

Request for quotation (RFQ) – goods or services

RFQ Title:	RFQ-VA24-002 Vanuatu Tourism Value Chain Study
RFQ Issue Date:	Tuesday, 23 April 2024
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 (Australia)
Registration of Interest	Register your interest to submit an offer by sending your organisation name, contact person and contact details to the Contact Person by email on or before Monday, 29 April 2024
Last date for Queries	Send all queries to the Contact Person by email on or before Monday, 29 April 2024 . Indicate the RFQ Title in the subject line.
Closing Date and Time	Tuesday, 07 May 2024/ Midnight Vanuatu Time
Contact Person	Rachel.Richardson@thepalladiumgroup.com
Details for Submission	Submit completed Supplier Response Form by email to the contact person on or before the Closing Date and Time. Indicate the RFQ Title 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.

Yours sincerely,



Nicholas Wolf
Regional Director (Pacific)

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.

1. Overview

Market Development Facility is a 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 currently active in Fiji, Timor-Leste, Sri Lanka, Samoa, Tonga, and Vanuatu.

MDF is funded by the Australian and New Zealand Governments. It is implemented by Palladium, in partnership with Swisscontact.

2. Background

Tourism is a key sector in Vanuatu's economy, bringing in foreign exchange and driving employment. The country received around 250,000 tourists in 2019, a mix of both cruise and air arrivals, and the industry is highly concentrated in and around Port Vila. Due to the onset of the COVID-19 pandemic in early 2020, borders closed, and Vanuatu's tourism sector was largely shut-down for two years. Arrival numbers are recovering since the reopening of borders in mid-2022, although a full recovery has been hampered by natural disasters in 2023.

Despite the significance of the sector in Vanuatu's economy, data on the sector is limited. Accurate calculations of the contribution of tourism to Vanuatu's GDP do not exist, making it hard to quantify the true value of the sector for the country. In addition, there is a limited understanding of the full extent of the tourism value chain in Vanuatu, including which businesses are suppliers to accommodation providers and tour operators.

For this purpose, MDF requires the services of a consultant/consulting firm to work closely with the Vanuatu Department of Tourism to undertake research. This research will support the Department of Tourism to assess the effectiveness of Vanuatu's Sustainable Tourism Policy since its launch in 2019 and provide an evidence base for any required changes or new policy initiatives to support the recovery of the sector.

3. Objective of the study

The objective of this assignment is to establish an estimate of the contribution of the tourism sector to Vanuatu's economy. This estimate should be calculated using a methodology that can be replicated by the Department of Tourism and other relevant Government of Vanuatu ministries in future years. This methodology should be established in consultation with the Government of Vanuatu, including the Department of Tourism, the Vanuatu Bureau of Statistics, the Department of Finance and Treasury, and the Reserve Bank of Vanuatu to ensure it achieves a balance between the required rigour and available government resources, and can be used by relevant stakeholders to support GDP calculations.

The research should also include an identification and analysis of the contribution of businesses throughout the value chain, including those who are not traditionally seen as tourism businesses.

The key outputs of the study will be two (2) documents:

- 1) A methodology for establishing an estimate of the economic contribution of the tourism sector, which can be used by the Government of Vanuatu to update estimates in future years or to calculate the historic contribution, as needed.
- 2) A final report, including:
 - a. An estimate of the current contribution of tourism to Vanuatu's GDP (2023-2024), including estimates of both direct and indirect contributions.

- b. A value chain analysis of the businesses contributing to tourism in Vanuatu, directly and indirectly.
- c. An assessment of challenges and opportunities for businesses in the tourism sector.
- d. An assessment of potential areas to increase the inclusion of local businesses in the value chain.
- e. Recommendations to support the growth of Vanuatu's tourism industry.

4. Expected Stages and Deliverables

The stages and deliverables of the study are:

#	Stages	Deliverables
1	Desk research	a) Summary of key documents reviewed
2	<p>Revision and finalisation of methodology, based on methodology proposed in the submitted research plan.</p> <p>Revisions should be made based on consultations with Government of Vanuatu around available resources. The methodology must be able to be used in future years by Government of Vanuatu to update estimates of the economic contribution of the tourism sector.</p>	<p>b) Draft methodology submitted for approval.</p> <p>c) Updated/final methodology, if amendments required by MDF/DoT.</p>
3	<p>Conducting research, including:</p> <p>(i) Working with GoV stakeholders to identify all relevant businesses working in the tourism value chain, and then selecting an appropriate sample of these businesses for surveys and interviews.</p> <p>(ii) Preparing, collecting, and analysing responses for surveys and interviews, as well as training of partners assisting in conducting questionnaire.</p> <p>(ii) Field visit to Vanuatu</p>	<p>d) Draft questionnaires for surveys/interviews (final research tools may differ based on methodology) submitted for approval</p> <p>e) Results of online and in-person survey/interviews, including raw data</p> <p>f) Notes from all interviews and consultations.</p>
4	<p>Analysis and draft report writing, including:</p> <p>(i) Analysis of all interview and survey data</p> <p>(ii) Calculations of actual and potential direct and indirect economic contribution of tourism in Vanuatu.</p> <p>(iii) Writing of a draft report, covering points 2a-e in the list of 'key outputs' above</p> <p>(iv) Organisation of validation workshops with MDF and GoV partners to discuss the findings and draft report.</p> <p>Written feedback will be provided by MDF</p>	<p>g) Draft report, submitted for approval.</p> <p>h) Validation workshop conducted with MDF and partners.</p> <p>i) Calculations and modelling figures for economic impacts and GDP contribution</p>

	and partners.	
5	Final report, including: Incorporating feedback from MDF and partners to produce the final report	j) Final report

It is expected that the study will commence in May 2024. The above stages and deliverables are a guideline only, and Consultants or Firms may propose alternatives in their technical proposal submissions.

5. Minimum requirements for applicants

- a. Experience working in tourism statistics, including demonstrated experience calculating economic impacts of tourism or GDP contribution analysis.
- b. Excellent written and verbal communication skills in English, including the ability to produce concise, readable, and analytical reports.
- c. Experience training personnel in data collection and qualitative and quantitative research methods.
- d. Good project management skills.
- e. Experience in Pacific Island Countries preferred.

6. Mandatory Criteria

Consultant(s) or Firms will be required to submit a technical proposal, including a draft research plan, and financial proposal together with their cover letter on or before **Tuesday, 07 May 2024, midnight Port Vila time**. Potential bidders may direct their questions via email to Rachel.Richardson@thepalladiumgroup.com to gain further clarifications about the scope of work and/or the overall assignment.

7. Evaluation Criteria

MDF will assess submissions in line with the technical and financial evaluation process described below. In assessing submissions, MDF, at its sole discretion, may consider information from other relevant sources.

Technical evaluation

MDF will first score compliant submissions against the following technical criteria:

- A. Suitability of proposed research plan and methodology to deliver the objectives of this assignment (40% of the Technical Score)
- B. Capability and experience demonstrating your ability to deliver services relevant to MDF's requirements (25% of the Technical Score)
- C. Approach to communication and meeting tight deadlines (10% of the Technical Score).
- D. Qualifications and experience of Key Personnel (25% of the Technical Score)

The technical score will account for 80% of the Total Score.

Financial evaluation

Following the assessment of the technical response, MDF will undertake a like-for-like price comparison of all technically suitable offers. The Financial Score will account for 20% of the Total Score. The lowest-priced financial offer will be awarded the full weighted score. The weighted score of other financial offers will be calculated as a fraction of the higher scoring offer.

If your quote is successful, you will be required to enter into the Palladium'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 Palladium's policies, including (without limitation) its Business Partner Code of Conduct and any relevant Project Manual. Potential suppliers must also comply with Palladium'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.