Request for quotation (RFQ) – goods or services

RFQ Title:	RFQ-FJ23-011 Workforce Strategy for Fiji's Outsourcing Services Sector
RFQ Issue Date:	Monday, 13 March 2023
Terms of Reference / Specifications:	The Goods and/or Services to be delivered are detailed in the attached Schedule
Project	Market Development Facility Phase II
The Company	Palladium Group Consulting (Fiji) Pte Ltd
Registration of Interest	Register your interest to submit an offer by sending your name, organization and contact details to the Contact Person by email on or before Tuesday, 21 March 2023, 5:30pm Fiji Time.
Last date for Queries	Send queries to the Contact Person by email on or before Tuesday, 28 March 2023, 5:30pm Fiji Time. Indicate "RFQ-FJ23-011 Workforce Strategy for Fiji's Outsourcing Services Sector" in the subject line
Closing Date and Time	Tuesday, 04 April 2023, 5:30pm Fiji Time
Contact Person	Makelesi Raibe: makelesi.raibe-mdf@thepalladiumgroup.com
Details for Submission	Email completed **Response Form** (click here to download) to the Contact Person on or before the Closing Date and Time. Indicate "RFQ-FJ23-011 Workforce Strategy for Fiji's Outsourcing Services Sector" in the subject line

Thank you for your interest in the above procurement. As managing contractor for the Project, the Company invites you to submit a quote for the Goods or Services listed below. Your quote will be valid for the Validity Period.

Please forward your quote in accordance with the Details for Submission above by the Closing Date and Time.

I look forward to your response. If you have any queries, please do not hesitate to contact the Contact Person.

Yours sincerely,

Kelera Cavuilati
Acting Country Director – MDF Fiji

Terms and conditions

1. Quote Conditions
By submitting a quote, potential suppliers are bound by these terms and conditions. Potential suppliers must submit offers with all details provided in English and with prices quoted in a single currency.

2. Quote Lodgement
The Company may grant extensions to the Closing Time at its discretion. The Company will not consider any quotes received after the Closing Time specified in the RFQ unless the Company determines to do so otherwise at its sole discretion.

3. Evaluation
The Company may review all quotes to confirm compliance with this RFQ and to determine the best quote in the circumstances.

4. Alterations
The Company may decline to consider a quote in which there are alterations, erasures, illegibility, ambiguity or incomplete details.

5. The Company's Rights
The Company may, at its discretion, discontinue the RFQ; decline to accept any quote; terminate, extend or vary its selection process; decline to issue any contract; seek information or negotiate with any potential supplier that has not been invited to submit a Quote; satisfy its requirement separately from the RFQ process; terminate negotiations at any time and commence negotiations with any other potential supplier; evaluate quotes as the Company sees appropriate (including with reference to information provided by the prospective supplier or from a third party); and negotiate with any one or more potential suppliers.

6. Amendments and Queries
The Company may amend, or clarify any aspect of the RFQ prior to the RFQ Closing Time by issuing an amendment to the RFQ in the same manner as the original RFQ was distributed. Such amendments or clarifications will, as far as is practicable be issued simultaneously to all parties.
Any queries regarding this RFQ should be directed to the Contact Person identified on the cover page of this RFQ.

7. Clarification
The Company may, at any time prior to execution of a contract, seek clarification or additional information from, and enter into discussions and negotiations with, any or all potential suppliers in relation to their quotes. In doing so, the Company will not allow any potential supplier to substantially tailor or amend their quote.

8. Confidentiality
In their quote, potential suppliers must identify any aspects of their quote that they consider should be kept confidential, with reasons. Potential suppliers should note that the Company will only agree to treat information as confidential in cases that it considers appropriate. In the absence of such an agreement, potential suppliers acknowledge that the Company has the right to disclose the information contained in their quote.
The potential supplier acknowledges that in the course of this RFQ, it may become acquainted with or have access to the Company's Confidential Information (including the existence and terms of this RFQ and the TOR). It agrees to maintain the confidence of the Confidential Information and to prevent its unauthorised disclosure to any other person. If the potential supplier is required to disclose Confidential Information due to a relevant law or legal proceedings, it will provide reasonable notice of such disclosure to the Company. The parties agree that this obligation applies during the RFQ and after the completion of the process.

9. Alternatives
Potential suppliers may submit quotes for alternative methods of addressing the Company's requirement described in the RFQ where the option to do so was stated in the RFQ or agreed in writing with the Company prior to the RFQ Closing Time. Potential suppliers are responsible for providing a sufficient level of detail about the alternative solution to enable its evaluation.

10. Reference Material
If the RFQ references any other materials including, but not limited to, reports, plans, drawings, samples or other reference material, the potential supplier is responsible for obtaining the referenced material and considering it in framing their quote. And provide it to the Company upon request.

11. Price Basis
Prices quoted must be provided as a fixed maximum price and show the tax exclusive price, the tax component and the tax inclusive price.
The contract price, which must include any and all taxes, supplier charges and costs, will be the maximum price payable by the Company for the Goods and/or Services.

12. Financial information
If requested by the Company, potential suppliers must be able to demonstrate their financial stability and ability to remain viable as a provider of the Goods and/or Services over the term of any agreement.
If requested by the Company, the potential supplier must promptly provide the Company with such information or documentation as the Company reasonably requires in order to evaluate the potential supplier's financial stability.

13. Referees
The Company reserves the right to contact the potential supplier's referees, or any other person, directly and without notifying the potential supplier.

14. Conflict of interest
Potential suppliers must notify the Company immediately if any actual, potential or perceived conflict of interest arises (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised, whether due to a financial or personal interest (including those of family members) in the procurement or the Company).

15. Inconsistencies
If there is inconsistency between any of the parts of the RFQ the following order of precedence shall apply:
(a) these Terms and Conditions;
(b) the first page of this RFQ; and
(c) the Schedule
so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

16. Collusion and Unlawful Inducements
Potential suppliers and their officers, employees, agents and advisors must not engage in any collusive, anti-competitive conduct or any other similar conduct with any other potential supplier or person or quote any unlawful inducements in relation to their quote or the RFQ process.
Potential suppliers must disclose where quotes have been compiled with the assistance of current or former the Company employees (within the previous 9 months and who was substantially involved in the design, preparation, appraisal, review, and or daily management of this activity) and should note that this may exclude their quote from consideration.
Potential suppliers warrant that they have not provided or offered any payment, gift, item, hospitality or any other benefit to the Company, its employees, consultants, agents, subcontractors (or any other person involved in the decision-making process relating to this RFQ) which could give arise to a perception of bribery or corruption in relation to the RFQ or any other dealings between the parties.

17. Jurisdiction
This Agreement shall be subject to the laws of the Jurisdiction.
The Supplier and the Company will use their best efforts to settle amicably any dispute, controversy, or claim arising out of, or relating to this Agreement or the breach, termination, or invalidity thereof.
If no agreeable settlement can be found, any dispute, controversy, or claim arising out of or relating to this Agreement or the breach, termination, or invalidity thereof, shall be settled by arbitration in accordance with the UNCITRAL Arbitration Rules in effect on the date of this Agreement. The appointing authority shall be the Secretary-General of the Permanent Court of Arbitration. The Parties will be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute.
The place of arbitration shall be the headquarters location of Company at the time the claim is filed and the language of the arbitration will be English. The relevant laws shall be the laws of the Jurisdiction.

Schedule - Scope of Services

1. Background

Market Development Facility (MDF) is a multi-country Australian Government funded initiative, with locations in Fiji, Sri Lanka, Timor-Leste and Papua New Guinea. MDF aims to stimulate economic growth — and hence employment and income earning opportunities for the poor and underprivileged — by making selected sectors of the economy more competitive and stimulating business innovation. MDF is implemented by Palladium Group and Swisscontact and started operations in Fiji in July 2011.

Outsource Fiji (also known as the Business Process Outsourcing Council of Fiji) is the industry body that guides and ensures the development of the outsourcing services industry in Fiji. Established in 2018, Outsource Fiji's (OF) purpose is to market, enable, protect, and grow Fiji's outsourcing services industry. OF currently consists of active members involved in Voice Technology, Call Centre Operations, Back Office Operations, Airline Reservations, Worldwide Freight Shipping, Building and Infrastructure, Government, Insurance, Banking & Finance, Debt Collection, Virtual Human Resource, Telecommunication, and Sales & Marketing.

OF has developed a 2021-2025 Strategic Plan that covers industry development and market access with outsourcing talent development being one of the key strategic priorities. MDF and OF are now seeking a suitable service provider to develop a workforce strategy for Fiji's outsourcing services sector. The strategy will be developed to include the key priorities of development; from high school to higher educational institutions to workplace training and acquisition of micro credentials. This will enable Fiji to maintain a highly qualified workforce and empower the next generation of outsourcing employees and companies. The findings and recommendations of the workforce strategy will help OF identify opportunities that could increase the quality of outsourcing services in Fiji.

2. Objectives of the assignment

The objective of the workforce strategy is to ensure that Fiji's outsourcing services sector has an adequate supply of people with the skills, knowledge and experience required to provide quality outsourcing services and support long-term inclusive and sustainable economic growth for Fiji.

The strategy will help OF understand; the current workforce and how it is projected to change over time, due to attrition and other trends; the organization's current and future workforce requirements; the gaps between workforce demand and supply and define top priority gaps with the greatest impact on the quality of Fiji's outsourcing services; the appropriate workforce interventions and activities to close identified workforce gaps and enable OF to meet its strategic goals and ways in which OF can monitor the performance of solutions and their impact on the gaps they were designed to address, and to continuously improve the solutions to maximize their effectiveness.

To achieve these objectives, a mix of research methodologies will need to be implemented and will require engaging directly with key stakeholders including; public, private and Non-Governmental Organisations.

3. Scope of Services

The successful service provider will:

- Develop a Research Plan including but not limited to timelines, methodologies, approach, resources, consultation, meetings, questionnaires and addressing all elements outlined in this RFQ - to be approved by MDF prior to work commencing;
- Develop the draft workforce strategy through qualitative and/or quantitative research, including direct engagement with key stakeholders (public, private and Non-Governmental Organizations) which includes but not limited to:
  - Strategic direction
  - Supply analysis

- Demand analysis
- Gap analysis
- Implementation plan
- Monitoring and evaluation

- Develop the final workforce strategy including but not limited to key findings and recommendations addressing all sections outlined in the approved Research Plan.

4. Experience and qualifications

The service provider should demonstrate the following required skills and qualifications:

- Relevant qualification and experience of key personnel in Market Research, Economics, Business, Management or related fields;
- Prior experience in developing high quality workforce strategies and/or implementing similar requirements;
- Excellent communication and people skills;
- Excellent organizational skills, including working according to tight deadlines while maintaining product quality.

5. Quote / Proposal Format

Interested service providers must complete the Response Form provided with this RFQ to submit an offer.

6. Evaluation Criteria

Technical Criteria

MDF will assess each submission based on compliance with this RFQ, ability to meet the requirements as specified and overall value for money. The technical response will be evaluated using the following criteria:

A. Demonstrated capability to deliver the requirements as described in this RFQ. (35%)

B. Approach to delivering the Services (35%).

C. Qualifications and experience of proposed personnel (30%)

The technical score will account for 80% of the total score.

Financial Criteria

Following consideration of the technical response, MDF will undertake a price comparison of all technically suitable offers. The resulting financial score will account for 20% of the total score.

7. Contracting details

The successful service provider will be contracted by MDF and thus will work under the guidance of MDF and OF at all times, providing regular updates to both parties on progress and any problems that may be encountered.

If your quote is successful, you will be required to enter into the Company's standard contract for the types of goods or services being provided. In the provision of the Goods and Services, you will be required to comply with the Company's policies, including (without limitation) its Business Partner Code of Conduct and any relevant Project Manual. Potential suppliers must also comply with the Company's Business Partner Code of Conduct in the submission of any quotes pursuant to this RFQ.

If you are bidding as part of a joint venture, partnership or similar, please make this clear in your submission. Likewise, if you propose to subcontract any part of the goods or services provision, then disclose this fact within your submission. The Company may require additional information from you and approval for subcontracting will not be automatic as subcontractors will be subject to Palladium's Due Diligence process.