***ANNEX III***

**PROPOSAL SUBMISSION FORM**

***Request for Proposal (RFP) No: RFP 21-032***

Procurement Unit

Email: procurement@spc.int

Dear Procurement,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply the required services as per requirements and all other items described or mentioned or reasonably to be inferred from the Terms of Reference provided for the sum as ascertained in accordance with the Price Component 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 lodgment 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.
* **The SPC general conditions of contract are not negotiable.**

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 Price Components proposed.

Date this \_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_, 2021.

|  |  |
| --- | --- |
| **Firm /Institution:****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Representative:****\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Position of Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_** | **Signature of Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Address of Witness: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****Signature of Representative: \_\_\_\_\_\_\_\_\_\_\_\_\_\_** |

***ANNEX IV***

**TEHCNICAL PROPOSAL SUBMISSION FORM**

***Request for Proposal (RFP) No: RFP 21-032***

1. **Firm /Institution Background**

|  |  |
| --- | --- |
| **CRITERIA** | **RESPONSE BY BIDDER** |
| **Registered name of the Organisation:** |  |
| **Year established:** |  |
| **Full Physical Address:** |  |
| **Postal Address:** |  |
| **Telephone contact:** |  |
| **Fax number:** |  |
| **Email address:** |  |
| **Contact person:** |  |
| **Number of employees:** |  |
| **Proprietor’s/shareholder’s details:** |  |

**Reference 1**

|  |  |
| --- | --- |
| **CRITERIA** | **RESPONSE BY BIDDER** |
| **Name and address of International Organisation or similar major client:** |  |
| **Name of reference person and contact details:** | **Name:****Job title:****Email:****Telephone:** |
| **Description of actual services provided by your company. Please provide details, expanding as necessary:** |  |

**Reference 2**

|  |  |
| --- | --- |
| **CRITERIA** | **RESPONSE BY BIDDER** |
| **Name and address of International Organisation or similar major client:** |  |
| **Name of reference person and contact details:** | **Name:****Job title:****Email:****Telephone:** |
| **Description of actual services provided by your company. Please provide details, expanding as necessary:** |  |

**Reference 3**

|  |  |
| --- | --- |
| **CRITERIA** | **RESPONSE BY BIDDER** |
| **Name and address of International Organisation or similar major client:** |  |
| **Name of reference person and contact details:** | **Name:****Job title:****Email:****Telephone:** |
| **Description of actual services provided by your company. Please provide details, expanding as necessary:** |  |

1. **Technical Details** (the vendor must complete this table but can reference external

 documents for more information)**.**

|  |  |
| --- | --- |
| **COMPETENCY REQUIREMENTS** | **RESPONSE BY BIDDER** |
| **Qualification and Experience**  |  |
| **Years of Establishment** |
| Experience in the delivery of similar type of service some level of ITSM Implementation project) for an international organization, government/semi government/autonomous bodies in the last five years |
| **Technical Capacity** |  |
| Prospective service provider has at least 5 years of experience in ISTM providing examples of Strategic Consultation, Implemented Enhancements, Project Implementation Methodologies |  |
| Prospective Service Provider is able to demonstrate availability of a resource pool of technical experts in ITSM with relevant industry certifications |  |
| Prospective Service Provider is able to provide a plan to build capacity within SPC during phases of required implementation schedules |  |
| Prospective Service provider can provide at least 3 past implementations and references for this work |  |
| Regional experience with Cultural fit - having worked in pacific before and cultural awareness, etc. |  |
| **Proposed Approach** |  |
| The proposed workplan or methodology demonstrates an understanding of the terms of reference and confirms capacity to deliver the required outcomes |

1. **Track Record and Relevant Work Experience**

Participation as a vendor, supplier. Using the format below, provide details of three projects within the past five (5) years that have been successfully or are substantially completed that are similar. The similarity shall be based on the scope of project, complexity, methods, etc.
The areas on which referees will be asked to comment may include:

• Quality of the work,
• Programme achieved versus planned,
• Management style, claims culture,
• Clarity of documentation submitted,
• Coordination and communication skills (internally and externally),

|  |
| --- |
| **Bidder’s Track Record** |
| Track Record - Project One[[1]](#footnote-1) |
| Project Title: |  | PreviousClient Name: |  |
| Project Location: |  | ProjectDates: | *[Start Date and ContractDuration]* |
| Contract Value:  | *(Euros )* | Tenderer’sRole: | *[e.g. Main Contractor,Subcontractor, Joint Venture]* |
| Project Description and key points on Contractors performance: |
| Client Reference contactname and phone number:[[2]](#footnote-2) |  |
| Was the project complete prior to the contract completion date including any extensions of time (if not state reasons why). |  |
| Was project delivered tothe required qualitystandards and was anyrework required |  |
| Was project completedwithin the required budget and/or what were reasons for any cost overruns |  |

1. **Proposed Work Plan and Approach**

The bidder is expected to demonstrate their understanding of the project and the SPC’s needs, and the means and methods by which the desired results can be achieved in a practicable and efficient manner. Bidders shall describe the methods they will use to carry out the projects on time and to the standards and requirements specified in the terms of reference.

|  |  |
| --- | --- |
| **Criteria** | **Bidder Response[[3]](#footnote-3)** |
| Outline methodologies and processes of Strategic Consultation, Implemented Enhancements, Project Implementation Methodologies that could be used to achieve desired outcomes |  |
| Outline how resources will be allocated to meet the requirements of activities |  |
| Outline a plan to build capacity during phases of required implementation schedules |  |
| Outline how the project implementation will be aligned to Regional experience and Cultural fit |  |
| Outline workplan or phases that will be used to implement the requirements of the project |  |

1. **Partners and personnel**

List the consortium partners as well as qualifications and experience of key personnel proposed for administration and execution of the consultancy. (Curriculum vitae for personnel proposed for this consultancy should be submitted with the Proposal).

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Organisation** | **Position** | **Name** | **Qualifications** | **Years of experience in current position** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

1. **Certification**

I, the undersigned, warrant that the information provided in this form is correct and, in the event of changes, details will be provided as soon as possible:

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Functional Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Seal/Stamp (if any)

***ANNEX V***

**FINANCIAL PROPOSAL SUBMISSION FORM**

***Request for Proposal (RFP) No: RFP 21-032***

1. All costs indicated on the financial proposal should be inclusive of all applicable taxes.
2. The format shown below should be used in preparing the price schedule.

|  |  |
| --- | --- |
|  | **Daily Rate (Euros)** |
| 1. **Professional fees related to the Terms of Reference**
 |  |
| * Provide Strategic Advice on ITSM
 |  |
| * Provide consultancy for future roadmap planning for ITSM
 |  |
| * Provide End to End Services for onboarding of other Departments in SPC to ITSM (Discovery through to implementation)
 |  |
| * Collaborate with technical teams in SPC and provide expert advice on best practice
 |  |
| * Implement minor and major enhancements for ITSM as and when required.
 |  |
| * Training of technical teams on effective use and maintenance of ITSM
 |  |
| 1. **Any travel costs**
 |  |
|  |  |
| 1. **Other related costs**
 |  |
|  |  |
|  **TOTAL** |  |

Please indicate any discount you may offer to SPC.

***ANNEX VI***

**CONFLICT OF INTEREST**

***Request for Proposal (RFP) no: RFP 21-032***

1. I confirm that I, my family members, and the organisation or company that I am involved with are independent from SPC. To the best of my knowledge, there are no facts or circumstances, past or present, or that could arise in the foreseeable future, which might call into question my independence.
2. If it becomes apparent during the procurement process that I may be perceived to have a conflict of interest, I will immediately declare that conflict and will cease to participate in the procurement process, unless or until it is determined that I may continue.

OR

1. I declare that there is a potential conflict of interest in the submission of my bid [please provide an explanation with your bid]

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name, Signature Date

Title\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Add extra pages in the same format for each reference project upto the number specified [↑](#footnote-ref-1)
2. Previous Clients or others may be contacted by the SPC to verify information provided [↑](#footnote-ref-2)
3. Add extra pages in the same format for each reference project upto the number specified [↑](#footnote-ref-3)