

08 Jan 2021

Request for quotation (RFQ) – goods or services

RFQ Title:	Live tourism data analytics to understand the latest tourist travel behaviour and demands in key Fijian source markets
RFQ Issue Date:	08 th Jan 2021
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 International Pty Ltd
Registration of Interest	Register your interest to submit an offer by sending your name, organisation and contact details to the Contact Person by email on or before <u>Monday 18th Jan 2021, 5:00pm Fiji Time</u> .
Last date for Queries	Send queries to the Contact Person by email on or before <u>Friday 22nd Jan, 2021, 5:00pm Fiji Time</u>
Closing Date and Time	Submit your offer by <u>Wednesday 27th, Jan, 2021 / 5:00PM Fiji Time</u>
Contact Person	Troy.Simpson-MDF@thepalladiumgroup.com
Details for Submission	Submit completed Supplier Response Form by email to the contact person on or before the Closing Date and Time

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.

Yours sincerely,



Malcolm Bossley
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 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.

Schedule - Scope of Services

Duration: One-year

1. Summary

Market Development Facility is an Australian Government funded multi-country initiative which promotes sustainable economic development, through higher incomes for women and men, in our partner countries.

We connect individuals, businesses, governments and NGOs with each other, and with markets at home and abroad. This enhances investment and coordination and allows partnerships to flourish, strengthening inclusive economic growth.

MDF is funded by the Australian Department of Foreign Affairs (DFAT). It is implemented by Palladium in partnership with Swisscontact.

In Fiji, MDF focuses on developing a growing, diversified and inclusive tourism industry, while also improving the competitiveness of Fiji's high value agriculture and urban industries.

2. Background

Tourism is one of Fiji's biggest sectors, contributing over 30% of Fiji's Gross Domestic Product. In 2019 just under 900,000 visitors visited Fiji and spent over 2 billion dollars for the year. The tourism sector employs approximately 119,000 Fijians across an estimated 1,200 businesses.

The ongoing COVID-19 pandemic has had severe global economic impact, adversely affecting the Fijian economy and local businesses. Overnight, a number of key sectors including tourism slowed down, almost coming to a halt. It is predicted that GDP will reduce by 21%, and about 90% of hotels have closed or are operating on significantly reduced hours.

Pre-COVID, the Fijian tourism industry had a good understanding of its traditional markets (Australia and New Zealand), including key segments and their perceptions towards traveling to Fiji. Post-COVID there is uncertainty over what this market looks like and whether these tourists will return to Fiji in pre-COVID numbers. Fiji may have to look to new niche segments within the Australia and New Zealand markets.

MDF, as part of a newly formed Tourism Statistics Taskforce (TST) with the Ministry of Commerce, Tourism, Trade and Transport, seeks to conduct in-market tourist research to understand attitudes towards travel during this COVID-19 crisis, and identify potential segments that would be more likely to travel once border restrictions start easing.

This information will help the TST shape their re-entry plans and understand where tourism stakeholders could focus their development and marketing energies to ensure a strong return to market.

The information will be disseminated by the TST directly to tourism stakeholders and potentially through Tourism Fiji and the Fiji Hotel Tourism Association (FHTA).

The type of information and how it's gathered is critical. Feedback from Fiji tourism stakeholders is that the industry would want access to live data as the tourism sector post-COVID is everchanging and having information that can be generated on a monthly basis is a large advantage

3. Objective of the assignment

MDF is seeking to engage a firm with regularly updated tourism research data, which will allow MDF and other TST stakeholders to generate monthly reports and/or live updates from a live tourism database on the Australian and New Zealand markets. The live tourism database must be able to provide latest data and trends on what tourists in these markets think of Fiji as a holiday destination. This data should also be disaggregated

by different tourist market segments, their preferences, and key demands for them to travel to Fiji. The objective of the assignment is that MDF and other Fiji tourism stakeholders are able to access this data and use it to generate effective reports and analysis to inform post Covid-19 Fiji tourism marketing and development plans.

4. Scope of services

The services are to provide MDF and other tourism stakeholders with data on demand for tourism to Fiji in the Australian and New Zealand markets (Part A), and to provide training and capacity building for MDF and other members of the TST to be able to access and analyse this data, including generating insight reports using the data (Part B).

Part A: Access to tourism database

The live tourism database should contain data that can be queried to enable MDF to:

- Define what market segments are most likely to travel internationally post COVID-19;
- Understand what people are expecting from their next trip overseas;
- Understand how COVID-19 has changed their expectations of an overseas trip;
- Understand any barriers to booking a trip overseas;
- Understand any barriers to booking a trip to Fiji;
- Determine the attractiveness of Fiji as a travel destination;
- Understand how competitor markets in the region are responding to the crisis;
- Understand how travel restrictions are impacting the kind of travel plans they are willingly to make;
- Understand the impact of travel restrictions on travel plans and safety;
- Understand the purchasing power and disposable income for travel budgets; and
- Understand preferred accommodation options.
- Understand how to effectively reach and target identified tourism market segments.

The live tourism database must enable disaggregation by relevant demographics such as age, gender, income and tourism sub-sectors for example marine, adventure and historical tourism.

MDF understands that the specifications above may not be fully met. When assessing offers, MDF will favourably score the database with the most ability to meet the above requirements.

Part B: Train the Trainer and capacity building

In order to use the data effectively, the Service Provider will be required to assist MDF with the development of a monthly insights report generated from the live database, and provide up to 40 hours online training on Zoom or a platform similar to 4 people including MDF Staff and other TST members on how to understand the data, use it to generate effective analysis, generate monthly reports and utilise the data to assist local tourism operators with new business development strategies. Selected MDF staff and TST members should become proficient in the use of the data platform, and able to generate reports for the industry that will be used for policy, investment and marketing decisions.

The report structure should present the information clearly, and where possible use infographics to highlight important pieces of information. The final design and layout of the monthly report will be developed by the Service Provider, in consultation with MDF.

5. Evaluation Criteria

Interested organisations are to submit a costed proposal using the [Response Form](#). The Response Form should outline their suitability for the provision of the services (including Parts A and B) and address the following technical criteria:

- Depth of research and data in the live tourism database (50% of technical score)
- Approach to meeting the requirements described in Part B of the RFQ - capacity building of MDF-nominated personnel (50% of technical score);

MDF may request applicants for a demonstration / interview if necessary.

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

Following consideration of the technical response, a like price comparison will be undertaken. The resulting financial score will account for 20% of the total score.

6. Duration and contracting details

MDF and the selected Research Service Provider will enter into an agreement to provide access to a live tourism database for a period of a year with the potential of an extension.