

# 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 Media Management System Twitter/FB/LinkedIn/Threads/Instagram/ media etc
<b>Location:</b>	Pacific Community, Nabua, Suva
<b>Date of issue:</b>	28/07/2023
<b>Closing Date:</b>	9/08/2023
<b>SPC Reference:</b>	RFQ23-5561

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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 RFQ23-5561**. 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.

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 9/08/2023**.

### 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 [leba@spc.int](mailto:leba@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>	28/07/2023
<b>RFQ Closing Date</b>	9/08/2023
<b>Award of Contract</b>	12/08/2023
<b>Commencement of Contract</b>	20/08/2023
<b>Conclusion of Contract</b>	19/08/2025

### 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](https://spc.int/procurement) 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 media and social media 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 preferred supplier will provide a fit-for-purpose social media management system that will allow for the management of workflows across SPC's social management platforms. This will be inclusive of multiple user logins and the below services more broadly:

- **Management and reporting** for social media and social media systems and/or media metrics and reporting.
- **Single sign in capability** using OKTA or other sign in services for organisational management.
- **Workflow management** for various management levels/sign in levels
- **Project management:** Planning, task assignment, and progress tracking for social media use.
- **Analytics and reporting:** Insights into social media and/or media performance.
- **Integration capabilities:** Seamless integration with third-party applications and services.
- **Security and data privacy:** Robust security measures and data encryption.
- **Mobile accessibility:** Accessible on mobile devices through dedicated apps.

### C. Timelines

- Initial term 20 August 2023–19 August 2025.

### D. Reporting and contracting arrangements

- SPC primary contact for this contract will be Clotilde Richalet Szuch-[clotilders@spc.int](mailto:clotilders@spc.int). Working level contacts within the Corporate Communications will also be established.
- 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 through OKTA ideal.

## E. Skills and qualifications

- Digital Marketing Expertise
- Social Media Integration
- Content Creation and Curation
- Responsive Design
- Security Measures
- Technical Proficiency
- Performance Optimization
- Graphic Design and User Interface (UI/UX) Expertise and Multimedia Skills
- Project Management Skills
- Understanding of Social Media Platform
- Testing and Quality Assurance
- Maintenance and Support

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

Service and all requirements included in quote for full service – please provide the necessary payment structure if it varies from the noted contract information below.

<b>Milestone/deliverables</b>	<b>Deadline</b>	<b>% payment</b>
User Registration and Authentication; News Feed and Posts; Post creation and Publishing	01/08/2023	20%
User Profiles; Likes and Comments; Notifications; Sharing and Embedding; Search Functionality; Privacy and Security	31/08/2023	30%
Mobile Responsiveness; Performance Optimization; Analytical and Reporting; Moderation Tools	01/01/2024	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>The Asset Management System is intended to efficiently manage, monitor, and optimize our social media presence on platforms such as Twitter, Facebook, LinkedIn, Instagram, etc. This RFQ outlines the mandatory requirements that you must address in the proposals:</p> <ol style="list-style-type: none"> <li>1. Scope of Work</li> <li>2. Account Management</li> <li>3. Content Scheduling and Publishing</li> <li>4. Content Library, Analytics and Reporting</li> <li>5. Social Listening and Monitoring</li> <li>6. Compliance and Security</li> <li>7. Technical Specifications</li> <li>8. Vendor Experience</li> <li>9. Data Privacy and Security</li> <li>10. Implementation Timeline</li> <li>11. Pricing and Cost Structure</li> </ol>		<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: User Interface: Must be user-friendly for easy usage for users with differing levels of familiarity with social media scheduling and monitoring software.</b></p>	10%	70
<p><b>Technical requirement 2: Reporting: Needs to provide comprehensive reports across multiple social media platforms.</b></p>	30%	210
<p><b>Technical requirement 3: Tagging Capabilities: Should support customizable tagging features to allow tracking of different divisions' social media activities.</b></p>	30%	210
<p><b>Technical requirement 4: Multi-Level Administration Access: Needs to offer different levels of administrative access to cater to various roles within the organization.</b></p>	30%	210
<b>Total Score</b>	<b>100%</b>	<b>700</b>