



# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Document Archiving and Scanning</b>
<b>Nature of the services</b>	Convert hard copies of paper documents into digital format for archiving purposes
<b>Location:</b>	Finance Container, SPC Nabua Office
<b>Date of issue:</b>	29/06/2023
<b>Closing Date:</b>	13/07/2023
<b>SPC Reference:</b>	RFQ23-5524

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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 [bertrandd@spc.int](mailto:bertrandd@spc.int) and with the subject line of your email as follows: **Submission RFQ23-5524**. 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
- CVs
- Workplan

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 **11.59 FJT** on **13/07/2023**.

### 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.

Bertrand Dumas will be your primary point of contact for this RFQ and can be contacted at [bertrandd@spc.int](mailto:bertrandd@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
RFQ sent to potential vendors	29/06/2023
RFQ Closing Date	13/07/2023
Award of Contract	17/07/2023
Commencement of Contract	18/07/2023
Conclusion of Contract	18/08/2023

### 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 bidders 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

The purpose of this project is to convert the hard copies of Finance paper documents (stored in Container) into digital format for archiving purposes. The scanned documents will be indexed and stored in an electronic document management system for easy retrieval and management. The following terms of reference provide guidance on the scope, objectives, and deliverables of the project.

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

#### Overall Purpose:

The purpose of this project is to digitize Finance paper archives to improve accessibility, reduce physical storage requirements, and protect valuable documents from damage or loss. The project will involve scanning and indexing paper documents and storing them in an electronic format.

- Digitize paper documents in the container archive.
- Add scanned documents to the searchable electronic database created by SPC.
- Ensure the security and confidentiality of sensitive documents.
- Minimize disruption to ongoing archive activities.
- Reduce physical storage requirements for documents.
- Increase accessibility of archived documents

All scanning and physical preparation work must be performed at SPC Nabua in Suva; original archives materials may not leave the premises at any time.

#### Scope of services:

The scope of this project is to scan and digitize paper documents. The documents to be scanned will include but are not limited to invoices, receipts, memos, reports, and correspondence. The documents will be scanned at a good resolution to ensure clarity and legibility of the text and images. This document will be saved as PDF file with OCR (for both English and French) feature enabled for indexing.

- Categorise all paper documents within the archive to be digitized the selected part.
- All selected documents will be scanned and indexed using SharePoint.
- All documents will be filed in the organisation's document repository (SharePoint) stored in a secure platform.
- Access to the electronic archive will be controlled by SPC and restricted to authorized personnel only.

#### Subject Material Description:

- Approximate count of boxes: 60 boxes.
- Measurement of each box: 39cm x 18cm x 25cm, Box volume: 13,500 cm<sup>3</sup>.
- The approximate number of pages is around 750 pages per box.
- Paper size: mixture sizes with the biggest as A3 and big number of A4 pages plus, other sizes smaller than A4 (receipts, invoices etc.).
- Some are printed back-to-back and one-sided. There are some receipts/ invoices are glued to A4s while some are stapled. Each of the payment vouchers are stapled together.
- There are receipts are printed on a thermal paper and some are on a cardstock.

### **Responsibilities:**

#### **SPC's:**

- Provide a file structure for follow
- Provide access to the internal SharePoint.
- The project team will ensure minimal disruption to ongoing archive activities during the digitization process.
- The project team will determine the appropriate hardware and software required for the digitization process.
- Office space within SPC facilities for the Consultant: the space for office, basic furniture, shared restroom facilities, access to kitchen area and electricity will be provided. The Consultant shall be able to maintain adequate insurances covering the consultant's services and its equipment if applicable. The scope of the insurance shall cover the Consultant's company, its employees, agents or subcontractors for claims arising out of or in connection with the professional services that offeror shall provide.
- Access to internet: for Consultant's deployed personnel in SPC facilities for ensuring appropriate execution of the services by Consultant's employees: SPC will provide access to internet for deployed personnel to serve SPC needs. Consultant's devices (laptop, printer, etc.) however may only be connected to the SPC network after being fully tested and accepted by respective SPC IT Department following the removal of administrative rights on the device.

#### **Vendor's:**

The organization may engage a third-party vendor to provide expertise as well as specialized services or equipment to implement the paper archiving scanning project.

The responsibilities of the third-party vendor will include:

- Working closely with the project team to understand the scope and requirements of the project.
- The project team will ensure the confidentiality and security of sensitive documents.
- Providing specialized expertise, equipment, or software to support the scanning and indexing process.
- Ensuring that the scanning and indexing process is efficient, accurate, and aligned with project goals and timelines.
- Providing regular updates on the progress of the project and any issues or challenges

encountered

- Adhering to all relevant organizational policies and procedures, including those related to data privacy and security.
- Create a worksheet with each box, file or volume digitized. The worksheet will specify at a minimum:
  - List of documents
  - Location in the digital archive

**Deliverables:**

The deliverables expected from the third-party vendor include:

- Digitized electronic copies (scan) of all selected paper documents in the physical archive.
- Index the documents that meet the project standards using recommended metadata.
- A searchable electronic database of documents (customised SharePoint library)
- A report documenting the project process and outcomes.
- A training session for selected users of the electronic document management system

**Communication:**

Clear communication between the third-party vendor and the project team will be critical to ensure the success of the project. The vendor will be expected to participate in regular project meetings and provide regular updates on the progress of the project. The project team will also be responsible for providing clear guidance and feedback to the vendor to ensure that their work is aligned with project goals and timelines.

### C. Technical specifications

**Scanner:**

- We may consider using SPC copy machinery with OCR.
- High-speed document scanner capable of scanning **both sides** of a page
- Minimum optical resolution of **300 dpi**
- Automatic document feeder capable of holding at least **50 pages** at a time.
- Ability to handle different paper sizes and **thicknesses**.

**Software:**

- Optical character recognition (OCR) software to convert scanned images to searchable text.
- Document management software to organize and manage the electronic documents. (SharePoint in this case)
- Compression software to reduce the file size of scanned images without compromising the image quality.



**Hardware:**

- Sufficient storage space on a hard drive or server to store the scanned documents.
- Backup system to ensure the safety and security of the electronic files.
- High-speed internet connection to be provided by SPC to enable remote access to the electronic documents.

**Workflow:**

- Develop a workflow for the scanning process to ensure the efficient and accurate digitization of the paper archives.
- Determine the appropriate metadata to be captured during the scanning process to facilitate searching and retrieval of the electronic documents.

**Security:**

- Implement appropriate security measures to protect sensitive documents and prevent unauthorized access to the electronic files.
- Restrict access to the electronic documents to authorized personnel only.

**Quality Control:**

- Develop a quality control process to ensure the accuracy and completeness of the scanned images and searchable text.
- Implement regular checks to verify the integrity of the electronic files and ensure they are not corrupted or lost.

**D. Timelines**

The consultant/consulting firm identified through this process will retain this status for a period of 3 months or the duration specified in their contract whichever is the longest.

**E. Reporting and contracting arrangements**

- The contractor will be responsible to the Director of Finance through the SPC Project Manager.
- The Contractor will provide SPC with at least monthly updates of progress and concise written report.
- The Contractor will work from SPC Nabua Office in Suva as their home base, unless travel to SPC Headquarters in Nouméa is deemed necessary, for which SPC will be responsible for the purchase of semi flexible economy tickets and payment of appropriate accommodation. Such travel costs would be separate to the total of this contract.

**F. Skills and qualifications**

The Contractor will have:

**Lead Consultant:**

- Bachelor’s degree in management, Business Administration, Library and Information Management or similar related discipline with 5 years of professional experience on similar projects.
- Proven ability to plan, organize, and effectively implement activities.
- Proven experience leading similar digitization projects, including the management of staff.
- Proven ability to meet project deadlines and work in team environments.
- Effectively communicating with stakeholders, includes Records Manager, Project Officer.
- Fluency in either English

**Scanner operator(s):**

- At least 1 year of experience scanning archival materials, with knowledge of best practices of document handling for physical preservation.
- Ability to read worksheet in either English or French
- Monitoring image quality
- Monitoring OCR capabilities

**G. Scope of Bid Price and Schedule of Payments**

The selected contractor will be expected to invoice SPC monthly for the number of days worked in the month. The bid price should be based on a daily rate in EUR.

<b>Milestone/deliverables</b>	<b>Deadline</b>	<b>% payment</b>
Agreed workplan	2 weeks from contract signing	10%
1 <sup>st</sup> Month progress report	Month 1	20 %
2 <sup>nd</sup> Month progress report	Month 2	20 %
3 <sup>rd</sup> month progress report	Month 3	20 %
Final implementation report: <ul style="list-style-type: none"> <li>- All documents digitized and filed in xxX (Hard drive, data repository, ...)</li> <li>- Report on conducted quality checks</li> <li>- Training to the Archive/Admin SPC staff</li> </ul>	2 weeks after last progress report	30%
<b>TOTAL</b>		

**H. Copyright and legal considerations:**

- a) Data and products created and processed through the project are the property of SPC
- b) The Consultant shall not share or part with or hand over the original, scanned, or reproduced documents to any other party.
- c) The Consultant shall delete all scanned data from their computer system after the work is completed.
- d) The Consultant shall be held responsible for any loss or damage of documents. If documents are lost, the Consultant shall pay for the reproduction of these documents from another collection if available. The Consultant shall pay for the repair of any damaged documents or volumes in accordance with international archival standards.

## I. Social and environmental responsibility

The Consultant shall provide its support and commitment to support SPC in its efforts to addressing climate change, biodiversity loss and the protection of the environment, and to promoting social responsibility.

For the purposes of the performance of the consultancy services the following sustainability elements shall be considered:

- a) During the course of the implementation of the services, the Consultant will ensure that gender is taken consideration at various stages during the implementation phases thus promoting gender equality and having a mixed gender approach if having subcontractors or more than one person working on these services.
- b) The Consultant shall propose products or solutions that help to reduce or conserve energy. Reducing energy consumption can have a positive impact on the environment and on the operating costs of the consultancy services. Where possible, the Consultant is encouraged to consider using equipment that consumes less energy and it meets international requirement i.e. Energy Star or equivalent.

## J. Annexes to the Terms of Reference

Specifications of digital files:

<b>File</b>	<b>File Format</b>	<b>Resolution</b>	<b>Tonal Resolution</b>	<b>Delivery Method</b>	<b>File structure</b>
Access; 1 file per file	PDF	240 or 300 ppi	8-bit grayscale	FTP, HDD, or network transfer	Will be shared with the successful bidder

## 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>		
Bidders must be able to provide proof of business registration, and a minimum of 5 years' experience, with supporting evidence, working across the technical areas listed below.	Bidders will be disqualified if any of the requirements are not met	
<b>TECHNICAL REQUIREMENTS</b>		
<b>Expertise of Firm submitting Proposal:</b>		
Demonstrated experience in performing similar implementations for similar organisations (at least 5 years)	15%	105
Provide reference clients (3) that SPC can contact.	15%	105
Ability to manage the project in a competent and professional manner. Availability of consultants that SPC can contact for support and advice.	15%	105
Ability to work in English and French working environment.	5%	35
<b>Proposed Work Plan and Approach:</b>		
Structured approach to meet the requirements of the Terms of Reference.	15%	105
Internal processes for general assurance of the quality of deliverables.	15%	105
<b>Personnel:</b>		
Names and formal qualification of key staff, location, and relevant experience, including personnel from a partner organisation (CVs) as per minimum requirements from Section F of the terms of Reference of this RFP.	10%	70
Succession planning and staff continuity.	5%	35
Aware of cultural differences within the pacific islands and to solicit and encourage business and customer buy-in.	5%	35
<b>Total Technical Score</b>	<b>100%</b>	<b>700</b>
<b>Qualification Technical score</b>	<b>70%</b>	<b>490</b>