



REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	GEM Website Management – Pacific Community SPC
Nature of the services	Web management and updating
Location:	Suva, Fiji and/or remote
Date of issue:	25/08/2023
Closing Date:	10/09/2023
SPC Reference:	RFQ23-5656

Contents

PART 1: INTRODUCTION	3
1.1 ABOUT THE PACIFIC COMMUNITY (SPC)	3
1.2 SPC'S PROCUREMENT ACTIVITIES	3
1.3 SPC'S REQUEST FOR QUOTATION (RFQ) PROCESS	3
PART 2: INSTRUCTIONS TO BIDDERS	3
2.1 BACKGROUND	3
2.2 SUBMISSION INSTRUCTIONS	3
2.3 EVALUATION & CONTRACT AWARD	4
2.4 KEY CONTACTS	4
2.5 KEY DATES	4
2.6 LEGAL AND COMPLIANCE	4
2.7 COMPLAINTS PROCESS	5
PART 3: TERMS OF REFERENCE	6
A. BACKGROUND/CONTEXT	6
B. PURPOSE, OBJECTIVES, SCOPE OF SERVICES	6
C. TIMELINES	6
D. REPORTING AND CONTRACTING ARRANGEMENTS	7
E. SKILLS AND QUALIFICATIONS	7
F. SCOPE OF BID PRICE AND SCHEDULE OF PAYMENTS	7
G. ANNEXES TO THE TERMS OF REFERENCE	8
PART 4: PROPOSAL EVALUATION MATRIX.....	9
4.1 COMPETENCY REQUIREMENTS & SCORE WEIGHT	9
PART 5: TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES	10
PART 6 – FINANCIAL PROPOSAL.....	11
CONFLICT OF INTEREST DECLARATION FORM.....	12

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 or in French and as an attachment to an email sent to Dorene Naidu dorenen@spc.int and with the subject line of your email as follows: **Submission RFQ23-5656**. The email should also be copied to rfq@spc.int.

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- Technical and financial proposal

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 **23:59 GMT+12 (FJT) on 10/09/2023**.

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.

Dorene Naidu will be your primary point of contact for this RFQ and can be contacted at dorenen@spc.int. You should copy any communications into rfq@spc.int.

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	25/08/2023
RFQ Closing Date	10/09/2023
Award of Contract	13/09/2023
Commencement of Contract	15/09/2023
Conclusion of Contract	31/12/2024

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 EURO 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

A. Background/context

The Pacific Community (SPC) Geoscience, Energy and Maritime Division currently has a Drupal website encompassing core functions for project management and visibility for the Division. To ensure the site is managed effectively and responsive to the needs of the Division, we are requiring the services of a web manager or developer to support updates, upgrades and slight tweaks to the site for the next 18 months.

B. Purpose, objectives, scope of services

Purpose:

The Service provider is required to:

1. Upgrades and bug fixes in a timely manner.
2. Required project development based on changing needs.
3. Servicing of the site in line with expected needs.
4. Publication links between SPC website and GEM website are managed and maintained.
5. GEM website syncing with SPC website publication of News, Updates, Events, Publications uploads on SPC Digital Library.
6. Troubleshooting as required.
7. Social Media Applications and Widgets updates and maintenance
8. Website Analytics tools engagement

Target Audience

WHO	WHAT
GEM Division	Access data, share stories (articles)
Specialist (other Divisions and SPC)	Store and share collected data
Scientist (external)	Store and share collected data
Government official, CROP agency	Access data, read articles
Visitor (public)	Access data (high level), read articles
Donor	Access stories and visibility of its investments

C. Timelines

- This consultancy is required for the period September 2-23 – December 2024
- First task being social media widget (Twitter curation) built and updated to the GEM website. This is tested and appears functional on the platform with ongoing maintenance. Second task being Website Analytics tools engagement implemented and training for these tools provided.

- Ongoing upgrade and bug fixes plus troubleshooting provided in a timely manner. User support and website maintenance for a period of 13 months is also required.

D. Reporting and contracting arrangements

- The day-to-day management of this consultancy will be provided by the GEM Senior Librarian and Researcher. Because of the adaptive nature of this consultancy, the consultant will be on a needs basis with this role to support the running of the website effectively over the coming 18 months.
- SPC will not cover any IT and communication equipment for the duration of the assignment. The consultant is to ensure stable internet connection for virtual interactions when necessary.
- SPC is also not responsible for any arrangements or payments related to taxes or duties for which the consultant may be liable.
- The consultant will be home-based, providing remote support to teams based in Suva, Fiji. The consultant will be expected to engage with the teams during working hours, and some out of hours support may also be required. The consultant will be expected to engage using a variety of online platforms including Microsoft Teams and Zoom.
- Travel is not required under this consultancy .

E. Skills and qualifications

The service provider should possess the following skills and experience to be successful:

1. 4+ years of proven experience managing multilingual Drupal production sites for similar clients (live examples built in the last two years).
2. Full end-to-end, in-house web development capacity.
3. Proven experience working with international intergovernmental membership-based organizations or large international non-governmental organizations.
4. Ability to provide ongoing support during business hours in Fiji.

F. Scope of Bid Price and Schedule of Payments

- The contract will be payments based on milestones which are detailed in the table below.
- Bidders must provide a detailed breakdown of costs for the delivery of all required outputs detailed in the scope of services above.
- Terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions

Milestone/deliverables	Deadline	% payment
Social media widget (Twitter curation) built and updated to the GEM website. This is tested and appears functional on the platform with ongoing maintenance. And Website Analytics tools engagement implemented and training for these tools provided	TBC	40%
Payment of services based on hourly rates pre-determined on a needs basis to be provided in the quote	Needs basis	55%

End of contract and completion of necessary work	31 December 2023	5%
TOTAL		100%

G. Annexes to the Terms of Reference

GEM website [here](#)

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.

Competency Requirements	Score Weight (%)	Points obtainable
Bidders must provide proof of registration and latest financial statements.	Mandatory requirements.	
Technical requirement 1: 4+ years of proven experience building multilingual Drupal production sites for similar clients (live examples built in the last two years required).	40%	280
Technical requirement 2: Full end-to-end, in-house web development capacity.	25%	175
Technical requirement 3: Experience working with international intergovernmental membership-based organizations or large international non-governmental organizations.	20%	140
Technical requirement 4: Ability to provide ongoing support during business hours Fiji.	10%	70
Technical requirement 5: Worked with other SPC Divisions or on SPC website systems a bonus	5%	35
Total Score	100%	700

PART 5: TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

INSTRUCTIONS TO BIDDERS

The Technical Proposal Submission Form is a table that includes the technical criteria (set out in Part 3) on which bidders will be scored and allows the bidder to respond to them. This table is then used by the technical evaluation committee to score the technical proposals received.

Technical Requirements	
Evaluation criteria	Response by Bidder
Experience and specified personnel/sub-contractors	
Experience: the bidder must demonstrate at least 4 years' experience in the field of Website development / management and must provide details of two reference clients in this field	Experience:
	<i>[insert details of relevant experience]</i>
	Details for three references:
	1. Client's name: <i>[insert name of client 1]</i>
	Contact name: <i>[insert name of contact]</i>
	Contact details: <i>[insert contact details]</i>
	Value contract: <i>[insert value of contract]</i>
	2. Client's name: <i>[insert name of client 2]</i>
	Contact name: <i>[insert name of contact]</i>
	Contact details: <i>[insert contact details]</i>
Value contract: <i>[insert value of contract]</i>	
Technical requirement 1	
4+ years of proven experience building multilingual Drupal production sites for similar clients (live examples built in the last two years required).	<i>[Bidder's answer]</i>
Technical requirement 2	
Full end-to-end, in-house web development capacity.	<i>[Bidder's answer]</i>
Technical Requirement 3	
Proven experience working with international intergovernmental membership-based organizations or large international non-governmental organizations.	<i>[Bidder's answer]</i>
Technical Requirement 4	
Ability to provide ongoing support during business hours in Fiji.	<i>[Bidder's answer]</i>
Technical Requirement 5	
Experience other SPC Divisions or on SPC website systems a bonus	<i>[Bidder's answer]</i>

For the Bidder: *[insert name of the company]*

Signature:

Name of the representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*

PART 6 – Financial proposal

All costs indicated on the Financial Proposal should be **inclusive** of all applicable taxes. The format shown below should be used in preparing the price schedule. All prices in the proposal must be presented in EUR.

Particulars	Amount (EUR)
Professional fees	Day rate: EUR _____
Other expenses (please specify)	
TOTAL	

There is no travel under this consultancy.

Professional fees: Staff salaries, consultant fees and any other professional costs (with details on the level of effort of each person on the team if applicable. i.e. 50% full time, full-time, etc.).

SPC will not cover separate lines for overheads/running costs, contingencies... If these apply, the costs are to be considered in the professional fees charged for the delivery of the specific services.

SPC will not cover any IT and communication equipment for the duration of the assignment. The consultant is to ensure stable internet connection for virtual interactions when necessary.

No payment will be made for items which have not been priced. Such items are deemed to be covered by the financial offer.

Bidders will be deemed to have satisfied themselves, before submitting their proposal and to its correctness and completeness, taking into account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

For the Bidder: *[insert name of the company]*

Signature:

Name of the representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*

CONFLICT OF INTEREST DECLARATION FORM

INSTRUCTIONS TO BIDDERS

What is a conflict of interest?

A conflict of interest may arise from economic or commercial interests, political, trade union or national affinities, family, cultural or sentimental ties, or **any other type of relationship or common interest between the bidder and any person connected with the contracting authority** (SPC staff member, consultant or any other expert or collaborator mandated by SPC).

Always declare a conflict

The existence of a potential or apparent conflict of interest does not necessarily prevent the bidder involved from taking part in a procurement process. **However, the declaration of the existence of such a conflict by the persons involved is essential and allows SPC to take appropriate measures to mitigate it and prevent the associated risks.**

Bidders are therefore invited to declare any situation, fact or link which, to their knowledge, could generate a real, potential or apparent conflict of interest.

Declaration at any time

Conflicts of interest may arise at any time during the procurement process or the implementation of a contract (e.g. new partner in the project) or as a result of a change in personal life (e.g. marriage, inheritance, financial transaction, creation of a company). If such a relationship is found and could be perceived by a reasonable person as likely to influence a decision, a declaration of the situation is necessary. In case of doubt, a conflict situation must be declared.

Declaration for any person involved

A declaration must be completed for each person involved in the tender (principal representative of the bidder, possible subcontractors, consultant, etc.).

Failure

Failing to declare a potential conflict of interest may result in the bidder being refused a contract or placed on SPC's list of non-responsible suppliers.

DECLARATION

I, the undersigned, *[name of the representative of the Bidder]*, acting in the name and on behalf of the company *[name of the company]*, declare that:

<input type="checkbox"/>	To my knowledge, I am not in a conflict-of-interest situation
<input type="checkbox"/>	There is a potential conflict of interest with regard to my <i>[Choose an item]</i> . relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>[mention position/role/personal or family link with the person concerned]</i> , although, to the best of my knowledge, this person is not directly or indirectly involved in any stage of the procurement process
<input type="checkbox"/>	I may be in a conflict of interest with regard to my <i>[Choose an item]</i> relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>position/role/personal or family link with the person concerned</i> , as this person is, to the best of my knowledge, directly or indirectly linked to the procurement process
<input type="checkbox"/>	To my knowledge, there is another situation that could potentially constitute a conflict of interest: <i>[Describe the situation that may constitute a conflict of interest]</i>

In addition, I undertake to:

- declare, without delay, to SPC any situation that constitutes a potential conflict of interest or is likely to lead to a conflict-of-interest;
- not to grant, seek, obtain or accept any advantage, whether financial or in kind, to or from any person where such advantage constitutes an unfair practice or an attempt at fraud or corruption, directly or indirectly, or constitutes a gratuity or reward related to the award of the contract;
- to provide accurate, truthful and complete information to SPC in connection with this procurement process.

I acknowledge that I and/or my company and/or my business partners who are jointly and severally bidding on the *[Select RFQ or RFP] [SPC Reference number]* may be subject to sanctions such as being placed on SPC's list of non-responsible vendors, if it is established that false statements have been made or false information has been provided.

<p>For the Bidder: <i>[insert name of the company]</i></p> <p>Signature:</p> <p>Name of the Bidder's representative: <i>[insert name of the representative]</i></p> <p>Title: <i>[insert title of the representative]</i></p> <p>Date: <i>[Click or tap to enter a date]</i></p>
