

REQUEST FOR PROPOSAL (RFP)

FOR SERVICES

Project Title:	Promoting Just, Engaged, Civic-minded and Transparent Governance in the Pacific Project ('PROJECT Governance')
Nature of the services	Preferred Service Provider(s) for building internal SPC capacity to engage with IMPACT OSS and provide technical advice to member countries.
Location:	SPC - Suva
Date of issue:	18/05/2023
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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).

SPC has our headquarters in Noumea, New Caledonia and has regional offices in Fiji, the Federated States of Micronesia and Vanuatu, as well as an office in France. SPC works across the Pacific and has staff in nearly all of our Pacific Island Country and Territory members.

SPC works for the well-being of Pacific people through the effective and innovative application of science and knowledge and is guided by a deep understanding of Pacific Island contexts and cultures. 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.

SPC's *Procurement Policy* provides the framework for ensuring that SPC obtains the best value for its purchases, in terms of both cost and quality; demonstrates financial probity and accountability to its members and development partners; manages and prevents the potential for conflicts of interest; reduces its environmental impact and manages any other risks.

At SPC, all procurement follows the same main steps: planning; statement of needs; requisition; solicitation; evaluation; award; receipt; and payment. Different procedures apply depending on the value of the goods, services and works to be procured.

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 Proposal (RFP) Process

At SPC, procurement valued at more than EUR 45,000 must be advertised through a Request for Proposal (RFP) with any bids received evaluated by SPC's Procurement Committee to determine the offer that provides the best value for money.

This RFP sets out SPC's requirements and it asks you, as a bidder, to respond in writing in a prescribed format with pricing and other required information. The RFP contains detailed instructions and templates to enable you to submit a compliant bid. It sets out the overall timetable; it confirms the evaluation criteria that SPC will use to evaluate proposals; it explains the administrative arrangements for the receipt of the bids; and it sets out how bidders can request further information.

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

Part 2: INSTRUCTIONS TO BIDDERS

2.1 Background

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

SPC has advertised this RFP on its website and may send it directly to potential vendors. The same specifications, submission and other solicitation requirements will be provided to all vendors.

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 bid to be considered, you must provide all the prescribed information by the closing date and in the format specified.

2.2 Submission instructions

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

Your proposal must include the following documents (annexes of [Part 5](#) of the RFP):

- a) Bidder's Letter of Application (Annex 1);
- b) Conflict of Interest Declaration (Annex 2);
- c) Information about the bidder and Due diligence (Annex 3);
- d) Technical proposal submission form (Annex4);
- e) Financial proposal submission form (Annex 5).

Your proposal must be submitted in **two separate emails**.

You must submit your **Technical proposal** (Annexes 1 to 4 and all their supporting documents) in English as an attachment to one email. No financial information may appear in the technical proposal.

You must submit your **Financial proposal** (Annex 5) in a separate email. All prices in the proposal must be presented in EURO. Your Financial proposal is to be password protected. SPC will request the password in the event that it is required.

Both emails are to be sent to procurement@spc.int with the subject line of your email as: **Submission RFP23-5283**.

Your proposal must be received no later than **2/07/2023 by 11:59pm Fiji Time**. Only one bid per bidder is permitted.

SPC will send a formal acknowledgement to each proposal received before the deadline.

SPC reserves the right to exclude from consideration any proposal not received by the deadline, with incomplete information or in incorrect form.

2.3 Clarifications

You may submit questions or seek clarifications on any issue relating to this RFP. The questions are to be submitted in writing to procurement@spc.int with the subject line: **Clarification RFP23-5283**. The deadline for submission of clarifications is **7/06/2023 by 5:00pm Fiji Time**.

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 RFP process, at any point where there is phone call or other conversation, SPC will keep a record or a file note of the exchange with prospective bidders.

2.4 Evaluation

Validity

Each proposal will be assessed for compliance with the submission requirements by the Bids Opening Committee. At this stage, basic due diligence will also be undertaken.

To assist in the examination, evaluation and comparison of proposals, SPC may ask the bidder for clarification of its proposal or additional information. The request for clarification will be in writing.

Technical

All valid proposals will be assessed against the technical evaluation criteria set out in Part 4. The criteria are provided with weighted scores according to the relative importance of each. SPC will not change the evaluation criteria set out in the RFP at any stage of the procurement process. Any changes in the evaluation criteria will result in the RFP process being re-issued.

Bidders are expected to familiarise themselves with local conditions and take these into account in preparing their proposal. Where minimum qualifications are set as specific evaluation criteria (which may include educational qualification, professional accreditation or certification, licensing, experience and expertise), proposals submitted must necessarily meet these criteria.

Financial

Any bids that pass the minimum technical evaluation requirements will pass onto financial evaluation.

During the financial evaluation, if there is a discrepancy between the unit price and the total price, the lower price shall prevail. If there is a discrepancy between words and figures the amount in words will prevail.

The total cost of the proposal must be submitted inclusive of taxes in accordance with the applicable legislation, and is not subject to revision.

2.5 Contract award

SPC may award the contract once the Procurement Committee has determined that a bidder has met the prescribed requirements and the bidder's proposal has been determined to be the most responsive to the RFP documents, provide the best value for money and best serve the interests of SPC.

SPC's [General Terms and Conditions of Contract](#) will apply to any contracts awarded under this RFP, unless otherwise agreed. Any requested changes to the General Terms and Conditions of Contract must be foreshadowed in the submission.

The award of the contract will be made by contract signed and dated by both parties.

2.6 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
RFP advertised	18/05/2023
Deadline for seeking clarification	7/06/2023
RFP Closing Date	2/07/2023

Award of Contract	14/08/2023
Commencement of Contract	21/08/2023
Conclusion of Contract	20/08/2024

2.7 Legal and compliance

Child and vulnerable adult protection: SPC is committed to the well-being of children and vulnerable adults. All SPC contractors are required to commit to the principles of SPC's Child and Vulnerable Adult Protection Policy ([XI.G Manual of Staff Policies](#)). Breach of this requirement can result in SPC terminating any contract with a successful bidder. Any allegations of potential misconduct in relation to this RFP involving children or vulnerable adults should be sent to complaints@spc.int.

Confidentiality: Unless otherwise agreed by SPC in advance or where the contents of the RFP are already in the public domain when **shared** with the bidder, bidders shall at all times treat the contents of the RFP 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 RFP 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 RFP process. Breach of this requirement can result in the exclusion of the bidder from the RFP process or in SPC terminating any contract with a successful bidder.

Cost of preparation of proposals: Under no circumstances will SPC be liable for any proposal submission costs, expenditure, work or effort that you may incur in relation to your provision of a proposal (including if the procurement process is terminated or amended by SPC).

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.

Eligibility: Bidders are required to disclose to SPC whether they are subject to any sanction or temporary suspension imposed by any international organisation, or whether they are subject to bankruptcy proceedings. You may not be bankrupt or suspended, debarred, or otherwise identified as ineligible by any international organisation. Failure to disclose such information may result in debarment and termination of any contract issued to the bidder by SPC.

Fraud and corruption: SPC has zero tolerance for fraud and corruption. All contractors have an obligation to report potential fraud and corruption. Breach of this requirement can result in the exclusion of the bidder from the RFP process or in SPC terminating any contract with a successful bidder. Allegations of potential misconduct by an SPC staff member or contractor involving fraud or corruption can be sent to complaints@spc.int.

Good faith: The information in this RFP is provided by SPC in good faith. No representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability will be accepted by SPC in relation to the adequacy, accuracy, completeness or reasonableness of this RFP or any information provided by SPC in relation to this RFP.

Modifications: Any clarifications, corrections or modifications will be published on the SPC website prior to deadline. In the event a bidder has submitted a bid before the clarification, correction or modification, the bidder will be informed and may modify the bid. The modified bid will still need to be received before the deadline.

No offer of contract or invitation to contract: This RFP 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 RFP. SPC will handle any personal information it receives under the RFP in line with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

Right to amend, seek clarity, withdraw, not award: SPC reserves the right to: (1) amend, add to or withdraw all or any part of this RFP at any time, or to re-invite bids on the same or any alternative basis; (2) seek clarification or documents in respect of any bidder's submission; (3) choose not to award a contract as a result of this RFP; (4) make whatever changes it sees fit to the timetable, structure or content of the procurement process, depending on approvals processes or for any other reason. Please note that while SPC will not change the evaluation criteria set out in the RFP without the RFP process being re-issued, SPC does reserve the right at the time of award of contract to vary the quantity of services and goods specified in the RFP and to accept or reject any proposal at any time prior to award of the contract without incurring any liability to the affected bidder or any obligation to inform the affected bidder/s of the grounds for SPC's action.

Right to disqualify: SPC reserves the right to disqualify: (1) any bidder that does not submit a proposal in accordance with the instructions in this RFP; (2) any bidder that misrepresents information to SPC; (3) any bidder that directly or indirectly canvasses any SPC employee concerning the award of a contract.

Use of material: Bidders shall not use the contents of the RFP or any related material for any purpose other than for the purpose of considering submitting, or submitting, a bid to SPC.

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 RFP process.

2.8 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 vision of the **Pacific Community's (SPC) Human Rights and Social Development Division (HRSD)** is for just, equitable and resilient Pacific societies and it aims to achieve this by advancing human rights, GESI for all Pacific people, grounded in cultural values and principles.

HRSD provides a comprehensive suite of policy and legislative advice, technical assistance and capacity building, through a team comprising a Director, Manager, Team Leaders, Advisers, Officers and Programme Managers based in Suva, and Country Focal Officers and Country Coordinators located across the Pacific. The team provides advice, technical assistance and capacity building to national ministries, civil society, regional partners and other national/regional partners, as well as through mainstreaming within SPC programmes.

In line with its vision, the work of HRSD encompasses the following objectives:

- Objective 1: Governance for human rights and social development: Strengthen inclusive, transparent and active governance for human rights and social development.
- Objective 2: Gender equality and social inclusion: Mobilise, empower and build conditions for gender equality, equity and social inclusion in society and development.
- Objective 3: Culture: Promote, preserve and protect positive expressions of culture.
- Objective 4: Enhance knowledge, learning and innovative solutions to accelerate impact on human development priorities.

PROJECT Governance is a 5-year USD 19.8 million donor-funded programme being implemented by SPC from May 2021 until May 2026, with HRSD as the lead implementing division.

'Promoting Just, Engaged, Civic-minded and Transparent Governance in the Pacific Project' ('PROJECT Governance') is focused on strengthening democratic institutions and promoting sound, just, and responsive governance in the Indo-Pacific region. Anchored by the commitments made by the Pacific Island Forum leaders in the 2000 Biketawa Declaration and reaffirmed in the 2018 Boe Declaration. These include promoting the widespread acceptance of just, transparent, accountable, participatory, and responsive governance practices and developing the capacity of governance institutions to sustainably implement best practices throughout the region.

Activities of Project Governance will improve the functioning of government institutions, civil society organizations and media as well as promoting transparency and accountability, opportunities for representation and inclusion of citizen interests in political and decision-making processes, upholding the rule of law, strengthening democratic institutions, and protecting rights and civil liberties, especially of women and other marginalized sectors.

One of the biggest challenges being faced by Pacific Island Countries is in domesticating international commitments and creating efficient reporting processes that enable effective and comprehensive

implementation. IMPACT OSS is a tracking, reporting, and planning tool that helps to address this challenge¹ and is currently being used in Samoa. Several other Pacific Island Country governments and the Pacific Islands Forum have expressed interest in rolling out this software within their respective jurisdictions.

HRSD is seeking one or more preferred suppliers to engage on a regular and ongoing basis to address the immediate and anticipated demand over the next 2-3 years, as well as building internal SPC capacity to engage with IMPACT OSS and provide technical advice to member countries. The preferred supplier(s) will be engaged to customise and configure the software for national level installations, adapt the software for alternative uses and develop new features and functionality.

IMPACT OSS is open-source software (<https://github.com/impactoss/impactoss-server>), meaning any potential preferred supplier has open access to the source code.

National level installations of the software will aim to transform the capacity of target countries to coordinate, plan, monitor and report on implementation of human rights obligations, the SDGs and national development plans. Possible additional uses will be explored that create accountability and transparency at the regional level for regional commitments, as well as creating efficient reporting and tracking processes across the CROP agencies and Pacific Island Countries.

This work can be undertaken remotely, with some travel to target countries required as the needs are identified. The primary target countries for the work to be undertaken by the preferred supplier(s) will be SPC member states, with specific work being determined by HRSD through its engagement with the respective governments.

B. Purpose, objectives, scope of services

The objective of this procurement is to engage one or more service providers as preferred suppliers for a period of 1 year, renewable to 3 more. SPC will be placing Purchase Orders (PO) for the specific works. The services required as part of this RFP includes the following activities:

Activities

1. National installations of IMPACT OSS

One of the primary responsibilities of the preferred supplier(s) will be to work with Pacific Island Countries who have decided to install IMPACT OSS. This work will include:

¹ There are currently three tools of this nature available globally – IMPACT OSS, OHCHR’s National Recommendations Tracking Database and Simore+ which originated in South America. IMPACT OSS has been chosen as the solution for this body of work for several reasons; (1) It has been selected as the preferred solution by FSM and RMI, after consideration of all options available; (2) IMPACT OSS was developed in the Pacific, specifically for small island states, and is therefore suitable for greater use across the region; (3) IMPACT OSS is open source and therefore SPC is able to offer this body of work on a competitive basis to any organisation(s) with the necessary technical expertise to undertake it.

- Scoping workshops, to map the national context and identify needs in relation to reporting and implementation.
- Drafting of design briefs for governments, to outline how IMPACT OSS can be configured and customised to meet country needs.
- Development and installation of agreed solution, using IMPACT OSS source code as the foundation, and through an agile and user-led process.
- User testing and training.
- Modifications and updates as required.
- Managed hosting.
- Technical support.

The expected results of work undertaken in this activity area are national installations of IMPACT OSS in at least two target Pacific Island Countries. It is also expected that in each country IMPACT OSS is installed, there will be a core group of administrators with the required skills/knowledge to maintain the database.

2. NMIRF One Stop Shop

In 2022, HRSD convened a regional Forum for National Mechanisms for Implementation, Reporting and Follow-Up (NMIRFs). At the Forum, government representatives requested the development of an NMIRF 'one stop shop', to serve as information portal. The one stop shop is intended to provide clear advice and guidance on the establishment of NMIRFs and the delivery of their mandates to report and track implementation of human rights obligations. This will include guides on NMIRF establishment, reporting guidelines and best practice examples, and have features such as the ability to set up email alerts for when reports are due. It will also require the application to automatically populate information on the user end by pulling it from a range of publicly available sources. These sources are currently being mapped out, and this analysis will be made available to the preferred supplier(s).

Development of a prototype of the one stop shop is about to commence, and this will provide the blueprint for the preferred supplier to develop the end product. It is envisaged that this information portal be an add-on to IMPACT OSS and the preferred supplier would be required to explore opportunities for integration of functions and information.

The development of the one stop shop would be undertaken through an agile, user-led process, with the key stakeholders and points of contact being HRSD and the regional NMIRF working group. The majority of the content would need to be manageable by non-technical staff, so would need to be based on a form of content management system. Basic user training in the content management side of the application may also therefore be required.

The expected results of work undertaken in this activity area are a fully developed, live version of the one stop shop that has been reviewed and accepted by the NMIRF working group. It is also expected that HRSD and the working group will have the required skills/knowledge to maintain the content within the one-stop shop.

3. Regional IMPACT OSS Platform

A full version of IMPACT OSS requires national-level administrative capacity, in order to manage the information. However, one of the base functions of the tool is as a database for recommendations and national development plans, that can be used by government and civil society to identify linkages, implementation gaps, and to enhance public accountability and transparency. Many Pacific Island Countries have expressed an interest in installing a full version of IMPACT OSS but are not quite at the stage where they are ready to take that step. To prepare for that time, and to deliver the impact the base function of the tool achieves, the preferred supplier(s) will be required to explore and potentially deliver the design and development of a regional IMPACT OSS platform.

This platform would have country specific branches, containing the human rights recommendations received to date. The development process would involve consultations with HRSD staff to inform the design and be undertaken in an agile, user-led manner.

The expected results of work undertaken in this activity area are the provision of advice and wireframes to HRSD to decide whether to proceed with a regional IMPACT OSS platform. If the decision is made to go ahead, the preferred supplier(s) will be required to develop the required platform and deliver user training for SPC staff.

4. SPC Capacity Building

The increased interest in utilising IMPACT OSS among SPC's member Pacific Island Countries and fellow CROP agencies will give rise to the need for ongoing technical support, which HRSD is well-placed to deliver but currently lacks capacity to do so. The preferred supplier(s) will therefore be required to:

- Consult with HRSD and other SPC staff to identify and map training needs.
- Design and deliver a comprehensive training programme to build institutional capacity to provide technical support to Pacific users of IMPACT OSS.

The expected result of work undertaken in this activity area is a group of SPC staff who are competent in delivering training for users of IMPACT OSS, advising interested users in the functionality and applications of the software and project managing new installations. This will ensure the sustainability of the work undertaken by the preferred supplier(s) under activities 1-3.

5. IMPACT OSS Source Code Updates

As with all code bases, IMPACT OSS requires regular maintenance and updating. The preferred supplier(s) will therefore be required to maintain the code and to conduct a comprehensive review and update during the contracting period.

The expected result of work undertaken in this activity area is a code base that is fit for purpose.

6. Other related work as required

Understanding of the value and potential of IMPACT OSS within SPC is growing and further opportunities may arise over the course of the engagement with the preferred supplier(s). For example, discussions have already taken place about how national installations of IMPACT OSS might be able to link in to SPC's Pacific Data Hub. The preferred supplier(s) would be required to support any other initiatives related to the application of IMPACT OSS during the contracting period, and within the agreed allocated human resource capacities. All the potential additional tasks will be directly aligned to the overall scope of this RFP.

Working Arrangements

SPC is a member owned organisation, which responds to its member's needs and priorities. As such, work is undertaken on a needs-basis and often relies on political will for projects to proceed. SPC will submit firm orders with specific TORs as required. It is envisaged that the preferred supplier(s) will mirror this approach by focusing efforts on priority activities as identified by HRSD but falling within the definition of activities above. HRSD is looking for a preferred supplier/suppliers who can commit at least two staff on a full-time basis (maximum of three full-time staff or equivalent) to the delivery of these activities, for an initial period of one year to be extended if the services provided are satisfactory and the level of demand remains. The preferred supplier must possess expertise in both technical development and project management. The funding for this arrangement will be taken from PROJECT Governance, which is due to expire in May 2026. There may be the possibility of ongoing engagement if other funding sources are available, and the demand remains.

This work can be undertaken remotely but will require the preferred supplier to be available for calls during Pacific working hours. Travel may also be required. In providing estimates of costs, travel does not need to be included, and travel that is required will be covered by SPC.

A monthly report will be required, followed by a monthly update meeting. Ad hoc meetings will also be required throughout the delivery of the work.

C. Timelines

The activities outlined in the section above will afford a degree of flexibility to the delivery. The regional IMPACT OSS platform can be taken forward when there are less urgent deliverables, such as the national level installations that require the focus of the preferred supplier(s). HRSD is seeking a preferred supplier(s) who can commit 2-3 people to this work on a full-time basis (or the time commitment equivalent to 2-3 people), and who possess the required skills to implement all of the activities.

The preferred supplier(s) will be hired for an initial period of one year to work on some or all of the activities outlined in the section above. Priorities may change throughout this period and the preferred supplier(s) will maintain a close relationship with HRSD to be guided in where to focus their efforts. The time required for each activity will largely depend on the scoping work undertaken at the outset. For example, if a country requires significant customisation and configuration work to be undertaken prior to installation, it will require greater effort than installing an off-the shelf version. HRSD will therefore structure any contract for the preferred supplier(s) so that this flexibility is built in.

Upon successful completion of the years' work, and if the demand for the activities remains, HRSD will consider extending the contract for a further year.

It is expected that the work will commence as soon as procurement process is complete, estimated to be August / September 2023.

D. Reporting and contracting arrangements

SPC is seeking to identify one or more organisations to form a preferred supplier list for this body of work. Organisations will be selected on their ability to deliver one or more of the activities outlined above in their entirety. It is not necessary for bidders to be able to undertake all of the prescribed activities, although this will be advantageous. Qualified organisations will be placed on the preferred supplier list and subsequently sent terms of reference to quote for the activities to be undertaken. These activities may be divided into 'lots' to enable more than one organisation to work on the delivery of these activities.

The preferred supplier(s) will report to the Deputy Chief of Party for PROJECT Governance –. They will also be required to work closely with the Team Leader for Governance and their team, who lead the work covered by the activity areas outlined above.

Key external stakeholders include PIFS, government counterparts in countries keen on installing IMPACT OSS and NMIRF members.

Regular meetings with the point of contact, Deputy Chief of Party for Project Governance, and external stakeholders will be required. These meetings will be determined on a needs basis by both the preferred supplier(s) and the point of contact. In addition, monthly written reports will be required detailing work undertaken, hours spent by staff, outcomes, challenges, and future plans. This report will be discussed between the preferred supplier(s) and the point of contact at scheduled monthly meetings.

The preferred supplier(s) will be required to travel in the Pacific in the delivery of the work.

E. Skills and qualifications

HRSD seeks a preferred supplier(s) that can offer a team with the required skills and experience to undertake the activities outlined above. There is no maximum number for the team, but it is envisaged that the total amount of effort required will not exceed the equivalent of three full time people. The required skills and experience are:

- Demonstrable knowledge and expertise relating to the IMPACT OSS code and its applications (essential)
- Experience producing user manuals and delivering user training for human rights / SDG tracking tools (essential)
- Experience working with, and understanding of the international human rights mechanisms and their reporting structures (essential)
- Application and software design and development experience for information management systems (essential)
- Experience of user drive software design and development (essential)
- Demonstrable expertise in data visualisation (essential)
- Experience working with National Mechanisms for Implementation, Reporting and Follow-Up (desirable)
- Experience working in the Pacific and with Pacific Island Country governments (desirable)
- Experience working with CROP agencies (desirable)
- Experience developing open-source software for the not-for-profit sector (desirable)

The desired profiles and responsibilities of the team members are as follows:

1. Developer

- Needs to have at least 8+ years relevant experience in coding, web development and agile, user-led development processes.
- Responsible for all application related development including configuration of country level installations, managed hosting, development of new features.

2. Project manager

- Needs to have experience of working with senior government officials, knowledge of the Pacific, a detailed understanding of the international human rights frameworks and project management experience.
- Responsible for leading user discussions, identifying user needs and communicating development processes and progress.
- Responsible for designing and delivering user training and internal SPC capacity building.
- Responsible for managing the delivery of activities, communicating with users and SPC to ensure smooth delivery.
- Responsible for project reporting to SPC.

The proposed team does not strictly need to be two people, possessing the above experience and skills. Rather it could be several people who collectively possess the range of skills and experience necessary. The level of effort of each staff member must be clearly stated in the bid price (more details in section below) and should not exceed the equivalent of three full-time persons.

F. Scope of Bid Price and Schedule of Payments

The contract awarded to the preferred supplier(s) will be time based and paid out on a monthly basis. Bidders should submit a financial proposal that provides a detailed and clear breakdown of monthly and overall costs, including:

- Staff salaries, consultant fees and any other professional costs (with details on the level of effort of each person on the team. i.e. 50% full time, full-time, etc.)
- Project management fees
- Additional costs for specific activities (e.g. managed hosting)

Please note that operating and administrative costs will not be covered by this consultancy, and must be incorporated into other fees, if applicable.

Deliverables
National installations of IMPACT OSS in at least 2 countries
Fully developed, live version of the NMIRF one stop shop
Regional IMPACT OSS Platform <ul style="list-style-type: none">- provision of advice for creating a regional platform- developing the platform (if necessary)
Map training needs. Design and deliver a comprehensive training programme of IMPACT OSS.
IMPACT OSS Source Code Updates
TOTAL

Payments will be done as per detailed TORs for implementation contracts. Deadlines for deliverables will also be as per detailed TORs for implementation contracts.

G. Annexes to the Terms of Reference

1. Financial Proposal Submission Form.
2. Technical Proposal Submission Form.

Part 4: PROPOSAL EVALUATION MATRIX

4.1 Evaluation criteria & Score Weight

A two-stage procedure will be utilised to evaluate the proposals, with evaluation of the **Technical proposal** being completed prior to any **Financial proposal** being opened and compared.

The competencies which will be evaluated are detailed in [Part 3](#).

The evaluation matrix below also 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.

The technical component, which has a total possible value of 700 points, will be evaluated using the following criteria.

[Insert other relevant instructions about the proposal evaluation matrix]

Evaluation criteria	Score Weight (%)	Points obtainable
Mandatory requirements		
Experience in the delivery of similar type of service some level of Impact OSS Implementation project for and International Organisation, government/ semi government/ autonomous bodies in the last five years.	Bidders will be disqualified if any of the requirements are not met	
Email 1 Submission with complete set of annexes 1 – 4.		
Email 2 Submission with complete set of annex 5.		
Technical requirements		
Technical Skills		
Demonstrable knowledge and expertise relating to the IMPACT OSS code and its applications (essential) and experience producing user manuals and delivering user training for human rights / SDG tracking tools (essential)	40	280
Experience of identifying training needs, developing and delivering tailored training programs for tracking tools such as IMPACT OSS.	10	70
Application and software design and development experience for information management systems (essential) and experience of user drive software design and development (essential)	20	140
Experience working with, and understanding of the international human rights mechanisms and their reporting structures (essential), experience working with National Mechanisms for Implementation, Reporting and	20	140

Follow-Up (desirable), experience working in the Pacific and with Pacific Island Country governments (desirable) and experience working with CROP agencies (desirable)		
Demonstrable expertise in data visualisation (essential) and experience developing open-source software for the not-for-profit sector (desirable)	10	70
Total Score	100%	700
Qualification score	70%	490

4.2 Financial evaluation

The financial component of the proposal will be scored on the basis of overall costs for the delivery of the services and financial incentives and benefits provided to SPC. The lowest financial proposal will be awarded maximum 300 points and other financial offers and incentives will be awarded points as per the formula below:

$$\text{Financial Proposal score} = (\text{Lowest Price} / \text{Price under consideration}) \times 300$$

Part 5: PROPOSAL SUBMISSION FORMS

Annex 1: BIDDER'S LETTER OF APPLICATION

Dear Sir /Madam:

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply the required services for the sum as may be ascertained in accordance with the Financial Proposal attached herewith and made part of this proposal.

We acknowledge that:

- SPC may exercise any of its rights set out in the Request for Proposal documents, at any time;
- The statements, opinions, projections, forecasts or other information contained in the Request for Proposal documents may change;
- The Request for Proposal documents are a summary only of SPC's requirements and is not intended to be a comprehensive description of them;
- Neither the lodgement of the Request for Proposal documents nor the acceptance of any tender nor any agreement made subsequent to the Request for Proposal documents will imply any representation from or on behalf of SPC that there has been no material change since the date of the Request for Proposal documents, or since the date as at which any information contained in the Request for Proposal documents is stated to be applicable;
- Excepted as required by law and only to the extent so required, neither SPC, nor its respective officers, employees, advisers or agents will in any way be liable to any person or body for any loss, damage, cost or expense of any nature arising in any way out of or in connection with any representations, opinions, projections, forecasts or other statements, actual or implied, contained in or omitted from the Request for Proposal documents.

We undertake, if our proposal is accepted, to commence and complete delivery of all items in the contract within the time frame stipulated.

We understand that you are not bound to accept any proposal you may receive and that a binding contract would result only after final negotiations are concluded on the basis of the Technical and Financial Components proposed.

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

Signature:

Name of the Bidder's representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

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

Annex 2: CONFLICT OF INTEREST DECLARATION

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 concerned from taking part in a tender process. **However, the declaration of the existence of such a conflict by the persons concerned 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>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 **RFP 23-5159** 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.

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]*

Annex 3: INFORMATION ABOUT THE BIDDER AND DUE DILIGENCE

Please complete the following questionnaire and provide supporting documents where applicable.

VENDOR INFORMATION				
Are you already registered as an SPC vendor?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
1. Please provide information related to your entity.				
Company name	[Enter company name]		Address	[Enter address]
Director/CEO	[Enter name of the executive person]		Position	[Enter position of the executive person]
Business Registration/License number	[Enter company registration/license number (or tax number)]			
Date of business registration	[Enter date of business registration]			
Country of business registration	[Enter country of business registration]			
Status of the entity:				
<input type="checkbox"/> For-profit entity (company), <input type="checkbox"/> NGO, <input type="checkbox"/> International organisation, <input type="checkbox"/> Government body, <input type="checkbox"/> University, <input type="checkbox"/> Association, <input type="checkbox"/> Research Institute, <input type="checkbox"/> Other: [insert details]				
2. Please provide relevant documentation to support and verify the legal existence of the entity, the authority of its officer and proof of its address, such as:				
<input type="checkbox"/> Delegation of authority or power of attorney document <input type="checkbox"/> Certificate of business registration/license <input type="checkbox"/> Memorandum, Articles or Statutes of Association <input type="checkbox"/> Telephone, water, or electricity bill in the name of the entity <input type="checkbox"/> Bank account details bearing the name of the entity				
3. How many employees does your company and its subsidiaries have?			[provide answer]	
4. Do you have professional insurance against all risks in respect of your employees, sub-contractors, property and equipment?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'No', what type of business insurance do you have?			[provide answer]	
5. Are you up to date with your tax and social security payment obligations?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'No', please explain the situation:			[Provide details]	
6. Is your entity regulated by a national authority?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please specify the name:			[Insert name of the national regulation authority]	
7. Is your entity a publicly held company?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Does your entity have a publicly available annual report?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please send SPC your audited financial statement from the last 3 financial years if available				

DUE DILIGENCE					
9. Does your entity have foreign branches and/or subsidiaries?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If you answered 'yes' to the previous question, please confirm the branches:					
• Head Office & domestic branches			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• Domestic subsidiaries			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• Overseas branches			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• Overseas subsidiaries			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
10. Does your entity provide financial services to customers determined to be high risk including but not limited to:					
Foreign Financial Institutions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Casinos	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cash Intensive Businesses	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Foreign Government Entities	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Non-Resident Individuals	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Money Service Businesses	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Other, please provide details:			[Provide details]		
11.If you answered 'yes' to any of the boxes in question 10, does your entity's policies and procedures specifically outline how to mitigate the potential risks associated with these higher risk customer types?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please explain how:			[Provide explanation]		
12.Does your entity have a written policy, controls and procedures reasonably designed to prevent and detect fraud, corruption, money laundering or terrorist financing activities?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please send SPC your policy in English.					
If 'No', what process does your entity have in place to prevent and detect money laundering or terrorist financing activities?				[provide answer]	
13.Does your entity have an officer responsible for anti-corruption, or anti-money laundering and counter-terrorism financing policy?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please state that officer's contact details:			[Insert name and contact details]		
14.Has your entity or any of its current or former directors or CEOs ever filed for bankruptcy?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please provide details:			[Provide details]		
15.Has your entity or any of its current or former directors or CEOs ever been the subject of any investigations or had any regulatory or criminal enforcement actions resulting from violations of any laws or regulations, including those relating to money laundering or terrorism financing?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please provide details:			[Provide details]		

SOCIAL AND ENVIRONMENTAL RESPONSIBILITY (SER)

16.Does your entity have a written policy, controls and procedures to implement its Social and Environmental Responsibility (SER) commitments?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please send SPC your policy in English.					
If 'No', what process does your entity have in place to ensure your social and environmental responsibility?				[provide answer]	
Does your Policy or Process cover the followings?					
<input type="checkbox"/> Child protection <input type="checkbox"/> Human rights <input type="checkbox"/> Gender equality <input type="checkbox"/> Social inclusion <input type="checkbox"/> Sexual harassment, abuse or exploitation <input type="checkbox"/> Environmental responsibility					
Please, outline the major actions you have undertaken in these areas:			[provide answer]		
17.Does your entity have an officer responsible for Social and Environmental Responsibility (SER)?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please state that officer's contact details:			[Insert name and contact details]		

SUPPORTING DOCUMENTS (where relevant)

• Business registration/license proof	<input type="checkbox"/>
• Bank account details document	<input type="checkbox"/>
• Address of the entity and Authority of officer proofs	<input type="checkbox"/>
• Audited financial statement from the last 3 financial years	<input type="checkbox"/>
• Fraud, corruption, anti-money laundering and counter terrorist financing Policy	<input type="checkbox"/>
• SER Policy	<input type="checkbox"/>

I declare that the particulars given herein above are true, correct and complete to the best of my knowledge, and the documents submitted in support of this form are genuine and obtained legally from the respective issuing authority.

I declare that none of the funds received or to be received by my company will be used for criminal activities, including financing terrorism or money laundering.

By sending this declaration to SPC, I agree that my business and personal information may be used by SPC for due diligence purposes. I also understand and accept that SPC will treat any personal information it receives in connection with my proposal in accordance with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

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]*

Annex 4: TECHNICAL PROPOSAL SUBMISSION FORM

Please complete the table below and attach any supporting documentation as needed, including the CV of the Consultant, referee contacts, previous work references/architecture etc.

Technical Requirements	
Competency Requirements	Response by Bidder
<p>Experience: Experience in the delivery of similar type of service some level of Impact OSS Implementation project for and International Organisation, government/ semi government/ autonomous bodies in the last five years.</p>	<p>Experiences:</p> <p><i>[insert details of relevant experience]</i></p>
	<p>Details for two references</p>
	<p>1. Client's name: <i>[insert name of client 1]</i></p>
	<p>Contact name: <i>[insert name of contact]</i></p>
	<p>Contact details: <i>[insert contact details]</i></p>
	<p>Contract value: <i>[insert value of contract]</i></p>
	<p>2. Client's name: <i>[insert name of client 2]</i></p>
	<p>Contact name: <i>[insert name of contact]</i></p>
	<p>Contact details: <i>[insert contact details]</i></p>
	<p>Contract value: <i>[insert value of contract]</i></p>
	<p>3. Client's name: <i>[insert name of client 3]</i></p>
	<p>Contact name: <i>[insert name of contact]</i></p>
	<p>Contact details: <i>[insert contact details]</i></p>
	<p>Contract value:</p>
<p>Personnel: <i>[insert details of the personnel required]</i></p>	<p>Details about personnel/sub-contractors</p>
	<p>Manager's experience: <i>[insert details about manager's experience, refer to Section E for more details.]</i></p>
	<p>Developer's experience: <i>[insert details about developer's experience, refer to Section E for more details.]</i></p>
Technical Requirement 1	
<p>Demonstrable knowledge and expertise relating to the IMPACT OSS code and its applications (essential) and experience producing user manuals and delivering user training for human rights / SDG tracking tools (essential)</p>	<p><i>[Bidder's answer]</i></p>

Technical Requirement 2	
Application and software design and development experience for information management systems (essential) and experience of user drive software design and development (essential)	<i>[Bidder's answer]</i>
Technical Requirement 3	
Experience working with, and understanding of the international human rights mechanisms and their reporting structures (essential), experience working with National Mechanisms for Implementation, Reporting and Follow-Up (desirable), experience working in the Pacific and with Pacific Island Country governments (desirable) and experience working with CROP agencies (desirable)	<i>[Bidder's answer]</i>
Technical Requirement 4	
Demonstrable expertise in data visualisation (essential) and experience developing open-source software for the not-for-profit sector (desirable)	<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]*

Annex 5: FINANCIAL PROPOSAL SUBMISSION FORM

All costs indicated on the Financial Proposal should be inclusive of all applicable taxes.

1. The format shown below should be used in preparing the price schedule.
2. You must submit this Financial Proposal in a separate email (as Email 2) to the technical proposal. All prices in the proposal must be presented in EURO. Your Financial proposal is to be password protected. SPC will request the password in the event that it is required.
3. SPC will organise travel in economy class and accommodation during the travel. SPC will not be responsible for any visa fees and Meals & Incidentals during travel hence must be met by the consultant.

Name of the Bidder	
Description	Daily Fee [EURO]
Professional Fees*	EURO\$ _____
Other related costs (if applicable please specify).	EURO\$ _____
TOTAL	EURO\$ _____

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

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

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, considering 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]*