****

**COMMONWEALTH SECRETARIAT**

**MARLBOROUGH HOUSE, PALL MALL, LONDON SW1Y 5HX**

***IN STRICT COMMERCIAL CONFIDENCE***

**Request for Quotations (RFQ)**

**Consultancy for the Development of an Online Consumer Protection Training Course for CARICOM**

**January 2022**

|  |  |
| --- | --- |
| **Project Reference Name/ Number:** | **Ref. No Yxcwg1012-2010** |
|  |  |
| **Return Date:** |

|  |
| --- |
| **28 February 2022 at 17:00 GMT** |

 |
|  |  |
| **Contract Award:**  | **February 2022**  |
|  |  |
| **Contact Email:** | **Connectivity@commonwealth.int** |

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# Introduction

The Commonwealth Secretariat (The Secretariat) is an international organisation established by Agreed Memorandum, which is given privileges and immunities under the domestic law of the United Kingdom by the Commonwealth Secretariat Act 1966 (as amended by the International Organisations Act 2005). Under this legislation, the Secretariat is not subject to UK jurisdiction and enforcement.

This status has an impact on some of our standard terms and conditions. In particular, we draw your attention to our dispute resolution clause, which refers disputes to the exclusive jurisdiction of the Commonwealth Secretariat Arbitration Tribunal (CSAT). The 8 members of the Tribunal are selected by the Board of Governors and come from Commonwealth member countries. Information about CSAT, including its governing statute and procedure are available on its website at <http://thecommonwealth.org/tribunal>.

The Secretariat implements decisions agreed by Heads of Government and Ministers through advocacy, consensus–building, information sharing, analysis, technical assistance, capacity-building, and advice on policy development.

# Purpose

The purpose of this request for a quote (RFQ) is to find and appoint a suitable consultant for the provision of **Consultancy for the Development of an Online Consumer Protection Training Course** services to the Commonwealth Secretariat. The appointed consultant shall be awarded a contract that will be effective for up to three (3) months.

See Specification in Section 7 for details on the services required.

# Instructions to Bidders

This is a one stage RFQ process with a written submission to this RFQ followed by bidder clarifications, if required. Bidders will be scored following the first stage and if required bidders may be asked to attend a clarification of their Quote meeting.

Bidders must submit all documents as set out in Part1 – Part 5 (including appendices) no later than the return date.

The Quote documents are to be returned by email (NOTE files attached must not be more than 35MB per email) to the Commonwealth Secretariat.

Email: conectivit@commonwealth.int

All queries must be in writing via the email address above.

Following all stages of the Quote process, the bid received that is deemed the most economically advantageous tender (MEAT) shall be awarded the contract based on the evaluation weightings below.

# Evaluation Weightings

**Quality 80%**

**Price 20%**

The lowest price bid shall be awarded the full points, all other bids shall be awarded a percentage from the benchmark. E.g. (lowest price/other bid)\*weighting = Score.

# Quote Timeline

Please note, that the following timeline is an estimate and may change at short notice.

|  |  |
| --- | --- |
| **Activity**  | **Date** |
| Request for quote (RFQ) issued | 28/01/2022 |
| Clarification questions to be submitted by bidders by  |  |
| Secretariat’s response to clarification questions will be circulated confidentially to all by | 14/02/2022 |
| Quotes submission closing date | 28/02/2022 |
| Contract Start Date  | March 2022 |
|  |  |

# Information for Bidders

* Unless indicated otherwise, all prices should be quoted in Pounds Sterling. Prices quoted should exclude VAT but must indicate clearly where VAT is applicable and where items might be zero-rated.
* The bidder must ensure that they have all the information required for the preparation of the Quote submission and that they are satisfied about the correct interpretation of terminology used in this documentation. The bidder must also ensure that they are fully conversant with the nature and extent of the obligations should the Quote be accepted.
* Quotes are to be valid for a minimum of 90 **days, depending on nature of requirement]** from the closing date for the submission of the Quotes.
* The Commonwealth Secretariat reserves the right to cancel the RFQ at any time during the process and not to award a contract as a result of this procurement.
* Bidders shall bear all costs in completing a quotation submission.
* Bidders shall not disclose details of the RFQ to third parties without prior agreement from an authorised officer of the Commonwealth Scretariat.
* Bidders are required to submit transparent pricing with no hidden costs or charges.
* The Secretariat will carry out an evaluation of the quotes using the weighted criteria method as described in this document. Following all stages the Secretariat will select a preferred bidder which will be taken forward to contract award. The Secretariat reserves the right to appoint a reserve preferred bidder which the Secretariat would take forward to contract award if any contract negotiations with the preferred bidder are unsuccessful.

By taking part in this request for quotes all bidders commit to the following:

* Bidders certify that they have not canvassed or solicited any officer or employee of the Secretariat in connection with this Quote submission and that no person employed or acting on behalf of the bidder has done any such act.
* Bidders will not canvas or solicit any officer or employee of the Secretariat in connection with this Quote submission.
* Bidders confirm that they shall automatically be subject to termination on grounds of misrepresentation and failure of duty to disclose.

# Specification of requirements

**Specification of Requirements**

**Background and Introduction**

Consumer spending is important to achieving the economic benefits of the CARICOM Single Market and Economy (CSME). As CSME Member States transition towards becoming free market economies, consumer demand will be integral to the process of allocating and distributing economic resources.

Recognising the importance of consumers, the region continues to work towards developing a harmonised legislative framework for consumer protection in accordance with [Chapter 8 of the Revised Treaty of Chaguaramas](http://ctrc.sice.oas.org/trade/caricom/caric6a.asp). The CARICOM Secretariat drafted a [CARICOM Model Consumer Protection Bill](https://carrex.caricom.org/related/Post%20LAC%2009%202016%20Revised%20Model%20Consumer%20Protection%20Bill%2010.10.16%20%283%29.pdf) to assist Member States in developing their consumer protection frameworks. The 40th Meeting of the COTED approved the draft consumer legislation, which was subsequently approved by the Legal Affairs Committee in 2016 for implementation by Member States. The 43rd Meeting of the COTED also urged Member States that have not enacted comprehensive consumer protection laws to do so using the model CARICOM Consumer Protection Bill. Those Member States already with consumer protection legislation are required to amend their law to harmonise with the CARICOM Model Consumer Protection Bill.

Besides the legislative aspect, the Member States must, however, also strengthen their institutional framework for consumer protection. Many of the government departments with responsibility for consumer protection have limited remits, such as only price control functions. These departments and their officers have little to no experience in dealing with other deceptive business practices, such as misleading advertising. The limited experience addressing or resolving issues outside of price control means that these consumer protection officers will need training to accommodate their expanded functions as foreseen by the model consumer protection legislation.

This project aims to narrow the consumer protection enforcement gap within the region through capacity building. At its core is the development of an online consumer protection course on consumer protection law and policy. The CARICOM Competition Commission (Commission) recognises the value and usefulness of the modules in terms of their technical content. However, academic instructions must be transformed into more practical instructional materials to increase their usability as training tools.

**2. Project Context**

This project stems from the need to build capacity within the CSME on consumer protection law and policy. At its core is the development of an online consumer protection course comprising five training modules, namely:

1. Module A - An introduction to consumer protection, which will provide an overview of consumer protection, the economic and legal rationale for consumer law and its relationship with other related laws protecting consumers.
2. Module B - Provisions of consumer protection law, which will look at the traditional aspects of consumer protection law, including: misleading and deceptive practices; bait advertising; unfair contractual terms; and any other unfair trading practices.
3. Module C - Consumer Protection in CARICOM, which will examine national and regional consumer protection legal frameworks in CARICOM, including: the Revised Treaty of Chaguaramas, the Model CARICOM Consumer Protection Bill, and the CARICOM Rapid Alert System for the Exchange of Information on Dangerous (non-food) goods or CARREX.
4. Module D – The enforcement of consumer protection matters, which will tackle issues such as developing industry codes, conducting investigations of consumer complaints, consumer advocacy, dispute resolution and consumer redress.
5. Module E – Emerging trends in consumer protection, which will introduce participants to topical consumer issues such as: privacy in digital markets; consumer protection in e-commerce; consumer protection in financial markets; and consumer protection during COVID-19.

The CCC is partnering with the Commonwealth Secretariat to procure the services of an experienced consultant to develop the online consumer protection course. The two agencies will together select a suitable candidate for the consultancy position, while the Commonwealth Secretariat will provide the requisite project support, inputs and funding in relation to the engagement of a qualified Consultant.

**Scope of the Requirement**

The consultant is being engaged to develop an online consumer protection law and policy course for the Caribbean Community (CARICOM). The online course is intended to build the capacity of consumer protection officials in the region and provide a sustainable mechanism for training for many years. The course will also enable the region to build a cadre of consumer protection officials in the region that approach consumer issues in a harmonised manner. In doing so, this should strengthen the Single Market initiative of the CARICOM Single Market and Economy (CSME) by providing consumers with confidence that deceptive business practices in any Member State will be addressed in a consistent fashion by national consumer protection authorities.

**Other information**

*Conflicts of interest*

*The Supplier shall establish and maintain appropriate business standards, procedures and controls including those necessary to avoid any real or apparent impropriety or to prevent any action or conditions which could result in conflict with the Secretariat’s best interests.*

*If either Party becomes aware of any actual or possible conflict between the interests of the Secretariat and the Supplier, it shall notify the other Party as soon as reasonably possible and the Parties shall meet to discuss the Conflict and shall: (i) use all reasonable endeavours to find ways to eliminate or minimise the risk of the Conflict; and (ii) take such steps as may be agreed to remove or avoid the cause of the Conflict.*

**8 List for Deliverables/Payment schedule:**

The work of the consultant will specifically include but not be limited to the following tasks:

1. Preparation of a training structure and content for the online course taking into account the goals and objectives and the intended participants. The course content will be delivered through short lectures, group discussions, case studies, simulation and skill practices during the training.
2. Separation of the contents into logical components or training modules and design of a series of instructional training materials.
3. Preparation of training session plans with indicative time that needs to be allocated for each concept/sections of the modules.
4. Conduct of online training sessions in relation to each module developed.
5. Development of the assessment tools used for each module (e.g. quizzes and tests) to gauge the participants progress and overall understanding of the topics covered.
6. Development of evaluation forms including questions regarding relevance and effectiveness of training materials, whether the material covered the professional needs of the participant.

*Payment 1 – 20%*

**Structure of the Online Consumer Protection Course**

**Sub-Output 1: Inception Report**

The consultant, in consultation with [CCC and CCA] counterparts will, *inter alia*:

1. Prepare an inception report outlining:
* The development of the overall approach for the delivery of the expected outcomes.
* Training structure
* Outline and format of the teaching modules and specific recommendations where appropriate.
* Work with CCC and CCA officials to undertake the finalisation of the Inception Report.

The duration of this component should take at most five (5) working days.

*Payment 2 – 20%*

***Draft teaching materials***

*The consultant will draft the materials needed for the course, which will include:*

1. *Simplified technical manuals*
2. *Study guides and reference materials*
3. *Session plans and exercises for each module*

*The consultant will:*

1. *Circulate the draft materials to the CCC and CCA for review.*
2. *Revise the material based on feedback received.*
3. *Test the materials via a validation workshop.*

*The duration of this component should take no longer than forty (40) working days*

*Payment 3 – 30%*

***Conducting online Training on each module***

*The consultant will prepare and deliver online training sessions for each module that will include:*

1. *Topics covered in the technical manuals*

*The duration of this component should take no longer than ten (10) working days*

*Payment 4 – 30%*

***Project Completion Report***

*The consultant will prepare the Project Completion Report which will include:*

1. *Finalised course structure*
2. *Finalised teaching materials*
3. *Finalised videos*
4. *Recommendations for the future enhancement of the course where necessary.*

*The duration of this component should take no longer than five (5) working days*

**9 Contract Management**

The successful consultant will report to the Secretariat’s Contract Manager Vashti Mahraj – v.Mahara@commonwealth.int. Specific arrangements for contract management will be as follows:

Regular meetings will be held with the contract manager at which progress updates will be given and feedback will be given. The outcome of these meetings will be recorded in writing.

**10 Monitoring/ Reporting requirements**

1. Project plan aligned with agreed deliverables;

2. Regular meetings with the Secretariat’s project manager to clarifying questions related

to the project

3. Other regular monitoring in-line with project plan.
**11 Methodology**

* Desk review of relevant materials available online, including publications and materials by the relevant staff, international stakeholders and partners;
* Where relevant and realistic, interviews with relevant actors; Comments from stakeholders.

**12 Skills and experience required**

**Education:**

* Post Graduate qualifications in either Law, Economics, International Trade, Public Policy, Statistics, or related disciplines.

**Specialist expertise:**

* 10 years+ experience and a successful record in curriculum development, instructional systems design, knowledge management and capacity building, particularly in the area of consumer protection.

**Experience**

* Prior experience working with Commonwealth developing countries particularly CARICOM countries on consumer protection law and policy will be a distinct advantage.
* Have an understanding and a thorough knowledge of consumer protection law and policy, consumer rights, the enforcement of consumer laws, and current and emerging consumer concerns and related issues.

**Skills:**

* Skills and involvement in the development of practical and user-friendly training materials and tools for different target groups.
* Highly developed analytical skills and ability to provide clear and objective advice and recommendations.
* Ability to work with a broad range of stakeholders, Government Officials, Private sector organizations and large international/intergovernmental Organizations.
* Strong written and verbal communication skills (in English)

**13 Evaluation criteria**

Quotes will be assessed based on the evaluation criteria set forth in this document.

**14 Payments**

Payments will be made in line with the schedule of deliverables outlined in this document and upon successful completion of the milestones, upon receipt of the Secretariat’s written approval of all agreed deliverables and upon submission of a compliant invoice. All invoices will be sent to contract manager Vashti Maharaj - Adviser, Digital Trade Policy – v.mahraj@commonwealth.int.

**Quote Submission Documents (Ref No Yxcwg1012-2010)**

*Note - Bidders must complete and return all Quote submission documents below:*

**Part 1 – Bidder Details**

**Part 2 – Suitability Assessment Questions (with ethics form attached)**

**Part 3 – Technical Questionnaire**

**Part 4 – Pricing**

Part 1 – Bidder Details

Please provide details relating to your registered offices, legal status and date of incorporation.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *Individual/ Company Name/Trading Name* |  |  | *Company/Sole Trader Registration Number* |   |
| *Correspondence Address* |  |  | *Date of incorporation* |  |
| *Post code* |  |  | *Company/Sole Trader Registered Address* |  |
|  |  |  |  |  |
| *Contact Name* |  |  | *Job* *Title* |  |
| *Telephone* |  |  | *Email* |  |
|  |
| In the event of utilising a third party, on your behalf for any part of the services, please provide the full details of the secondary consultant: |
|
| *Company Name* |  |  | *Duration of working relationship,* |  |
| *Company Registered Address & Registration Number* |  |  | *Reason for use* |  |
| *Post Code* |  |  |  |
|  |
| Please provide audited annual turnover for the past two years: |
|
|  | Annual | Previous Year | Year 2 |
|  | Turnover: | £ | £ |
|  |  |  |  |
| Please note, the successful bidder may also be checked for their Equifax Credit Score. Should the bidder fail the credit score, the Secretariat will be entitled to commence negotiations with the second preferred bidder subject to that bidder having passed the Equifax Credit Score and so forth. Please provide the contact details of two professional reference clients. The referees will not be contacted until the final stage of the Quote process. Please provide references from similar international organisations or public sector bodies if possible. |
|  |
|  | *Reference 1* | *Reference 2* |
| *Company Name*  |  |  |
| *Company Address*  |  |  |
| *Post Code* |  |  |
| *Telephone* |  |  |
| *Email* |  |  |

Part 2 - Suitability Assessment Questions

**Grounds for Exclusion**

You will be excluded from the Quote process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations.

1. Within the past five years, has your organisation (or any member of your proposed consortium, if applicable), Directors or Partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?

|  |  |  |
| --- | --- | --- |
| **Please Mark ‘X’ In the Relevant Box** | **Yes** | **No** |
| 1. Conspiracy as defined by the legislative or judicial bodies in your jurisdiction.
 | s | x |
| 1. Corruption as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. Bribery as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. The offence of cheating the Revenue as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. The offence of conspiracy to defraud as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. Fraud as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. Theft as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. Fraudulent trading as defined by the legislative or judicial bodies in your jurisdiction.
 |   |  |
| 1. Fraudulent evasion as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. Destroying, defacing or concealing of documents or procuring the execution of a valuable security as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. The possession of articles for use in frauds as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. Any offence considered to be Counter Terrorism as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. Money laundering as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. Any Sexual Offences as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |
| 1. Drug trafficking as defined by the legislative or judicial bodies in your jurisdiction.
 |  |  |

1. Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.

|  |  |  |
| --- | --- | --- |
| **Please Mark ‘X’ In the Relevant Box** | **Yes** | **No** |
| 1. your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State;
 |  |  |
| 1. your organisation is guilty of grave professional misconduct, which renders its integrity questionable;
 |  |  |
| 1. your organisation has entered into agreements with other economic operators aimed at distorting competition;
 |  |  |
| 1. the prior involvement of your organisation in the preparation of the procurement procedure has resulted in a distortion of competition;
 |  |  |
| 1. your organisation has shown significant or persistent deficiencies in the performance of a substantive requirement under a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions.
 |  |  |

1. Employment and Human Rights

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? | Yes/No |
| (b) | In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination? *If you have answered “yes” to one or both of the questions, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.**If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring. You may be excluded if you are unable to demonstrate to The Commonwealth’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.* | Yes/No |
| (c) | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | Yes/No/NA |

1. Environmental Legislation

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)? *If your answer to this question is “Yes”, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served. The Secretariat will not select bidders that have been prosecuted or served notice under environmental legislation in the last 3 years, unless The Commonwealth is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.* | Yes/No  |
| (b) | If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation? | Yes/No/NA  |

1. Health and Safety legislation

For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. | Yes/No |
| (b) | Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years? *If your answer to this question was “Yes”, please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result. The Secretariat will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to The Commonwealth’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.*  | Yes/No  |
| (c) | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | Yes/No/NA |

1. Insurance requirements [pass/fail]

The appointed consultant/service provider will be required to maintain appropriate levels of insurance in a number of areas and supply copies of relevant policies as appropriate. Please complete the enclosed table. [Please customise to the relevant requirement with reference to the risks being mitigated in reference to your project and include as and if applicable. Below are min. examples of the type of consideration you may include]

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Area | Level of cover expected | Level of cover currently held | Level of cover to be provided  | Further details/limitations in liability cap incl. amounts |
| Public liability | £2m |  |  |  |
| Employer’s liability | £1m |  |  |  |
| Professional Indemnity | £1m |  |  |  |

Please **note** that the insurance cover detailed above needs to be in place before activities commence in pursuance of the services required and will not be considered as part of the costs under the contract between the Secretariat and the selected consultant.

1. Terms and Conditions

Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | Please confirm that you (if a Sole Trader)/your organisation agrees to the Commonwealth Secretariat’s standard terms and conditions (Appendix 1). If not, please state reasons: | Yes/No  |

1. Legal comments table

By submitting a response, the bidder is agreeing to be bound by the terms of this RFQ and the Contract save as in relation to those areas of the Contract specifically highlighted below. As such, if the terms of the Commonwealth Secretariat Standard Terms and Conditions renders proposals in the bidder’s response unworkable, the bidder must submit full details of the unworkable/unacceptable provisions within the Standard Terms and Conditions by completing the Legal Comments Table below.

|  |  |  |
| --- | --- | --- |
| **Clause/Paragraph /Schedule** | **Summary of Issue** | **Suggested Revisions** |
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1. Code of Ethics [pass/fail]

Please delete ‘Yes’ / ‘No’ as applicable.

|  |  |  |
| --- | --- | --- |
| (a) | Please confirm that you/your organisation agrees to and has signed, dated and attached the Code of Ethics (Appendix 2)  | Yes/No  |

Part 3 – Technical Questionnaire

The following scoring mechanism will be used to score each question in this section:

|  |
| --- |
| **Using a 0 – 5 scoring system:** |
| **0** | **Unacceptable Response** – No information provided or response does not address the requirement. |
| **1** | **Poor response** – The response contains material omissions and / or is supported by limited evidence / examples. Concerns that the organisation does not have the potential to deliver / that they have failed to meet a reasonable standard. |
| **2** | **Fair response** – There is adequate detail / supporting examples giving a reasonable level of confidence in the Tenderer’s experience and ability. The Tenderer appears to have the potential to deliver as required / has met a reasonable standard and there are only minor concerns about the Tenderer’s experience |
| **3** | **Good Response** – The level of detail / supporting examples gives a high level of confidence in the Tenderer’s experience and ability. The Tenderer clearly has the potential to deliver and / or has clearly met an acceptable standard. |
| **4** | **Excellent Response** – A comprehensive well evidenced submission, clearly demonstrating expertise and knowledge incorporating some value-added benefits attributes & other points of innovation. The bid is deemed to offer little risk and fully captures the understanding of the steps involved to deliver aspects of the service which can be related to the question posed, giving a high level of confidence in the Tenderer’s experience and ability. |
| **5** | **Exceptional Response** – A comprehensive and exceptionally evidenced submission that substantially exceeds the expectations of the requirement and offers significant additional benefits. Submission clearly demonstrates exceptional expertise and knowledge incorporating value added benefits/ & other points of innovation. The bid is deemed to offer well identified risks and a mitigation of these put forward and fully captures the understanding of the steps involved to deliver all the aspects of the service and is directly relatable to the question posed, giving an exceptionally high level of confidence in the Tenderer’s experience and ability. |

* The questions below are worth [**80%]** of the total score. The individual question weightings are set out in the weighting column.
* The following formula will be applied for each question:
	+ Points Scored ÷ Points Available × % weighting
	+ The scores for each of the questions will be added to give a total Technical/Quality Score
* Unanswered questions or sections that are left blank shall be awarded a 0.

Please answer all questions in the spaces provided. Please do not attach documents or appendices.

|  |  |  |
| --- | --- | --- |
| **Question No.**  | **Question** | **Weighting** |
| 1 | University degree (post graduate) in a relevant field as indicated in the Secretariat’s Specification of requirements | 10% |
| Insert your answer here |
| 2 | Specialist expertiseNumber of years of working experience in relevant field as indicated in the Specification of requirements section  | 10% |
| Insert your answer here |
| 3 | Experience:Proven experience in producing deliverables similar to the one described in the Secretariat’s specification of requirements | 20% |
| Insert your answer here |
| 4 | Practical skills* Skills and involvement in the development of practical and user-friendly training materials and tools for different target groups.
* Highly developed analytical skills and ability to provide clear and objective advice and recommendations
* Ability to work with a broad range of stakeholders, Government Officials, Private sector organizations and large international/intergovernmental Organizations.
* Strong written and verbal communication skills (in English)
 | 40% |
| Insert your answer here |

Part 4 – Pricing

Transparent pricing must be submitted with no hidden costs. Pricing and cost must be broken down to the different elements of the service and must include all expenses. Please provide pricing exactly as set out below:

Bidders are expected (within their financial proposal) to provide a full breakdown of the number of experts/number of days (total and per expert) needed to complete the assignment. Include CVs of all staff proposed.

Please note that maximum available budget is **£15,000** (all inclusive)

|  |  |  |  |
| --- | --- | --- | --- |
| Name/Level (Junior, Senior etc.)  | Day Rate (ex VAT) | No of Days | Total (ex VAT)GBP |
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|  |  |  |  |
|  |  |  |  |
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|  |  |  |  |
| Total Net (ex VAT) Cost Of Quotation (A) |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Expenses: |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| Total Net (ex VAT) Cost Of Quotation (B) |  |  |  |

|  |  |  |
| --- | --- | --- |
| Total Cost Of VAT (if Applicable) (C) |  |  |
| **Total Cost Of Quotation** incl VAT (A+B+C=D) |  |  |

Payments will be made upon successful completion of the milestones described in the specification of requirements, upon receipt of the Secretariat’s written approval of all agreed deliverables and upon submission of a compliant invoice. All invoices will be sent to contract manager at connectivity@commonwealth.int

Part 5 – Clarifications of bids

Following the evaluation of the Suitability Questionnaire, Technical Questionnaire and Pricing, the bidders may be invited to take part in a clarification session with the evaluation panel. This session, if required, will be used to clarify the bid received and will not be scored separately. The clarifications received will then be used to finalise the overall scoring of the bid.

|  |  |
| --- | --- |
| Please confirm your availability/willingness to take part in a clarification session of your bid at your own expense on the estimated dates specified in the Quote Timeline (Section 5). A meeting, if required, would be conducted remotely or at the Secretariat’s offices at Marlborough House, Pall Mall, London and should take no longer than a maximum of two hours. | Yes/No  |

Appendices

**Appendix 1 - General Terms and Conditions**



[Download](http://thecommonwealth.org/sites/default/files/inline/CommonwealthSecretariatTermsandConditionsContract.pdf%22%20%5Ct%20%22_blank)

**Appendix 2 - Code of Ethics**

<https://thecommonwealth.org/sites/default/files/inline/CODE-OF-ETHICS-Nov19.pdf>

**Appendix 3 - NDA**

