

# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Pacific Community (SPC)- Asset Management System</b>
<b>Nature of the services</b>	SPC Asset Management System – Photo/video/adobe assets
<b>Location:</b>	Pacific Community, Nabua,Suva
<b>Date of issue:</b>	11/07/2023
<b>Closing Date:</b>	23/07/2023
<b>SPC Reference:</b>	RFQ23-5545

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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](mailto: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 [lebav@spc.int](mailto:lebav@spc.int) and with the subject line of your email as follows: **Submission RFQ23-5545**. The email should also be copied to [rfq@spc.int](mailto:rfq@spc.int).

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- Technical Proposal outlining services available in your system, total costing and services offered.

- Capability of the system and storage capacity included and any other specific information as required
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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 **11.59pm -Fiji Time on 23/07/2023.**

### 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.

Leba Vaseva will be your primary point of contact for this RFQ and can be contacted at [lebav@spc.int](mailto:lebav@spc.int). You should copy any communications into [rfq@spc.int](mailto: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
<b>RFQ sent to potential vendors</b>	11/07/2023
<b>RFQ Closing Date</b>	23/07/2023
<b>Award of Contract</b>	26/07/2023
<b>Commencement of Contract</b>	1/08/2023
<b>Conclusion of Contract</b>	31/07/2025

## 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](mailto: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

SPC is the largest scientific and technical agency in the Pacific region however asset management of technical information is needed in an effective and fit-for-purpose asset management system. The capabilities needed are noted below and we are requesting services from suppliers to provide this service over the coming 2 years.

### B. Purpose, objectives, scope of services

The asset management system capabilities must have the below key areas as a core service:

- Storage capacity of up to 1000GB
- Unlimited user access
- Storing and archiving of all file types including SPC's images, videos and illustration files (a constantly growing pictures database, mostly containing SPC's content)
- Content ratings and locking / sharing filters
- Facial recognition and/or other AI features allowing for easy loading and meta tagging
- Backup capabilities onsite and in cloud storage
- Customisable with SPC branding and integrated into SPC staff SSO login systems
- allowing easier and faster digital media retrieval for scientific or publication purposes
- Meta data tagging and AI technology for batch tagging is ideal
- External sharing of select folders for media sharing and external capability desired
- one common photo library for all SPC's divisions allowing a search by theme (example: climate change is a cross divisional theme for CCES, GEM, LRD, FAME, etc...) and a search from everyone's photos
- Initial and ongoing training for users and administrator and ongoing support provided by the vendor.

### C. Timelines

- Initial term 01 August 2023 – July 2025.
- We are likely to renew every 24 months (2 years).

### D. Reporting and contracting arrangements

- You shall keep and secure any identification, password and other confidential information relating to our account or the services and shall notify us immediately of any known or suspected unauthorised use of the services or breach of security, including but not limited to loss, theft or unauthorised disclosure of our password or other security information.
- All security and safety mechanisms and updates are the responsibility of the provider.

- Shared access to SPC staff and easy management of user access embedded through SSO staff logins ideal.
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### E. Skills and qualifications

- Experience deploying and managing international asset management systems.
- Safety and security certificates are built to protect data for relevant organisations
- Team of digital developers and capability to support and train SPC teams with the necessary system understanding

### F. Scope of Bid Price and Schedule of Payments

Service and all requirements included in quote for full service

Milestone/deliverables	Deadline	% payment
Website initiation and design; User Authentication and Access Control- <ul style="list-style-type: none"> <li>• Deliverables: Website kick-off, User authentication, login functionality, password management- Provide Design Approval Report AND Security and Privacy Report</li> </ul>	01/08/2023	20%
Photo Upload Functionality; Gallery and Search Features-testing and quality assurance- <ul style="list-style-type: none"> <li>• Deliverables: Ability to upload photos, file validation and processing. Photo galley display, search, and filtering options. Comprehensive testing, bug fixes, performance optimization. Please provide Development Status Report and User Documentation Report</li> </ul>	31/08/2023	30%
Data Migration, System Support and Finalization- <ul style="list-style-type: none"> <li>• Deliverables- Bug Fixes, Updates, ongoing support-Provide Maintenance and Support Reports</li> </ul>	01/07/2024	50%
<b>TOTAL</b>		100%

## 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
<b>Mandatory requirements</b>		
<p><b>Asset Management System</b></p> <ul style="list-style-type: none"> <li>▪ has recommendations from international organisation/ Non-profit</li> <li>▪ free until 100GB storage</li> <li>▪ unlimited users in all plans</li> <li>▪ All file types (pictures, videos, adobe, documents...) + Adobe files can be directly stored on the platform and versions saving will be automatically synchronised (useful for graphic designers + freelancers)</li> <li>▪ create your own “project” folders where you can place your favourite files or create temporary folders for dedicated campaign</li> <li>▪ rating pictures is possible (customisable)</li> <li>▪ tags: facial recognition + google plugin recognise what is on the picture to automatically add description tags</li> <li>▪ can be shared with external partners (including expiring links)</li> <li>▪ Stockage always available through the cloud or on-premise</li> <li>▪ Licence and agreement can be mentioned</li> <li>▪ Can be completely customised to fit with SPC branding and specific needs in the options</li> </ul>		<p><b>Mandatory requirements.</b> Bidders will be disqualified if any of the requirements are not met</p>
<b>Technical requirements</b>		
<p><b>Technical requirement 1: Connexion and security; Files Type-</b> With unlimited users in all plans. Our users can contribute resources, which can then be reviewed and approved by the designated team. Once available to others, we need a system of user generated content that encourages members to participate. All file types (pictures, videos, adobe, documents.....). +Adobe files can be directly stored on the platform and versions saving can be automatically synchronised.</p>	35%	245
<p><b>Technical requirement 2: Upload Structure and Download-</b> Easy upload by batch/collection (<b>including batch metadata</b>) or by unique pictures. Resources within the ResourceSpace may be tagged with many different types and pieces of metadata, there is no need to store them in a traditional hierarchical folder structure and easy to know where to find them. This means that any given resources may exist in as many separate collections as required and can be found by a search on their metadata alone. A collection can be made from an upload batch, a set of search results or just by grouping together individual resources which you want to access in one place or are more useful as a set. We can create our own “project “folders where we can place our favourite files. <b>Rating possible (can be customised).</b> Easy download</p>	25%	175



and visibility if we wish to check a full batch of pictures. Able to download sets of photos in one go.		
<b>Technical requirement: Metadata and Access for partners-</b> All metadata available (date, location, author, copyrights, project, key words, description, size of the picture etc...) +facial recognition, + google recognise what is on the picture to automatically add description tags. Search functions available according to metadata ( <b>same as google search</b> ). We can send the resource to other users of the system, but we can also enter e-mail addresses and share with people that are not users of the system. They receive a special link that allows them to access only the resources we've shared with them. A link that can also be generated using the "Generate URL" function on the resource sharing screen. And we can add a time limit to access this link.	25%	175
<b>Technical requirement: Stockage and One SPC Brand-</b> Stockage to be always available through the cloud on-premise. Customised to fit with SPC branding and specific needs.	15%	105
<b>Total Score</b>	<b>100%</b>	<b>700</b>