



REQUEST FOR TENDERS

RFT: 2024/062
File: SPREP 2/44
Date: 2 December, 2024
To: Interested consultant(s)/company/firm
From: Rupeni Mario, Strategic Planning, Partnerships & Resource Mobilisation Department

Subject: Strengthening SPREP's Capacity as a Direct Access Entity – Review & Enhancement of SPREP Environmental & Social Management System (ESMS) including the Development of a Grievance Redress Mechanism (GRM)

1. Background

- 1.1. The Secretariat of the Pacific Regional Environment Programme (SPREP) is an intergovernmental organisation charged with promoting cooperation among Pacific islands countries and territories to protect and improve their environment and ensure sustainable development.
- 1.2. SPREP is an accredited entity to the Adaptation Fund and the Green Climate Fund.
- 1.3. SPREP approaches the environmental challenges faced by the Pacific guided by four simple Values. These values guide all aspects of our work:
 - We value the Environment
 - We value our People
 - We value high quality and targeted Service Delivery
 - We value Integrity
- 1.4. For more information, see: www.sprep.org.

2. Specifications: statement of requirement

- 2.1. SPREP wishes to call for tenders from qualified and experienced consultant(s)/company/firm who can offer their services to deliver against the Scope of Work in the enclosed Terms of Reference.
- 2.2. The Terms of Reference of the consultancy are set out in Annex A.
- 2.3. The successful consultant(s)/company/firm must supply the services to the extent applicable, in compliance with SPREP's Values and Code of Conduct:
<https://library.sprep.org/sites/default/files/sprep-organisational-values-code-of-conduct.pdf>.
Including SPREP's policy on Child Protection, Environmental Social Safeguards, Fraud Prevention & Whistleblower Protection and Gender and Social Inclusion.
- 2.4. SPREP Standard Contract Terms and Conditions are non-negotiable. The Service Agreement template is provided in Annex B.

3. Conditions: information for applicants

- 3.1. To be considered for this tender, interested consultant(s)/company/firm must meet the following conditions:
 - i. Submit a detailed Curriculum vitae detailing qualification and previous relevant experience for each proposed personnel;

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- ii. Provide three referees relevant to this tender submission, including the most recent work completed;
 - iii. Complete the **tender application form** provided (*Please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to the CVs. Failure to do this will mean your application will **not** be considered*).
Provide examples of past related work outputs.
For the Technical and Financial proposals, you may attach these separately.
 - iv. Provide a copy of valid business registration/license where the consultant is based.
- 3.2 Tenderers must declare any areas that may constitute conflict of interest related to this tender and sign the **conflict of interest form** provided.
- 3.3 **Tenderer is deemed ineligible due to association with exclusion criteria, including** bankruptcy, insolvency or winding up procedures, breach of obligations relating to the payment of taxes or social security contributions, fraudulent or negligent practice, violation of intellectual property rights, under a judgment by the court, grave professional misconduct including misrepresentation, corruption, participation in a criminal organisation, money laundering or terrorist financing, child labour and other trafficking in human beings, deficiency in capability in complying main obligations, creating a shell company, and being a shell company.
- 3.4 Tenderer must sign a declaration of **honour form** together with their application, certifying that they do not fall **into** any of the exclusion situations cited in 3.3 above and where applicable, that they have taken adequate measures to remedy the situation.

4. Submission guidelines

- 4.1. Tender documentation should demonstrate that the interested consultant(s)/company/firm satisfies the conditions stated above and in the Terms of Reference and is capable of meeting the specifications and timeframes. Documentation must also include supporting examples to address the evaluation criteria.
- 4.2. Tender documentation should be submitted in English and outline the interested consultant's complete proposal:
- a) **SPREP Tender Application form and conflict of interest form.** (*Please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to the CVs. Failure to do this will mean your application will **not** be considered*).
Provide examples of past related work outputs
For the Technical and Financial proposals, you may attach these separately.
 - b) **Honour form**
 - c) **Curriculum Vitae** of the proposed personnel to demonstrate that they have the requisite skills and experience to carry out this contract successfully.
 - d) **Technical Proposal** which contains the details to achieve the tasks outlined in the Terms of Reference.
 - e) **Financial Proposal** – provide a detailed outline of the costs involved in successfully delivering this project submitted in United States Dollars (USD) and inclusive of all associated taxes.
 - f) Where relevant provide:
 - i. Business registration/license (For Entities/ Individual consultants as per relevant national legislations)



- ii. Tax Identification Number (TIN) Letter (If applicable for Individual consultants as per relevant national legislations)
- 4.3. Provide three referees relevant to this tender submission, including the most recent work completed.
- 4.4. Tenderers/bidders shall bear all costs associated with preparing and submitting a proposal, including cost relating to contract award; SPREP will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 4.5. The tenderer/bidder might be requested to provide additional information relating to their submitted proposal, if the Tender Evaluation Committee requests further information for the purposes of tender evaluation. SPREP may shortlist one or more Tenderers and seek further information from them.
- 4.6. The submitted tender proposal must be for the entirety of the Terms of Reference and not divided into portions which a potential tenderer/bidder can provide services for.
- 4.7. The Proposal must remain valid for 90 days from date of submission.
- 4.8. Tenderers must insist on an acknowledgement of receipt of tender.

5. Tender Clarification

- 5.1. a. Any clarification questions from applicants must be submitted by email to procurement@sprep.org before 16 December 2024. A summary of all questions received complete with an associated response posted on the SPREP website www.sprep.org/tender by 18 December 2024.
- b. The only point of contact for all matters relating to the RFT and the RFT process is the SPREP Procurement Officer.
- c. SPREP will determine what, if any, response should be given to a Tenderer question. SPREP will circulate Tenderer questions and SPREP's response to those questions to all other Tenderers using the SPREP Tenders page (<https://www.sprep.org/tenders>) without disclosing the source of the questions or revealing any confidential information of a Tenderer.
- d. Tenderers should identify in their question what, if any, information in the question the Tenderer considers as confidential.
- e. If a Tenderer believes they have found a discrepancy, error, ambiguity, inconsistency or omission in this RFT or any other information given or made available by SPREP, the Tenderer should promptly notify the Procurement Officer setting out the error in sufficient detail so that SPREP may take the corrective action, if any, it considers appropriate.

6. Evaluation criteria

- 6.1. SPREP will select a preferred consultant(s)/company/firm on the basis of SPREP's evaluation of the extent to which the documentation demonstrates that the tenderer offers the best value for money, and that the tender satisfies the following criteria:
- 6.2. A proposal will be rejected if it fails to achieve 70% or more in the technical criteria and its accompanying financial proposal shall not be evaluated.

I. Technical Score – 80%

Criteria	Detail	Weighting
Qualifications and Experience	<ul style="list-style-type: none"> i. Minimum master's degree from a recognised post-secondary institution in International Development, Systems Design, Policy Studies, Dispute and Conflict Resolution, Project Monitoring and Evaluation, Risk Management and other related Environmental or Social Sciences discipline. ii. At least 10 years of experience in respective technical areas cited in the Scope of Work, with evidence of similar assignments in the last 5 years in institutional assessments, designing GRM systems and ESMS based on organisational context, and institutional and skill-based capacity development. iii. Demonstrated expertise and strong background in institutional /organisational structure and change, as well as demonstrated knowledge in policy analysis. iv. Good understanding of regional organisations including SPREP, global funding processes and accreditation requirements especially with major donors/development partners such as the EU, AF, GCF, and UN organisations, including project development and implementation processes in the Pacific Islands. 	30
	<ul style="list-style-type: none"> v. Demonstrated expertise in applying participatory and consultative approaches that are relevant to the Pacific and the tasks outlined in the Scope of Work. vi. Excellent communications skills with high command of spoken and written English, and proficiency in reporting and presenting findings for decision making. vii. Skilled in developing manuals and conducting training workshops. 	10
Technical Proposal / Methodology	<ul style="list-style-type: none"> i. Outline how each of the deliverables will be achieved including the stakeholders to be consulted and the engagement plan. ii. Provide specific milestones for each of the deliverables including timelines for SPREP and other DAEs comments/inputs on draft documents. iii. As required, specify the personnel responsible for each deliverable including the estimated number of working days to be spent. This is to be costed accordingly in the financial proposal. iv. Include a session to present all the deliverables to SPREP. 	40

II. Financial Score – 20%

The following formula shall be used to calculate the financial score for ONLY the proposals which score 70% or more in the technical criteria:



$$\text{Financial Score} = a \times \frac{b}{c}$$

Where:

a = maximum number of points allocated for the Financial Score

b = Lowest bid amount

c = Total bidding amount of the proposal

7. Variation or Termination of the Request for Tender

- 7.1 a. SPREP may amend, suspend or terminate the RFT process at any time.
- b. In the event that SPREP amends the RFT or the conditions of tender, it will inform potential Tenderers using the SPREP Tenders page (<https://www.sprep.org/tenders>).
- c. Tenderers are responsible to regularly check the SPREP website Tenders page for any updates and downloading the relevant RFT documentation and addendum for the RFT if it is interested in providing a Tender Response.
- d. If SPREP determines that none of the Tenders submitted represents value for money, that it is otherwise in the public interest or SPREP's interest to do so, SPREP may terminate this RFT process at any time. In such cases SPREP will cancel the tender, issue a cancellation notice and inform unsuccessful bidders accordingly.

8. Deadline

- 8.1. **The due date for submission of the tender is: 24 January 2025, midnight (Apia, Samoa local time).**
- 8.2. Late submissions will be returned unopened to the sender.
- 8.3. Please send all tenders clearly marked 'RFT 2024/062: Review & Enhancement of SPREP Environmental & Social Management System (ESMS) including the Development of a Grievance Redress Mechanism (GRM)'

Mail: SPREP

Attention: Procurement Officer

PO Box 240

Apia, SAMOA

Email: tenders@sprep.org (MOST PREFERRED OPTION)

Fax: 685 20231

Person: Submit by hand in the tenders' box at SPREP reception, Vailima, Samoa.

Note: Submissions made to the incorrect portal will not be considered by SPREP. If SPREP is made aware of the error in submission prior to the deadline, the applicant will be advised to resubmit their application to the correct portal. However, if SPREP is not made aware of the error in submission until after the deadline, then the application is considered late and will be returned unopened to the sender.

SPREP reserves the right to reject any or all tenders and the lowest or any tender will not necessarily be accepted.

SPREP reserves the right to enter into negotiation with respect to one or more proposals prior to the award of a contract, split an award/awards and to consider localised award/awards between



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any proposers in any combination, as it may deem appropriate without prior written acceptance of the proposers.

A binding contract is in effect, once signed by both SPREP and the successful tenderer. Any contractual discussion/work carried out/goods supplied prior to a contract being signed does not constitute a binding contract.

For any complaints regarding the Secretariat's tenders please refer to the Complaints section on the SPREP website <http://www.sprep.org/accountability/complaints>



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Annex A – Terms of Reference

Strengthening SPREP's Capacity as a Direct Access Entity – Review & Enhancement of SPREP Environmental & Social Management System (ESMS) including the Development of a Grievance Redress Mechanism (GRM)

The Strengthening SPREP's Capacity as a Direct Access Entity is part of the GCF-funded *Supporting Regional Direct Access Entities to increase Pacific SIDS access to climate financing* project, commonly referred to as the SPREP Readiness.

1.0 INTRODUCTION

SPREP is an accredited direct access entity (DAE), and a regional implementing entity for the Adaptation Fund (AF) and the Green Climate Fund (GCF). SPREP obtained accreditation to the AF and the GCF in 2013 and 2016 respectively and gained re-accreditation to the AF and GCF in 2019 and 2021.

The Strategic Planning, Partnerships, and Resource Mobilisation Department (SPPRD) is the current SPREP focal point to the AF and the GCF and primarily takes a lead role in the regional implementing entity function. SPREP also implements/executes projects /programmes funded by other donors and development partners such as the European Union (EU), Global Environment Facility (GEF), Australia and New Zealand.

SPREP is in a unique position to support emerging Pacific Direct Access Entities (DAE) in the preparation of their accreditation submissions due to (a) was the first GCF Pacific direct access entity granted accreditation in 2016; (b) has gone through an accreditation upgrade in 2019; (c) is the first of two accredited entities who went through re-accreditation in 2021, and (d) has experience with the GCF in both the development and implementation aspects of projects under the fund. This experience could be effective in working with emerging Pacific direct access entities in providing support to finalise key policies, processes and systems; guidance and advice on the process, based on SPREP experiences; help build a community of practice amongst Pacific direct access entities.

With the support of the Federated States of Micronesia (FSM) and the Solomon Islands through their respective country readiness programmes, SPREP secured funding from the GCF to strengthen the capacity of the Pacific DAEs, in particular SPREP, to facilitate and increase the origination of high-quality funding proposals to the GCF. The GCF Funding has been approved through the proposal *Supporting Regional Direct Access Entities to increase Pacific SIDS access to climate financing*, commonly referred to as the SPREP Readiness.

This terms of reference (ToR) focuses on the review and enhancement of SPREP Environmental & Social Management System (ESMS) including the development of a Grievance Redress Mechanism (GRM)

The SPREP ESMS was reviewed in 2019 resulting in two volumes, Volume 1 of the Environmental and Social Management System (ESMS) outlines the key policies, principles and standards that govern SPREP's approach to managing the environmental and social implications of its projects; and Volume 2 outlines for project proponents, staff and contractors how these policies, principles, and standards are to be implemented. With the changes and upgrades in the respective ESMS for the AF, GCF and the World Bank, and the development of organisation structure and policies at SPREP it is timely to revisit and review the SPREP ESMS.

In a 2020 GRM training course that GCF led, SPREP and other Pacific DAEs noted that there were gaps in their organisations' GRM policies, procedures and systems which would benefit from a review and upgrade to strengthen this capability. SPREP has a Fraud Prevention & Whistleblower Protection Manual that outlines the below among others.



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- The Manual elaborates the core requirement set out in the “SPREP Governance Policy” endorsed by the Senior Management in December of 2016 relating to fraud prevention. It contains SPREP’s policy and procedural guidelines on fraud.
- This Manual provides a mechanism so anyone can report allegations of fraud with whistleblower protection. It provides guidance for the review and investigation of allegations and acting on the outcome thereof. It is done within the context of the Organisational Values and the Code of Conduct. The manual is a direct response to the issue of implementing internal controls on fraud identified in the 2012 Risk Management Plan.

SPREP refers to the Fraud Prevention & Whistleblower Protection Manual as guidance to address some project/programme-related grievances. The SPREP Employee Grievance Policy and Procedures aims at providing guiding principles for employees to lodge grievances and providing an opportunity for employees to communicate their concerns and seek resolutions.

2.0 CONSULTANCY OBJECTIVES

The main objective of the assignment is:

To strengthen the SPREP ESMS (environment and social management system) and establish GRM (grievance redress mechanism) to underpin project/programme-related due diligence and organisational safeguard mechanism.

3.0 SCOPE OF WORK

The consultant(s) to deliver the services under this terms of reference (ToR) which consist of:

3.1 *Review of the current SPREP ESMS*

The focus is to strengthen the existing SPREP ESMS to be aligned to recent updates by the AF, GCF, World Bank, etc. including the related/applicable SPREP institutional policies /systems.

- a) Review SPREP’s existing ESMS (policy and process) including toolkits against donors’ Safeguards Policy standards and policies for equivalence assessments.
- b) Based on (a) above, conduct a technical gap analysis of SPREP’s existing ESMS against donors’ Safeguards policy standards and requirements, as well as international best practices and performance standards.
- c) Consult SPREP to collect information on experience, issues and challenges in implementing the existing ESMS for consideration in the revision.
- d) Based on (b) and (c) above, produce and present an analysis summary report which identifies gaps and recommends areas for improvement to SPREP’s existing ESMS.
- e) Update SPREP’s existing ESMS including toolkits based on the findings in (d) by drafting a revised version of the ESMS.
- f) Present a draft of revised ESMS to SPREP for consultation and validation.
- g) Finalise revised ESMS and present to SPREP Senior Leadership Team (SLT) for approval.

3.2 *Desk Review & Consultative Approach to Develop and Enhance the SPREP GRM for projects/programmes*



The purpose is to explore existing project/programme-related grievance policies, processes, responsibilities, etc (e.g., the Fraud Prevention & Whistleblower Protection Manual and the SPREP Employee Grievance Policy and Procedures) with the view of developing /enhancing the SPREP GRM.

- a) Consider existing SPREP GRM-related policies, processes, etc and recommend how best to enhance the SPREP GRM to fully address any project/programme-related grievances including alignment /consistency with international standards and practices.
- b) Draft a new/enhanced SPREP GRM to include institutional arrangements and resourcing requirements with key features such as:
 - i. Step by step procedure (with flow diagrams) to follow when grievances arise at the project level.
 - ii. Roles and Responsibilities for the involvement of SPREP governance & personnel.
 - iii. Raising awareness and required training for SPREP and project stakeholders about the GRM.
 - iv. Channels for Submission (lodgement) and Reception of Grievances
 - v. Investigation and Feedback processes for resolutions and reviews (appeals)
 - vi. Tracking, Monitoring and Evaluation (lessons learned & continuous improvement)
 - vii. Ensuring documentation and achieving of the GRM activities.
- c) Conduct consultations and validate the draft new/enhanced SPREP GRM.
- d) Revise draft for further internal discussions at SPREP.
- e) Finalise the new/enhanced GRM for endorsement by the SPREP SLT.

3.3 *Electronic and online system design for the new/enhanced SPREP GRM*

- a) The design must be relevant and can be used by SPREP and its project stakeholders.
- b) The design is accompanied by a user handbook and fillable form template(s) to be used in the processing of cases (receiving, recording, tracking, reporting, and the prompt handling of grievances when they arise).
- c) Present the system design with associated costs including operational and maintenance costs to SPREP prior to developing the online system.
- d) Provide training for SPREP as applicable to the different user categories (e.g., on system maintenance, internal users, and SPREP project staff that are based out of SPREP HQ).
- e) Make available an operational and maintenance handbook on the system for SPREP.

3.4 *Develop a GRM Guideline for institutions (Pacific DAEs)*

The guideline will consider the following areas and form the basis of entities such as SPREP to upgrade their GRM.

- a) Existing and/or relevant best practices and standards in relation to GRM and appropriate to the Pacific and/or other relevant contexts.
- b) The relevant governance aspects for the execution and management of the GRM.
- c) The minimum GRM contents/operations as per accreditation requirements.
- d) List of other supporting policy types /requirements and resources to enable an operational GRM.
- e) Recommended electronic/online system to support the GRM.

3.5 *Conduct Training Sessions for SPREP at its Headquarters on the new/enhanced ESMS & GRM*

The training sessions should help enhance the capacity of SPREP staff and SLT to utilise and implement the new ESMS and GRM in their respective work.

This task shall include:

- a) A Training Plan / Agenda to be developed for SPREP endorsement
- b) SPREP training on ESMS, including its procedures and toolkits
- c) SPREP training on GRM system and procedures, including the guidelines to support Pacific DAEs

4.0 DELIVERABLES

Specific deliverables include:

- 4.1 **Inception Report (including Work Plan & Methodology)** – firm up on the understanding of the Terms of Reference, especially the Scope of Work and indicate specific end dates and milestones to complete the deliverables. The Work Plan must clearly outline the methodology and timing to consult SPREP staff & SLT, as well as when to present deliverables for feedback.
- 4.2 **Review & Gap analysis Report on SPREP existing ESMS** – Result of the desk review and SPREP consultations on the ESMS. Report to include recommendations on areas needing improvement. This report to be accompanied by a draft Revised ESMS (with its procedures & toolkits).
- 4.3 **Final Revised ESMS with procedures & toolkits** – Result of deliverable 4.2 and outcomes of consultations with SPREP Staff and SLT. Presented for SLT approval.
- 4.4 **Report on the GRM Desk Review Analysis and Mapping (findings from 3.2)** – produced with recommendations on the proposed new/enhanced GRM for projects/programmes. This report to be accompanied by a draft new/enhanced SPREP GRM for consultation & validation by staff and SLT.
- 4.5 **Final new/enhanced SPREP GRM** – Result of deliverable 4.4 and outcomes of consultations with SPREP Staff and SLT. Presented for SLT approval.
- 4.6 **Design of the electronic & online GRM system** with an operational and maintenance handbook. Design and handbook to be endorsed by SPREP staff and SLT.
- 4.7 **Guideline** on GRM applicable to Pacific DAEs. The Guideline is endorsed by SPREP staff and SLT.
- 4.8 **Training Report and Participants' Evaluation** (scope of work 3.5) – prepared and transmitted with recommendations to further strengthen the work of SPREP in ESMS and GRM.
- 4.9 **Final Completion Report** – To summarise how the assignment was completed in accordance with the approved work plan and methodology. This final report should not be more than 5 pages and should highlight key outcomes and recommendations of the assignment.



5.0 QUALIFICATIONS AND EXPERIENCE

The consultant(s) to clearly outline the qualifications, experience and role that will provide the technical assistance and deliver against the Scope of Work. A Team Leader (in the event of consultant(s) /company/firm) to be identified as well as the contact person for the services to be provided.

The consultant(s)/company/firm will collectively have a minimum of:

- Minimum master's degree from a recognised post-secondary institution in International Development, Systems Design, Policy Studies, Dispute and Conflict Resolution, Project Monitoring and Evaluation, Risk Management and other related Environmental or Social Sciences discipline.
- At least 10 years of experience in respective technical areas cited in the Scope of Work, with evidence of similar assignments in the last 5 years in institutional assessments, designing of GRM systems and ESMS based on organisational context, and institutional and skill-based capacity development.
- Demonstrated expertise and strong background in institutional /organisational structure and change, as well as demonstrated knowledge in policy analysis.
- Good understanding of regional organisations including SPREP, global funding processes and accreditation requirements especially with major donors/development partners such as the EU, AF, GCF, and UN organisations, including project development and implementation processes in the Pacific Islands.
- Demonstrated expertise in applying participatory and consultative approaches that are relevant to the Pacific and the tasks outlined in the Scope of Work.
- Excellent communications skills with high command of spoken and written English, and proficiency in reporting and presenting findings for decision making.
- Skilled in developing manuals and conducting training workshops.

6.0 SCHEDULE OF ASSIGNMENT

The assignment will be carried out for up to maximum of **80 working days** with all deliverables to be completed by 30 **June 2025**.

The successful consultant(s) will report to the Strategic Planning, Partnerships and Resource Mobilisation Department (SPPRD) and the Environmental Monitoring & Governance Programme (EMG) in SPREP to carry out this work.

The workplan should consider a blend of working remotely and at SPREP Headquarters in Apia, Samoa to produce the required deliverables.