

20 August 2020

## Request for quotation (RFQ) – goods or services

RFQ Title:	Provision of Research Services for MDF Fiji
RFQ Issue Date:	20 August 2020
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
Closing Date and Time	September 3 <sup>rd</sup> 2020 / 5:00PM Fiji Time
Contact Person	Sheron Subhasni <a href="mailto:sheron.subhasni@thepalladiumgroup.com">sheron.subhasni@thepalladiumgroup.com</a>
Details for Submission	Submit completed Supplier Response Form by email to the contact person.

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 me on or by e-mail Sheron Subhasni [sheron.subhasni@thepalladiumgroup.com](mailto:sheron.subhasni@thepalladiumgroup.com) on or before **Friday 28 August 2020, 5PM Fiji time (final date and time for queries)**.

Please also register your interest to submit a quote by sending your Name, Organisation, Telephone and Email to the Contact Person on or before 28 August 2020.

Yours sincerely,



Malcolm Bossley  
Country Director – MDF Fiji

Download the Response Form by following this link:

<https://marketdevelopmentfacility.org/wp-content/uploads/2020/08/RFQ-200820-Research-Services-Response-Form-Fiji.docx>

## 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 rise 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.

## Location: Fiji wide

**Duration:** One-year call-down agreement with tasks specified in respective task note prior to every assignment

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### 1. Summary

Market Development Facility (MDF) in Fiji monitors its diverse portfolio of partnerships through its robust results measurement system. A number of MDF's monitoring assessments involve engaging with iTaukei communities, where MDF aims to engage a pool of enumerators to conduct field-based research (primarily in conducting household level and other similar surveys). The selected Research Service Provider must be able to provide a gender balanced network of enumerators who are able to conduct good quality data collection across all dialects and geographic locations in Fiji.

### 2. Background

The Market Development Facility (MDF) is a multi-country Australian Government funded initiative, with locations in Fiji, Sri Lanka, Timor Leste and Papua New Guinea. It is funded by the Australian Government with the goal to create 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 started operations in Fiji in July 2011.

MDF Fiji has developed growth strategies in these key sectors: (a) Tourism; (b) High Value Agriculture; and (c) Urban Industries. It currently has a diverse portfolio, including 38 partnerships that are currently being monitored, with private sector organizations across these sectors. The majority of MDF's partnerships within these sectors have links to rural and/or disadvantaged communities, either as producers, suppliers, workers, or as consumers of products. MDF assesses the impact of its partnerships on beneficiaries through detailed monitoring visits, which sometimes involve engaging with indigenous Fijian communities and conducting detailed interviews at household level and/or focus group discussions of different community groups. These deepen our understanding on partnerships, how businesses engage with communities, and what impact the partnerships have on household members and community as a whole.

### 3. Objective of the assignment

The selected Research Service Provider is required to provide gender balanced and linguistically capable (proficient in iTaukei language and/or in the dialect relevant to the area of the assignment, as well as in English) enumerators for field data collection. MDF will require at least one enumeration team per monitoring visit, consisting of a team leader (Field Supervisor) and an Enumerator. The enumeration team is required to collect quantitative and qualitative information related to MDF monitoring assessment objectives as per the MDF designed questionnaire, in an efficient and professional manner as guided by MDF. The MDF-designed questionnaire will be developed in English language and translated to iTaukei language or its respective dialects by Research Service Provider.

### 4. Scope of services

The scope of services and key deliverables, including the key roles and responsibilities are presented below. The list is tentative, and further details will be developed with each monitoring assessment, and respective Task Note. The selected Research Service Provider and its researchers are required to work closely with the MDF Fiji team throughout the planning and executing of the monitoring visit. Should any changes be required, they must be agreed to in advance with MDF Fiji team.

- Prior to the monitoring assessment, 1-day training session will be conducted for enumeration team(s). The training will be conducted with the Enumerators and Field Supervisors at the MDF office in Suva to ensure they understand the area we are going in, partnership this visit is related to, questionnaire developed by the MDF team, and the survey process required as per the research objectives. It is mandatory that Enumerators/Field Supervisors assigned by Research Service Provider, attend the

training session. The Research Service Provider is responsible for any costs associated with Enumerators and/or Field Supervisors' logistics attending the respective training sessions.

- After each respective training, or before it, depending on the agreement between MDF Fiji and selected Research Service Provider, a questionnaire soft/hard copy will be provided to the Enumerators and Field Supervisors for guidance and translation from English to iTaukei language and/or dialects. Research Service Provider will be required to translate the questionnaires.
- A maximum of seven (7) days will be required per one (1) monitoring visit. This will also include the travel to and from monitoring sites. The number of days required for travel and assessment might vary and this is dependent on where and why the monitoring assessment is planned for. Detailed field plan will be given in each Task Note. Where overnight stay and travel is required, MDF will ensure the travel means and accommodation. Per diems/travel allowances will be provided by MDF, unless otherwise agreed, and respective Research Service Provider should be taking this into account when submitting the offer for service provision to MDF. All other arrangements associated with monitoring assessments are responsibility of the selected Research Service Provider.
- Enumerators and Field Supervisors are required to do data collection in the field, including the data entry after the visit, led by MDF's Quality Inclusion Specialists (QIS). All raw data analysis and report on the assignment is the responsibility of MDF Fiji. Team Leader/Field Supervisor will be required to conduct the interview itself (i.e. engage with the interviewee), while the Enumerator will be required to write answers of the interviewee in as much detail as possible. Both are required to enter the raw data provided by the MDF QIS and could share the task as they see fit.
- The Enumerators and Field Supervisors will actively participate in conducting 'sevusevu' (i.e. traditional Fijian welcoming ceremony) as and when required to. MDF will bear the responsibility for the materials required to conduct 'sevusevu'.
- MDF will provide all documents, stationery and equipment (laptops, recorders, etc.) required for conducting quality monitoring assessment. The respective Enumerators/Field Supervisors accompanying the MDF team, will handle the equipment and materials provided, in a professional manner, and hold full responsibility for MDF-property during the monitoring assessment. All materials/equipment is to be returned at the end of each monitoring assessment to MDF.

## **5. Reporting obligations**

Along with the invoice for the services provided, the Research Service Provider will provide a 2-page report on the monitoring assessment, covering the purpose of the research, and agreed timelines and deliverables, and how the research performed against the purpose, timelines and deliverables. It should also list any difficulties that happened during the monitoring assignment and how these were or could be mitigated in the future.

## **6. Experience and qualifications**

The Research Service Provider is expected to have at least 2 gender-balanced teams available for work with MDF. Each team should consist of at least two people (Field Supervisor/Team Leader and Enumerator). Research Service Provider and its teams are expected to be based in Fiji, with following qualifications:

- Experience in working with international donor-funded projects and/or international non-governmental organizations on relevant programs in increasing economic growth, employment and income.
- Extensive experience in qualitative and quantitative research and data entry methods.
- Excellent communication (written and verbal) skills and fluency in English and iTaukei language is essential.
- Previous experience in community works and conducting interviews with community members is desirable, especially in knowing the culture of indigenous Fijian communities and conducting 'sevusevu'.
- Ability to record in detail the answers of the interviewees, without any prejudice, and keep the information confidential, i.e. not to share it with any third party without MDF's prior approval.

## **7. Duration and contracting details**

MDF and selected Research Service Provider will enter into call-down agreement in duration of one year. MDF will share a Task Note with the Research Service Provider, for each monitoring assessment to be conducted, at least three weeks in advance, which will inform on the specific dates and locations of the visit, number of days and number of Enumerators/Field Supervisors required to conduct the respective monitoring assessment, upon signing the agreement, and before every monitoring assessment. As part of the contracting process, selected Research Service Provider will be requested to fill in MDF's Due Diligence Form which will be explained by MDF QIS's.

## **8. Other**

Research Service Provider companies and organizations are encouraged to submit their quote using the attached Response Form by 3<sup>rd</sup> September 2020.

If you have any queries, please email [sheron.subhasni-mdf@thepalladiumgroup.com](mailto:sheron.subhasni-mdf@thepalladiumgroup.com) on or before Friday 28 August 2020 (deadline for queries).

Interested Service Providers are requested to register their interest to submit a quote by submitting their Name, Organisation, Telephone and Email to [sheron.subhasni-mdf@thepalladiumgroup.com](mailto:sheron.subhasni-mdf@thepalladiumgroup.com) on or before Friday 28 August 2020.

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.