Palladium
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Request for quotation (RFQ) – goods or services

RFQ Title:	RFQ-SM25-024 Media and Communications Training Provider
RFQ Issue Date:	Friday, 28 November 2025
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 **Friday, 05 December 2025**
Last date for Queries	Send all queries to the Contact Person by email on or before **Friday, 05 December 2025.** Indicate the RFQ Title in the subject line.
Closing Date and Time	**Friday, 12 December 2025 / Midnight Apia Time**
Contact Person	Tenders-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. 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,
MDF Pacific Regional

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 arise 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 - Terms of Reference
Location: Samoa

Duration: 6 to 12 Months

1. Overview

Market Development Facility (MDF) 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 Government. It is implemented by Palladium, in partnership with Swisscontact.

2. Background

The Ministry of Agriculture and Fisheries (MAF), Samoa, recognises the importance of effective communication in promoting agricultural extension activities, engaging stakeholders and responding to crises. To strengthen its internal communications capacity, MAF seeks to engage a qualified Media and Communications Training Provider to deliver a comprehensive training program for ten (10) selected staff.

3. Objective

To enhance the media and communications capabilities of MAF staff through targeted training in content creation, storytelling, media engagement, and digital communication strategies over a period of 6 to 12 months.

4. Scope of work

The selected service provider will be responsible for designing and delivering a tailored training program that includes, but is not limited to:

- Visual and written content creation
  - Photography and videography techniques
  - Interviewing skills
  - Video and audio editing
  - Writing for media and public audiences
- Storytelling and messaging
  - Crafting compelling narratives for agriculture and fisheries
  - Framing messages for different audiences
- Media engagement and crisis communication
  - Engaging with traditional and digital media
  - Preparing for and responding to media inquiries during crises
  - Developing key messages and media kits

- Digital and social media strategies
    - Publishing and scheduling content
    - Platform-specific strategies (e.g., Facebook, Instagram, YouTube)
    - Analytics and performance tracking
- Public and stakeholder communication
    - Effective communication with farmers, communities, and partners
    - Inclusive and culturally appropriate messaging.

5. Duration and timeline

The training program is expected to run over a period of **6 to 12 months**, with a detailed schedule to be developed in consultation with MAF. The provider should propose a phased approach, including:

- Initial needs assessment
- Preparation of training materials
- Training workshops
- Practical assignments
- Reporting.

6. Expected Stages and Deliverables

The provider will be expected to complete the following document deliverables:

a) Training needs assessment report
b) Detailed training plan and schedule
c) Training materials
d) Training mid-point progress report
e) Final report, including evaluation of participant progress and recommendations.

7. Qualifications and Experience

The service provider should demonstrate:

- Proven experience in delivering media and communications training, preferably in the Pacific region
- Expertise in multimedia content creation, media relations, and digital communications
- Experience working with government or development agencies
- Strong facilitation and capacity-building skills.

8. Reporting and Coordination

The service provider will report to the MAF Communications Unit and work closely with designated focal points. Regular coordination meetings will be held to ensure alignment with MAF's priorities.

9. Mandatory Criteria

Consultant(s) or consulting firms will be required to submit a technical and financial proposal using the provided **Response Forms**, together with their cover letter on or before **Friday, 12 December 2025, midnight Apia time.** Potential bidders may direct their questions via email to Tenders-MDF@thepalladiumgroup.com to gain further clarifications about the scope of work and/or the overall assignment

10. 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. Proposal outlining the approach, methodology, and work plan (40% of the Technical Score)

B. Capability and experience demonstrating your ability to deliver services. Provide relevant experience and examples of past work (40% of the Technical Score)

C. Qualifications and experience of Key Personnel (20% 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