- Minimum of 10 years demonstrated experience in establishing knowledge management platforms. Samples of work must be supplied by the consultant to assist with assessing this criteria, including CVs of key personnel that will be engaged.
- Evidence of platform co-design and development for different users (to be identified during assignment) and sustainability considerations
- Knowledge and experience in disaster and climate risk management is an added advantage.
- Excellent written, oral and analytical communication skills.
- Demonstrated track record of delivering work across multiple settings on time and on budget.

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.
- Travel may be required for this consultancy.

Milestone/deliverables	Deadline	% payment
Completion of Final Work plan approved by SPC	25 th April 2024	10%
Completion of stocktake of current platforms for exchanges and peer to peer support undertaken. This should include SPC virtual platforms as well as others and mapping of relevant communities of practice as primary users	10 th May 2024	30%
Completion and approval of first design/draft of regional knowledge & information exchange online platform by the SPC team. Including testing and reviewing during design.	12 th June 2024	30%
Completion, acceptance, and approval of regional knowledge & information exchange online platform by SPC.	11 th December 2024	30%
TOTAL		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 requirement) which indicates the relative significance or weight of the items in the overall evaluation process.

Evaluation criteria	Score Weight (%)	Points obtainable
Mandatory requirements		
Demonstrated experience in establishing knowledge management platforms.		Mandatory requirements. Bidders will be disqualified if any of the requirements are not met
Technical requirements		
Technical requirement: Understanding of the dynamics of how knowledge sharing, and remote technical support could be facilitated, including effective peer-to-peer support/capacity building facility, online good practice repositories, partnership brokering and sustainable knowledge management practices.	20%	210
Technical requirement: Knowledge and understanding of platform co-designing and development for different uses and sustainability considerations	20%	210
Technical requirement: Experience in working with knowledge exchange platforms, familiarity with needed functionalities, design, etc.	10%	140
Technical requirement: Experience working in the Pacific context	10%	70
Technical requirement: Report writing experience	5%	35
Other: Knowledge and experience in disaster and climate risk management	5%	35
Financial		
Price and Payment Terms Specified	30%	300