**Request Documentation**

**Preferred Supplier Agreement – Digital technical expert**

**Date:** 7 Feb. 25

**Scope of engagement:** Preferred Supplier Agreement – digital technical expert (APF online learning system)

1. This form is used to submit a quotation/proposal to carry out the engagement as outlined in the Terms of Reference.
2. Queries or questions may be emailed to the APF Capacity Development Manager, Faso Aishath at: [fasohaaishath@asiapacificforum.net](mailto:fasohaaishath@asiapacificforum.net)
3. The APF reserves the right at the time of award of contract to vary the quantity of services and goods specified in this request.
4. The APF reserves the right to accept or reject any quotations/proposals, to annul the solicitation process and reject all quotations/proposals at any time prior to award of contract, without thereby incurring any liability to the affected Tenderer(s) or any obligation to inform the affected Tenderer(s) of the grounds for the APF’s action.
5. This quotation/proposal has been requested from at least 3 service providers and quotations/proposals will be evaluated on both their assessed technical abilities to achieve the outcomes and cost. Please refer to the evaluation criteria in the Terms of Reference for details.
6. Please email your quotation/proposal to [fasohaaishath@asiapacificforum.net](mailto:fasohaaishath@asiapacificforum.net) by 17:00 (AEDT), **11 March 2025**
7. This letter is not to be construed in any way as an offer or contract.
8. The APF reserves the right to conduct supplier due diligence checks, including, but not limited to, incorporation documents, registrations/licenses, financial viability and screening against watchlists and registers.
9. Please contact the APF for general conditions of contract.
10. **Terms of reference**

**1.1 Background**

Founded in 1996, the APF has created a strong and united platform that brings together national human rights institutions (NHRIs) from all corners of the Asia Pacific to address some of the most serious human rights challenges in our region.

National Human Rights Institutions (NHRIs) are independent bodies, established by law or by the constitution of their country, to promote and protect human rights. NHRIs also investigate and report on human rights violations, help shape laws, policies, practices and attitudes that create strong, fair and inclusive communities.

A fundamental goal of the APF is to support the establishment of independent NHRIs in the region and to strengthen existing NHRIs to promote and protect human rights.

To contribute to this goal, the APF has established a capacity development strategy which includes approaches such as facilitated and self-facilitated learning courses, networking, mentoring, and coaching and the provision of online spaces for NHRI-to-NHRI collaboration.

The APF is seeking to hire **an experienced expert to support the APF with managing and finding solutions to technical issues** that may arise in managing and maintaining the APF learning system including its link with registrations and user creation between the all platforms.

The APF online learning systems involves the following:

[***SafetyCulture Training***](https://training.safetyculture.com/)

This is the primary platform through which APF delivers its courses and learning content. Previously known as EdApp, it is a mobile first platform designed to deliver bite sized content best suited to adult learners.

***APF Community hosted on Bettermode***

APF community is a collaboration space that allows for creation of separate private spaces for cohorts of different APF programmes to share experiences from their learnings and interact with each other and facilitators. The platform is hosted through [Bettermode](https://bettermode.com/). The APF Community can be access through this link: <https://community.asiapacificforum.net/>

**Salesforce and registrations**

Registrations to APF programmes is managed through integrations setup linking Typeform with Salesforce. To manage user creation in both SC Training and Bettermode integrations have been made between these platforms and Salesforce.

**Gender mainstreaming**

Gender equality is a key priority area for the APF. The APF aims to produce resources and deliver programmes that adequately considers implications based on gender and addresses inequality. As such, consultants will need to consider and ensure gender equality is integrated in the delivery of services.

**1.2 Scope of engagement**

The preferred supplier will undertake the following specific tasks to support the APF with managing the APF online learning systems and related integrations as required for the period. According to the *APF’s Procurement Policy*, a preferred supplier agreement (**PSA**) is a ‘contractual agreement for the provision of goods, services or works (as and when required), under a schedule of rates or on a quotation basis.’

Key tasks of the supplier will include:

* *Manage and fix (should there be an issue) integrations between APF learning platforms and other related online systems to ensure smooth running of the APF learning system.*
* *Provide and general technical advice and support related to ensuring effective running and management of APF learning systems.*

**1.3 Duration**

The preferred supplier will be contracted for an initial period of 12 months.

The agreement will commence from *24 March 2025*.

The agreement will be reviewed (at least 1 month) prior to the expiration of the contract. Pending confirmation of satisfactory performance and execution of the key tasks, the preferred supplier may be renewed for a further three years, for an overall maximum of four years.

The preferred supplier will invoice the APF, based on performed hours, for payment in alignment with the APF’s payment schedule.[[1]](#footnote-2)

**1.4 Considerations**

Please note in the consideration of the quotation, that the APF is currently operating remotely, based across Australia.

The APF is a registered charity and not-for-profit organisation therefore the consideration of our status in the formulation of the quotation is greatly appreciated.

In conducting our work, we seek to collaborate with partners who are aligned with our values and demonstrate a human rights-based approach to their work

**1.5 Qualifications, Skills and Experience**

The preferred supplier will have demonstrated experience in:

* *Technical expertise and experience in managing integrations between online platforms. Experience platforms already in use by the APF is ideal*
* *Providing digital solutions, including advice and support for effective management of online learning systems*

Additionally, the preferred supplier will need to:

* Act in a professional manner and adhere to the APF Code of Conduct
* Work effectively and deliver outputs on time
* Be flexible and open to working in a complex environment with a small team
* Ideally have knowledge of NHRIs
* Ideally have awareness of gender considerations when undertaking work

**1.6 Selection and evaluation criteria**

|  |  |  |
| --- | --- | --- |
| **Requirements** | **Weighting** | **Comments** |
| *Technical expertise and experience in managing integrations between online platforms. Experience platforms already in use by the APF is ideal* | 50% |  |
| *Providing digital solutions, including advice and support for effective management of online learning systems* | 30% |  |
| *Excellent communication and collaboration skills including writing, working effectively to deliver outputs on time, flexible working approach and open to working in a complex environment with a small team.* | 20% |  |
| **Total** | **100%** |  |

**Quotation/Proposal Form**

Please complete this section, with the requested information, and responding fully to the selection and evaluation criteria in the ‘Response’ column.

**2.1 Tenderer information**

|  |  |
| --- | --- |
| **Criteria** | **Response** |
| Name: |  |
| Address: |  |
| Postal Address: |  |
| Telephone Contact: |  |
| ABN / ACN[[2]](#footnote-3): |  |
| Email: |  |
| Two contacts of referees /references. Attach additional details as applicable. |  |
| Please let us know where you saw this RFP (e.g. APF website, social media, or other?) |  |

**2.2 Qualification, skills and experience**

|  |  |
| --- | --- |
| **Criteria** | **Response**  (Please also include clear examples of work wherever possible) |
| *Technical expertise and experience in managing integrations between online platforms. Experience platforms already in use by the APF is ideal* |  |
| *Providing digital solutions, including advice and support for effective management of online learning systems* |  |
| *Excellent communication and collaboration skills including writing, working effectively to deliver outputs on time, flexible working approach and open to working in a complex environment with a small team.* |  |

**2.3 Financial costs**

Please provide an itemised proposal for the cost of your service(s) below. This may be presented as either hourly or daily rates (where applicable).

|  |  |  |
| --- | --- | --- |
| **Item** | **Rate (exclusive of GST)** | **Total** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

please check this box if you are registered for GST

For your reference, please note the APF’s payment processing dates for the following months:

|  |  |  |
| --- | --- | --- |
| April | 7-Apr | 22-Apr |
| May | 5-May | 19-May |
| June | 2-Jun | 16-Jun |
| July | 14-Jul | 28-Jul |
| August | 11-Aug | 25-Aug |
| September | 8-Sep | 22-Sep |
| October | 6-Oct | 20-Oct |
| November | 3-Nov | 17-Nov |
| December | 1-Dec | 15-Dec |

**2.3.1 Additional terms and conditions of Tenderer (if relevant)**

Please provide any additional details regarding the terms and/or conditions of your proposal below.[[3]](#footnote-4)

1. The APF’s current payment schedule is monthly. [↑](#footnote-ref-2)
2. Note only if based in Australia [↑](#footnote-ref-3)
3. Please note that all payments will be made in accordance with the *APF’s Financial Management Guidelines and Procedures*, with payments made upon completion of set milestones and deliverables as outlined in the Contract of the successful tender. Generally, the APF will not enter into any contract or arrangement requiring an advance payment for goods or contractual services.

   The APF may advance up to twenty (20) per cent of the value of the service contract if the advance payment is required for start-up costs or design costs. The APF may advance more than 20% of the contract value if it is a standard term and condition of the supplier before it will provide those goods, services or works, and if the advance facilitates international procurement; or relates to a critical payment (such as a booking fee for a venue for a workshop). [↑](#footnote-ref-4)