



REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Hosting, Operating, Maintenance and update of the PacificMap application
Nature of the services	IT services: programming, maintenance, and hosting of an application
Location:	Any location
Date of issue:	5/09/2022
Closing Date:	19/09/2022
SPC Reference:	RFQ22-4362

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Part 1: INTRODUCTION

1.1 About the Pacific Community (SPC)

The Pacific Community (SPC) is the principal scientific and technical organisation of the Pacific region, established by treaty in 1947 with the signing of the *Agreement Establishing the South Pacific Commission* (the Canberra Agreement).

Our unique organisation covers more than 20 sectors and is renowned for knowledge and innovation in such areas as fisheries science, public health surveillance, geoscience and conservation of plant genetic resources for food security.

For more information about SPC and the work that we do, please visit our website: <https://www.spc.int/>.

1.2 SPC's procurement activities

SPC's procurement activities are guided by the principles of high ethical standards, value for money, open competition and social and environmental responsibility and are carried out under our Procurement Policy.

For further information or enquiries about SPC's procurement activities, please visit the procurement pages on our website: <https://www.spc.int/procurement> or email: procurement@spc.int

1.3 SPC's Request for Quotation (RFQ) Process

At SPC, procurement valued at more than EUR 2,000 and less than or equal to EUR 45,000 requires an evaluation of at least three quotations to determine the offer that provides the best value for money through a Request for Quotation (RFQ) process.

This RFQ sets out SPC's requirements for a project and it asks you, as a bidder, to respond in writing in a prescribed format with pricing and other required information.

Your participation confirms your acceptance of SPC's conditions of participation in the RFQ process.

Part 2: INSTRUCTIONS TO BIDDERS

2.1 Background

SPC invites you to submit a quotation to deliver the services as specified in [Part 3](#).

SPC has compiled these instructions to guide prospective bidders and to ensure that all bidders are given equal and fair consideration. Please read the instructions carefully before submitting your bid. For your quotation to be considered, it is important that you provide all the prescribed information by the closing date and in the format specified.

2.2 Submission Instructions

You must submit your quotation and all supporting documents in English and as an attachment to an email sent to procurement@spc.int and stanislaso@spc.int with the subject line of your email as follows: **Submission RFQ22-4362 – Hosting, Operating, Maintenance and update of the PacificMap application.**

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- Technical note detailing your experience in similar projects (please include at least 2 references)

- Your quote

Your submission must be clear, concise and complete and should only include a quotation and information that is necessary to respond effectively to this RFQ. Please note that you may be marked down or excluded from the procurement exercise if your submission contains any ambiguities or lacks clarity.

Bids will be evaluated on the basis of information received by **4 pm, Noumea Time on 19/09/2022**.

2.3 Evaluation & Contract Award

Each quotation validly received will be assessed against the evaluation criteria matrix set out in [Part 4](#). Any changes in the evaluation criteria will result in the RFQ process being re-issued.

SPC may award the contract once it has determined that a bidder has met the prescribed requirements and the bidder's proposal has been determined to be substantially responsive to the RFQ documents, provide the best value for money (highest cumulative score) and best serve the interests of SPC.

In the event of a bid being accepted, procurement will take place under SPC's [General Terms and Conditions of Contract](#) and depending on the value or nature of the procurement, the award will be made by issuing a purchase order or a signed and dated contract, or both.

2.4 Key Contacts

Please contact SPC should you have any doubt as to what is required or if we can help answer any questions that you may have.

The Procurement Team will be your primary point of contact for this RFQ and can be contacted at procurement@spc.int with the subject line of your email as follows: **Clarification RFQ22-4362 – Hosting, Operating, Maintenance and update of the PacificMap application**.

Details will be kept of any communications between SPC and bidders. This assists SPC to ensure transparency of the procurement process. While SPC prefers written communication in the RFQ process, at any point where there is phone call or other conversation, SPC expects to keep a file note of the exchange, with all forms of communication with prospective bidders to be retained as source documents for the procurement of the services.

2.5 Key Dates

Please see the proposed procurement timetable in the table below. This timetable is intended as a guide only and while SPC does not intend to depart from the timetable, it reserves the right to do so at any stage.

STAGE	DATE
RFQ sent to potential vendors	5/09/2022
RFQ Closing Date	19/09/2022

2.6 Legal and compliance

Confidentiality: Unless otherwise agreed by SPC in advance or where the contents of the RFQ are already in the public domain when shared with the bidder, bidders shall at all times treat the contents of the RFQ and any related documents as confidential. SPC will also treat the information it receives from the bidders as confidential.

Conflict of interest: Bidders must take all necessary measures to prevent any situation of conflict of interest. You must notify SPC in writing as soon as possible of any situation that could constitute a conflict of interest

during the RFQ process. If you have any familial connection with SPC staff, this must be declared, and approval will then be sought for you to engage in the RFQ process. **In support of your response to this RFQ, you must submit to SPC [the Conflict-of-Interest Declaration form](#) available on our procurement page website: <https://spc.int/procurement>.**

Breach of this requirement can result in SPC terminating any contract with a successful bidder.

Currency, validity, duties, taxes: Unless specifically otherwise requested, all proposals should be in AUD and must be net of any direct or indirect taxes and duties, and shall remain valid for 120 days from the closing date. The successful bidder is bound by their proposal for a further 60 days following notification they are the preferred bidder so that the contract may be awarded. No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during this period.

No offer of contract or invitation to contract: This RFQ is not an offer to contract or an invitation by SPC to enter into a contract with you.

Privacy: The bidder is to comply with the requirements of applicable legislation and regulatory requirements in force for the use of personal data that is disclosed for the purposes of this RFQ. SPC will handle any personal information it receives under the RFQ in line with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

Warranty, representation, assurance, undertaking: The bidder acknowledges and agrees that no person has any authority to give any warranty, representation, assurance or undertaking on behalf of SPC in connection with any contract which may (or may not) follow on from this RFQ process.

2.7 Complaints process

Bidders that consider they were not treated fairly during any SPC procurement process may lodge a protest. The protest should be addressed to complaints@spc.int. The bidder must provide the following information: (1) full contact details; (2) details of the relevant procurement; (3) reasons for the protest, including how the alleged behaviour negatively impacted the bidder; (4) copies of any documents supporting grounds for protest; (5) the relief that is sought.

Part 3: TERMS OF REFERENCE

Background and context

PacificMap is a geodata exploration tool based on TerriaJS, allowing users to browse and visualize datasets indexed in the CKAN Pacific Data Hub catalogue.

SPC's Pacific Data Hub (PDH) is looking for a provider to host, operate, maintain, update and support the PacificMap application.

Provider may also develop further upgrades and provide maintenance activities to the platform as additional support to be agreed with the Client.

Purpose, objectives, scope of services

Hosting:

- Provide cloud hosting for TerriaJS accessible via <https://map.pacificdata.org>
- Provide necessary backups and load balancing to ensure maximum uptime
- Follow hosting security best practice (e.g. SSL support)

Maintenance and support:

- Maintenance to work with latest TerriaJS version, including bug fixes
- Infrastructure changes required for new functionality
- Provide business hours support for hosting infrastructure
- Respond to and remediate infrastructure incidents according to the Incident Response Plan
- Provide monitoring and alerting services
- Implement disaster recovery procedures, if required

Integration:

- Add new datasets based on supported formats and hosted by the custodians

Ensure that SPC:

- Will keep ownership of data uploaded to the application
- Will be able to configure data catalogue and other customizations, including but not limited to external links and splash popup options.

Out of scope - provided by the PDH team:

- Manage domain map.pacificdata.org
- Maintain SSL certificate validity

Changes requests:

- Provider shall be able to implement changes to support new data formats or features
- Improvements and changes requests may be required by the client from time to time. Each request shall be discussed, allowing the provider to provide a quote for the work.
- Provider shall also be able to integrate changes provided by PDH and partners through Pull Requests and CI/CD pipelines

Timelines

Hosting and support services must cover a full year after date of signature.
Contract may be renewed each year upon satisfactory delivery of services.

Reporting and contracting arrangements

- Contracting organization:
 - SPC Pacific Community - PSD program
- Point of contacts within the PDH team:
 - Programme Manager
 - Solution Architect
- Frequency of progress reporting:
 - Fortnightly (zoom meeting): TerriaJS updates review, configuration changes requests
 - On request (email + zoom meeting if necessary): changes requests

Skills and qualifications

Provider shall prove expertise in:

- Geographic Information Systems
- TerriaJS
- Javascript and other Terria related technologies
- Cloud hosting
- Platform as a Service (PaaS) and Solution as a Service (SaaS)

Scope of Bid Price and Schedule of Payments

In his proposal, the bidder is expected to specify each item separately:

- Hosting, maintenance and support yearly fee
- Custom work (development, integration) hourly rate

Part 4: PROPOSAL EVALUATION MATRIX

4.1 Competency Requirements & Score Weight

The evaluation matrix below reflects the obtainable score specified for each evaluation criterion (technical requirement) which indicates the relative significance or weight of the items in the overall evaluation process.

Evaluation criteria	Score Weight	Points obtainable
Skills and experience in Geographic Information Systems	20 %	140
Experience working with TerriaJS	20 %	140
Experience in Cloud hosting	30 %	210
Ability to provide live support during local working hours	20 %	140
Experience working in the Pacific Region	10 %	70
Total Score	100 %	700
Qualification score	70 %	490