



REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Regional Guideline Hosting Platform Development
Nature of the services	Consultancy for developing a regional guideline hosting platform for Public Health Division resources
Location:	Remotely; Noumea, NC; Suva FJ Office
Date of issue:	5/07/2023
Closing Date:	19/07/2023
SPC Reference:	23-4973

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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

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 noellieg@spc.int and with the subject line of your email as follows: **Submission 23-4973**. The email should also be copied to rfq@spc.int.

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- Technical proposal submission
- Financial proposal 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 **23.58 FJT** on **19/07/2023**.

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.

Noellie Gay will be your primary point of contact for this RFQ and can be contacted at noellieg@spc.int. You should copy any communications into 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	5/07/2023
RFQ Closing Date	19/07/23
Award of Contract	27/07/2023
Commencement of Contract	4/08/2023
Conclusion of Contract	19/12/2025

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. 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 Public Health Division (PHD) at The Pacific Community (SPC) is dedicated to improving the health, and therefore the future, of all Pacific Islanders. This aligns with SPC's Strategic Plan Goal number 3 - All Pacific people reach their full potential and live long and healthy lives. PHD is supporting the Pacific Island countries and territories in the field of surveillance, preparedness and response to outbreaks, strengthening laboratory capacities, non-communicable diseases prevention and control clinical services and health systems strengthening. Support is provided in the format of capacity development, technical assistance and developing regional resources and guidelines and assisting with national adaptation of these guidelines.

The COVID-19 outbreak has highlighted the need to rapidly access clinical information, infection prevention and control (IPC), surveillance information, public health, and Laboratory guidelines in the PICTs. Furthermore, connectivity to be able to access the most up-to-date guidelines online is not always possible in remote areas or when internet connections are unstable.

To address this, PHD would like to provide a platform where regional guidelines and updated information for disease control are available to health practitioners of the PICTs even in internet limited settings.

This hosting application will be developed for making regional guidelines in Public Health and diseases control material available for health practitioners.

The host application will provide multiple guidelines that practitioners can access and use offline when internet access is unreliable. The material will be updated periodically by the Public Health Division according to diseases' knowledge evolution and PICTs needs.

B. Purpose, objectives, scope of services

The contractor will develop the guideline host application, design the layout, folder structure and guideline indexes, and upload content provided by the Public Health Division.

Required activities are:

- i. System Requirements:
 - a. Must be a responsive web design, accessible online via internet main browsers such as Chrome, MS Edge, and Firefox.
 - b. Application must be compatible with mobile devices such as tablet and smart phones.
 - c. Must have an offline function where contents can be uploaded and then published once internet is available.
 - d. Must have at least have 99.9% uptime during the year.
 - e. Must be hosted in a reliable hosting site such as Azure or AWS cloud providers.
 - f. Development languages Knowledge in (ASP.net, HTML, CSS, PHP, JavaScript)

- ii. Functional Requirements:

- a. Application must have an admin panel for users responsible for site contents.
 - i. User credentials must be provided.
 - ii. Different access levels may be required based on guideline requirements by the Public Health Division.
- b. All activities on the admin panel must be tracked in an audit log for review and audit purposes.
- c. Ad hoc Reports must be available for the following:
 - i. Health report of the application – should indicate the health status, downtime, response time etc.
 - ii. Activities report on site usage by location & country – indicates the usage of site across the PICTs.
- iii. Business Requirements:
 - a. Existing guidelines provided by the Public Health Department must be uploaded to the site by contractor.
 - b. Site contents (guidelines) will be updated regularly by the PHD staff.
 - c. Easy Navigation through topic headings by end users.
 - d. Search functionality across all navigable terms.
 - e. PDF view of each guideline page.
 - f. A bookmark function to quickly access frequently used topics.
 - g. Fully accessible offline after the initial download of pdf files.
 - h. Layout design:
 - i. Design the layout, folder structure and chapters according to Public Health Division technical areas (NCD, risk communications, clinical services, Laboratory, Surveillance and epidemiology, IPC (see annex A for examples of some guidelines).
 - i. File types:
 - i. Documents must be available in a pdf format.
 - j. Documentation: The following documents are expected from the vendor:
 - i. User Guideline – To be used by PHD staff and PICTS Healthcare workers on how to access the information from the application.
 - ii. Training Materials – To be used by PHD staff responsible for uploading contents to the application and any other required training materials.
 - iii. Technical Guideline – Technical information regarding the platform for ICT reference.
 - iv. Source code of the site with line comments
 - k. Service Support:
 - i. 6- months support for the development.
 - ii. Ongoing support for the hosting (annual fees)
 - iii. An incident or fault system/mechanism must be established for any issue that needs to be raised from the regional guideline platform.
 - iv. Contractor must be responsive within two hours of receiving a fault or ticket from the PHD team.
 - v. All issues must be resolved in a timely manner.
 - vi. Any unresolved issue must be escalated accordingly by the contractor and the PHD management team must be always informed on the status of the issue.

- vii. In any case, a work order is required on fixing a fault, an estimated timeline together with the hourly rate must be established. Approval must be given from the PHD management team before any work can begin.

C. Format of the technical & financial response

The service requested is divided into 2 separate lots:

- **Lot 1 - firm:** Development of the application as specified above and provision of the associated documentation.
- **Lot 2 - firm:** Maintenance and guarantee of the application's operation from the date it is put into service until 31/12/2023.

Therefore, in its technical offer, the tenderer is expected:

- **Lot 1** - To present:
 - The technical and system requirements expected from the SPC.
 - The development methodology.
 - The schedule of the service, showing in a significant way the breakpoints, specification phases, development phases, test phases and the date of entry into service (the deadlines for validation and for requesting the SPC must be clearly identified).
 - The skills and qualifications used in this phase.
- **Lot 2** – To specify:
 - The warranty period
 - The levels of maintenance covered
 - The support and resolution times
 - The means and skills implemented to ensure these maintenance phases.

The financial offer will show the lump sum costs for these 2 lots and will detail the hourly costs for maintenance operations that are not covered by the lump sums presented.

D. Timelines

The total duration of the contract is 4 months. A draft layout of the chapters and folder structure will be required within 2 months of signing the contract. All content will be required to be uploaded within 3 months and user guidelines and training documents provided by 4 months after signing the contract.

E. Reporting and contracting arrangements

The contractor will be responsible to Director of the Public Health Division in SPC.

The contractor will interact with PHD staff, including Programme team leaders and technical advisors.

The contractor will work remotely. No travel to PICTs will be necessary.

F. Skills and qualifications

- Demonstrated experience of host application development (with offline function) in the field of health.
- Knowledge in these languages (ASP.net, HTML, CSS, PHP, JavaScript)
- Responsive website development skill is essential.
- Knowledge and familiarity with Pacific Island countries
- Resourcefulness and troubleshooting attitude

G. Schedule of Payments

Milestone/deliverables	Deadline	% Payment
Lot 1 - Firm		
Upon first consultation meeting after contract commencement	August 2023	20
Develop the solution, design the folder structures	September 2023	30
Uploading guidelines provided by the Public Health Department	October 2023	20
Training materials and user guides developed	November 2023	30
Sub-Total 1		100
Lot 2 - Firm		
Maintenance Cost for 2023	October 2023	50
Maintenance Cost for 2023	December 2023	50
Sub Total 2		100
Maintenance Cost for 2023	October 2023	100

H. Annexes to the Terms of Reference

Annex A – examples of some of the PHD regional guidelines to be made available through the app:

- PPHSN Infection Prevention and Control Guidelines – 2021:
<https://www.pphsn.net/resources/pphsn-infection-prevention-and-control-guidelines-2021/>
- Manual for Surveillance and Control of Aedes Vectors in the Pacific – 2020:
<https://www.pphsn.net/resources/manual-for-surveillance-and-control-of-aedes-vectors-in-the-pacific-2020/>
- Pacific Outbreak Manual: <https://www.pphsn.net/resources/outbreak-manual/>
- Pacific guidelines for healthy living: a handbook for health professionals and educators:
https://www.spc.int/DigitalLibrary/PHD/Collection/NCD_Guidelines
- Standards for perioperative nursing in Pacific Island countries and territories: clinical standards: first edition:
https://www.spc.int/DigitalLibrary/Doc/PHD/Clinical_Services/Pacific_Periooperative_Practice_Standards/Standards_for_Periooperative_Nursing_in_Pacific_Island_Countries_and_Territories_Clinical_Standards_First_edition.html

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
Mandatory requirements		
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.		Mandatory requirements. Bidders will be disqualified if any of the requirements are not met
Expertise of Firm/Organisation submitting Proposal:		
<p>Strong development skills, including at least four years demonstrated experience developing web applications of similar nature.</p> <ul style="list-style-type: none"> • Proof of projects handled of similar nature (Guideline platform) for at least two (2) public or private organisations in the health sector. • Proven experience with similar projects handled in the Pacific Region. • Ability to work in English and French working environment. 	50%	350
Proposed Work Plan an Approach:		
<p>Ability of the bidder's proposed team to demonstrate that:</p> <p>They have a structured approach to meet the requirements of the Terms of Reference for each parts defined below:</p> <ul style="list-style-type: none"> • Remote assistance • On-site technical assistance 	25%	175
Overall work plan presentation & methodology project plan to include timeframes, deliverables, milestones manpower requirements.	20%	140
SLAs and indicative turnaround time and availability to provide adequate support and advice to SPC upon demand	5%	35
Total Score	100%	700
Qualification Score	70%	490

FINANCIAL PROPOSAL SUBMISSION FORM – SERVICES

INSTRUCTIONS TO BIDDERS

In their financial proposal, bidders should detail as much as possible the price requested in response to the technical specifications.

Wherever possible, this should be stated as a lump sum and then as a total amount (e.g. lump sum can be: daily rate for a consultant, a project manager, a developer, a scientist, lump sum for the organisation of an event, price of a consultation and total amount can be: number of days of drafting required to produce the report, number of meetings required, number of conferences, workshops, etc.).

Good detail in their financial proposal helps bidders to give clarity and transparency to their proposal and makes it easier for SPC to score the proposals received.

The contract to be concluded with the selected bidder must mention all the costs incurred for the execution of the assignment entrusted to him. No additional costs can be claimed from SPC after the contract has been signed. Bidders must mention in their financial proposal all additional costs foreseen for the execution of the contract (material, equipment, travel, etc.). These costs will either be included in their fees, paid or reimbursed by SPC upon presentation of supporting documents. In any case, they must be estimated by the bidder in its financial proposal and will form an integral part of SPC's evaluation of proposals.

Bidders must also mention any special conditions relating to the amount of their proposal or the terms of payment.

The financial proposal must be submitted inclusive of taxes in accordance with the applicable legislation. However, the final amount of the awarded contract may be paid to the successful bidder inclusive or exclusive of taxes, depending on the tax exemptions enjoyed by SPC as an intergovernmental organisation in its member countries and territories.

The following form is given as an indication, the bidder may submit its financial proposal to SPC in another format, provided that it complies with the instructions detailed in this RFP/RFQ and in particular:

BIDDER'S FINANCIAL PROPOSAL – SERVICES

Services description	Unit	Quantity	Price exclusive taxes €	Price inclusive taxes €	Total Amount [Currency]
Lot 1 – Firm Development of the application + documents / guidelines	Lump Sum	1			[total amount]
Lot 2 – Firm Maintenance Cost Up to December 2023	Lump Sum	1			[total amount]
Extra maintenance	Hourly rate	1			
Total Package	[Total 1]				

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, taking into account 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: [insert name of the company]

Signature:

Name of the representative: [insert name of the representative]

Title: [insert Title of the representative]

Date: [Click or tap to enter a date]