



# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Increasing Capacity to Test and Confirm Infectious Diseases</b>
<b>Nature of the services</b>	Preventative maintenance service on PCR equipment
<b>Location:</b>	Solomon Island
<b>Date of issue:</b>	25/03/2024
<b>Closing Date:</b>	7/04/2024
<b>SPC Reference:</b>	RFQ24-6353

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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 [talicac@spc.int](mailto:talicac@spc.int) and with the subject line of your email as follows: **Submission RFQ24-6353**. 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
- Certificates
- Proven Experiences

- Technical and Financial Submission

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 **23.45 FJT on 7/04/2024**.

### 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.

Talica Cabemaiwai will be your primary point of contact for this RFQ and can be contacted at [talicac@spc.int](mailto:talicac@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>	25/03/2024
<b>RFQ Closing Date</b>	7/04/2024
<b>Award of Contract</b>	10/04/2024
<b>Commencement of Contract</b>	15/04/2024
<b>Conclusion of Contract</b>	31/05/2024

### 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](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 Bidder's local currency 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

Molecular testing has been implemented in the 5 Pacific Island countries i.e. Cook Island, Kiribati, Solomon Island, and Vanuatu to have the capacity to test and confirm infectious diseases. To sustain molecular testing in these countries, the Pacific Community (SPC) is assisting countries in procuring reagents, consumables, and servicing of PCR equipment namely the Biorad CFX 96 and the Applied Biosystems™ 7500 Fast Real-time PCR Instrument (AB 7500).

The AB 7500 Fast Real-time PCR System normally known as 7500Fast, is manufactured by Applied Biosystems. The National Referral Hospital Laboratory in Solomon Island has 7500Fast system that is requiring annual preventative maintenance by certified AB technicians or institutions to ensure proper operation of the instrument .

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

The objective of this TOR is to outline the procedures and requirements for conducting a one-off preventative maintenance service on PCR equipment to ensure its optimal functionality, accuracy, and reliability.

#### SCOPE

- Comprehensive maintenance tasks for PCR equipment.
- Identification of necessary tools and materials.
- Safety protocols.
- Documentation of maintenance activities as per standard.
- User & technical maintenance checklist to be provided to the country.
- Confirmation of Performance verification after maintenance
- After maintenance, it must be signed off and confirmed by head of laboratory.

#### Maintenance Procedures

- **Exterior Inspection:**
  - Inspect the exterior of the PCR machine for any signs of damage or abnormality.
  - Ensure proper power supply and connection.
  - Check the integrity of cables and connections.
  - Conduct electrical safety test on the equipment.
- **Interior Cleaning and Calibration:**
  - Clean the interior of the machine, including the heating block and sample chamber, using recommended cleaning agents.
  - Verify the accuracy of temperature settings using a calibrated thermometer.
  - Check the functionality of the heating and cooling systems.
- **Component Inspection:**
  - Perform a thorough inspection of the PCR machine's components, including fans, filters, lamps? , trays?, and seals.

- Lubricate moving parts if necessary.
- Verify the functionality of any integrated software or control systems. Upgrade operating system or software (if applicable)
- **Replacement of Worn-Out Parts:**
  - Replace any worn-out parts or components identified during the inspection including but not limited to lamps, fuses, filters etc. .
  - Provide spare parts for country for future use.
  - Ensure that replacements are compatible with the PCR equipment.
- **Final Checks:**
  - Verify the calibration and functionality of the PCR machine after completing maintenance tasks.

### C. Timelines

Withing 30 days from contract signing date

### D. Reporting and contracting arrangements

The service provider will work with SPC Laboratory Officer- Monitoring and evaluation, Laboratory manager and biomedical technician from Ministry of Health Solomon Islands

### E. Skills and qualifications

- **Experience:**
  - The service provider should have a proven track record of performing maintenance on PCR equipment.
  - Preferably, the provider should have at least 10 years of experience in servicing similar laboratory equipment.
- **Qualifications:**
  - Technicians assigned to perform maintenance should possess relevant qualifications in biomedical engineering, electronics, or a related field.
  - Certifications from recognized institutions or manufacturers for PCR equipment servicing are mandatory.
- **References:**
  - The service provider should be able to provide references from previous clients or laboratories where they have conducted similar maintenance services.
- **Availability of Resources:**
  - The provider should have access to necessary tools, equipment, and replacement parts required for the maintenance of PCR equipment.

- Availability of a skilled workforce to ensure timely completion of the maintenance service.
- **Compliance:**
  - The service provider should demonstrate compliance with relevant industry standards, regulations, and safety protocols.
  - Evidence of adherence to quality management systems, such as ISO 9001, is advantageous.

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

Payment shall be made in accordance to article 10 of SPC general terms and conditions

Bidder is requested to specify the preferred schedule of payments and terms acceptable, noting that generally, SPC will not enter into arrangements requiring a 100% advance payment

Bidder to include all cost including travel/accommodation etc. in the proposal

Milestone/deliverables	Deadline
First discussion on service timeline	Within 10 days of PO issuance
Comprehensive report - A detailed report documenting all maintenance activities performed on the PCR equipment, including findings, repairs made, parts replaced, and any recommendations for future upkeep	Within May,2024
Signed Confirmation by Head of Laboratory and biomedical technician in country: Confirmation signed indicating that the preventative maintenance service has been completed satisfactorily and the equipment is ready for use	



## 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>		
<ul style="list-style-type: none"> <li>• Certifications from recognized institutions or manufacturers for PCR equipment servicing</li> <li>• Previous work experiences</li> </ul>	<b>Mandatory requirements.</b> Bidders will be disqualified if any of the requirements are not met	
<b>Technical requirements</b>		
<b>Technical requirement 1:</b> Preferably, the provider should have at least 10 years of experience in servicing similar laboratory equipment.	20%	200
<b>Technical requirement 2:</b> The service provider should have a proven track record of performing maintenance on PCR equipment	20%	200
<b>Technical requirement 3:</b> Technicians assigned to perform maintenance should possess relevant qualifications in biomedical engineering, electronics, or a related field	20%	200
<b>Technical requirement 4:</b> The provider should have access to necessary tools, equipment, and replacement parts required for the maintenance of PCR equipment	20%	200
<b>Financials:</b> Price and Payment terms	20%	200
<b>Total Score</b>	<b>100%</b>	<b>1000</b>

## TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

Technical Requirements	
Evaluation criteria	Response by Bidder
<b>References (provide documents to support where possible)</b>	
<b>Details for three references:</b>	
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>
3. Client's name: <i>[insert name of client 3]</i>	
Contact name:	<i>[insert name of contact]</i>
Contact details:	<i>[insert contact details]</i>
Value contract:	<i>[insert value of contract]</i>
<b>Technical requirement 1:</b>	
The provider should have at least 10 years of experience in servicing similar laboratory equipment	<i>[Bidder's answer]</i>
<b>Technical requirement 2:</b>	
The service provider should have a proven track record of performing maintenance on PCR equipment	<i>[Bidder's answer]</i>
<b>Technical requirement 3:</b>	
Technicians assigned to perform maintenance should possess relevant qualifications in biomedical engineering, electronics, or a related field.	<i>[Bidder's answer]</i>
<b>Technical requirement 4:</b>	
The provider should have access to necessary tools, equipment, and replacement parts required for the maintenance of PCR equipment	<i>[Bidder's answer]</i>
<b>For the Bidder:</b> <i>[insert name of the company]</i>	
Signature:	
Name of the representative: <i>[insert name of the representative]</i>	
Title: <i>[insert Title of the representative]</i>	
Date: <i>[Click or tap to enter a date]</i>	

## BIDDER'S 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 bidders' local currency.

Particulars	Amount (STATE CURRENCY)
Professional fees	
Other expenses (please specify)	
<b>TOTAL [Insert Currency]</b>	

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.).

Other expenses: if any, that are directly related to the delivery of the services will be reimbursable based on actuals (receipts and other supporting documents will be required). Such expenses will need prior approval before it is incurred and paid.

SPC does not provide or reimburse insurance for consultant's travel or health, professional indemnity or any other risks or liabilities that may arise during the consultancy (this includes any subcontractors or associates the consultant may hire). SPC is also not responsible for any arrangements or payments related to visas, taxes, or duties for which the consultant may be liable.

The Contractor's will travel to Solomon Islands to conduct the 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, 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:**

Signature:

Name of the representative:

Title: