

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

| | |
|-------------------------------|---|
| Project Title: | ServiceNow – Added Feature for Managing resources |
| Nature of the services | Consultancy to develop and implement this added feature into the existing Translation Module in ServiceNow. |
| Location: | Remotely |
| Date of issue: | 25/09/2023 |
| Closing Date: | 8/10/2023 |
| SPC Reference: | RFQ23-5579 |

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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 maryd@spc.int and with the subject line of your email as follows: **Submission RFQ23-5579**. 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

- Supporting evidence of skills and expertise of resources relating to ServiceNow

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 **11.45 PM on 8/10/2023**.

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.

Mary Driver will be your primary point of contact for this RFQ and can be contacted at maryd@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 | 25/09/2023 |
| RFQ Closing Date | 8/10/2023 |
| Award of Contract | 13/10/2023 |
| Commencement of Contract | 16/10/2023 |
| Conclusion of Contract | 4/03/2024 |

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 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. 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 SPC Translation Team is seeking an enhancement or integration within the existing ServiceNow platform that will improve the planning and management of its resources. This enhancement should encompass features such as tracking the availability and areas of expertise of translators, managing the tools they utilize, and facilitating proactive planning for translation service requirements associated with events such as conferences or the development/revision of major policies. The desired solution should be built into or directly linked to the ServiceNow platform.

SPC Translation Team currently collaborates with approximately 30 freelance translators and 6 internal translators. ServiceNow serves as the primary tool for handling client requests and assigning tasks to both internal and external translators. Clients submit their requests through ServiceNow, and the Translation Team creates tasks (e.g., translation, self-revised translations, revision) within these requests to assign work to the translators. To track planned peak periods, such as meetings or significant documents, the team currently relies on an Outlook calendar.

Key ServiceNow instance technical information:

- ServiceNow is the main platform used for handling client requests and task assignments.
- Requests from clients are lodged and managed within the ServiceNow instance.
- Translation tasks (e.g., translation, self-revised translations, revision) are created within the ServiceNow instance for assignment to translators.
- The Translation Team utilizes an Outlook calendar to track planned peaks, including meetings and major documents.
- Freelancers do not have access to the SPC ServiceNow portal; request and task management are handled exclusively by the internal team.

B. Purpose, objectives, scope of services

Ongoing Licences requirements and API integrations

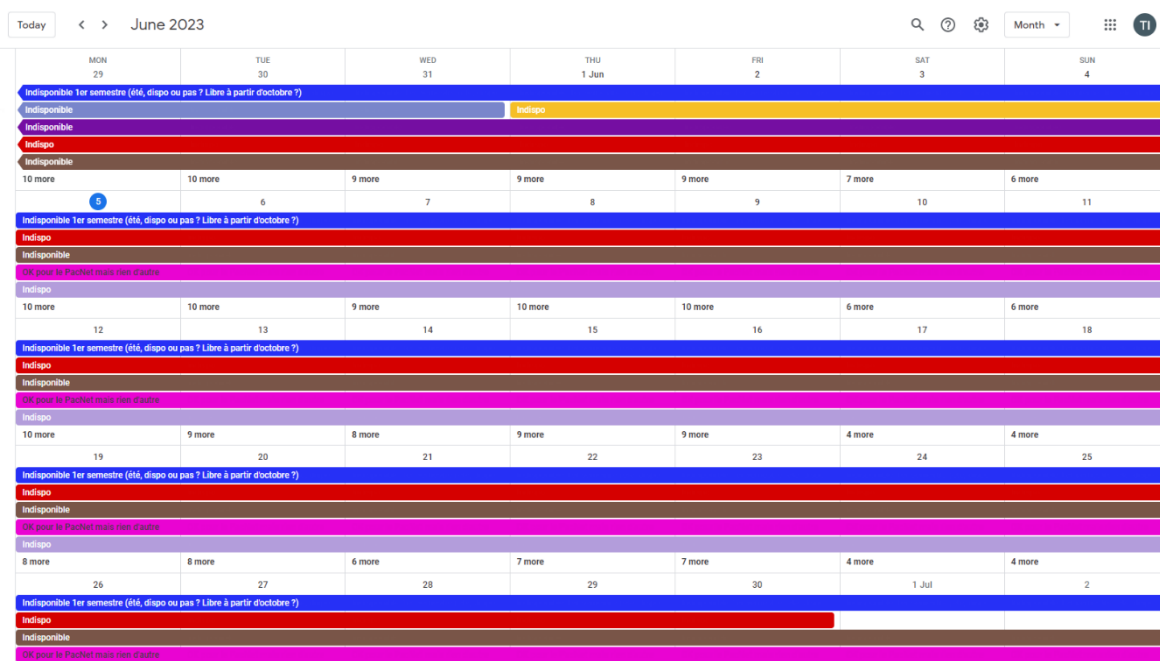
The vendor should aim to minimize ongoing license costs associated with the proposed solution for the ServiceNow platform. However, if certain integrations require additional licenses, vendors should include the associated costs in their response. The SPC Translation Team will consider both the initial implementation expenses and any recurring license fees when evaluating the cost-effectiveness of the proposed solution. Vendors should provide details about API integrations, including technical specifications and potential costs, to ensure seamless connectivity with the ServiceNow platform. The goal is to find a balance between cost optimization and necessary integrations for an efficient resource planning and management solution.

Our objectives:

- 1) **Selecting the best translator(s) available for the job**

Availability of translators is defined with current tasks assigned in ServiceNow and other assignments as entered in Outlook. For freelancers, the team currently uses a Google Calendar filled either by members of the SPC Translation Team or by the freelancers directly (see screenshot below).

The team does not use a specific tool for managing the availabilities of the 6 internal translators.



While it allows some of our freelancers to communicate their availability directly to the team, this tool is not integrated in ServiceNow and does not allow us to efficiently and automatically plan project allocation based on resources available, i.e. who is the best person available for how many words at a given time.

The team might assign several translation/revision tasks from different projects to one translator, with different deadlines.

The aim is to enter details into the tool (e.g. number of words of a new project and deadline) to get assignment options based on the data previously recorded on our freelancers (availability (available/not available and in terms of volume), number of words already being translated, areas of expertise, tool used, etc.).

Most of the data linked to the translation requests and tasks are stored in ServiceNow, hence the preferred integration into that tool.

Data currently available in ServiceNow:

1. On requests from clients:

Favorites History Platform Analytics Workspace SPC Service Desk- Translation Requests

Translation Requests Due date Search

All > State = Translation

| Number | Due date | Total words | Opened by | Assigned to | Document Title | Task type | Completion Date | State |
|-------------|-----------------------|-------------|-----------|-------------|--|---------------------|-----------------|-------------|
| TRLR0007547 | 10-Jul-23 12:00:00 | 10 815 | Stev | | An updated bioeconomic analysis of the French Polynesia Longline fishery | Translation Request | (empty) | Translation |
| TRLR0007554 | 07-Jun-23 12:00:00 | 1 068 | Nab | | May internal newsletter | Translation Request | (empty) | Translation |
| TRLR0007553 | 07-Jun-23 12:00:00 | 4 697 | Coli | | JD / RN Climate Change Project Development Specialist | Translation Request | (empty) | Translation |
| TRLR0007370 | 31-May-23 12:00:00 | 2 387 | Bert | | Records Management Policy_Final Approved | Translation Request | (empty) | Translation |
| TRLR0007509 | 31-May-23 12:00:00 | 9 390 | Luisa | | Monitoring, Evaluation and Learning (MEL) Plan for the implementation of the Pacific Regional Culture Strategy | Translation Request | (empty) | Translation |
| TRLR0007508 | 31-May-23 12:00:00 | 3 068 | Luisa | | Communications Plan for the Implementation of the Pacific Regional Culture Strategy | Translation Request | (empty) | Translation |

2. On translation/revision tasks

Translation Tasks State Search Actions on selected

All > Active = true

| Number | State | Short description | Freelancer | Due date | Opened by | Total words | Parent | Assigned to | Short description | Task type |
|---------------|------------------|--|------------|-----------------------|-----------|-------------|-------------|-------------|--|------------------|
| TRLR0007408-1 | Open | | (empty) | 12-Apr-23 12:07:50 | | 614 | TRLR0007408 | | Infographie Consommation boissons sucrées | Translation Task |
| TRLR0007370-1 | Work in Progress | Politique archives | | 31-Mar-23 08:27:09 | | 2 387 | TRLR0007370 | | Records Management Policy_Final Approved | Translation Task |
| TRLR0007375-8 | Work in Progress | Révision lot 1 CL | (empty) | 01-May-23 08:42:14 | | 11 510 | TRLR0007375 | | RR2022 Results Explorer | Translation Task |
| TRLR0007547-1 | Work in Progress | An updated bioeconomic analysis of the French Polynesia Longline fishery | | 01-Jun-23 08:50:18 | | 10 815 | TRLR0007547 | | An updated bioeconomic analysis of the French Polynesia Longline fishery | Translation Task |
| TRLR0007553-2 | Work in Progress | JD / RN Climate Change Project Development Specialist | | 07-Jun-23 08:24:46 | | 4 392 | TRLR0007553 | | JD / RN Climate Change Project Development Specialist | Translation Task |
| TRLR0007554-1 | Work in Progress | Internal Comm | (empty) | 01-Jun-23 14:35:07 | | 1 068 | TRLR0007554 | | May internal newsletter | Translation Task |

Freelancers do not have access to SPC ServiceNow portal. Requests and tasks are assigned and managed by the internal team only.

2) Planning for translation peaks

The Translation Team regularly receives information on future meetings or projects, for which documents will need to be translated. We currently indicate those in our Outlook calendar, but it would be useful to be able to integrate this information also in ServiceNow, for planning purpose, with details such as the planned number of documents, the length of documents, the deadlines, etc.

Expected steps:

- The selected vendor will (virtually) meet with the Translation Team to assess the needs and opportunities based on the current tools and systems used.

- The vendor will provide to SPC ICT and Translation Teams options on solutions that could be offered.
- The vendor will develop the selected solution and submit proof of progress, and in the development environment, for ICT and Translation Teams to test.
- The vendor will adapt the tool in development based on feedback from SPC teams.
- The tool will go live.
- The vendor will make marginal changes based on feedback from the Translation Team in the weeks following the operationalisation of the solution.

C. Timelines

Estimates

1. Discovery and Assessment Phase:

The selected vendor will conduct virtual meetings with the Translation Team to assess the needs and opportunities based on the current tools and systems used. This phase should be completed within the first week after the selection of the provider (potentially the first week of October).

2. Solution Proposal Phase:

The vendor will analyze the requirements gathered during the assessment phase and provide options on solutions that could be offered. This phase should be completed within 3 weeks.

3. Development and Testing Phase:

The vendor will develop the selected solution and provide proof of progress on our development environment, for testing by the SPC ICT and Translation Teams. This phase should be completed within 8 weeks.

The developed solution will be subjected to rigorous testing, including functional and integration testing, to ensure its reliability, compatibility, and performance.

4. Feedback and Refinement Phase:

Based on the feedback received from the SPC teams (ICT and Translation) during the testing phase, the vendor will make necessary adaptations and refinements to the tool in development. This phase should be completed within 2 weeks.

5. Deployment Phase:

Once the solution has undergone thorough testing and refinements, it will be deployed and made live within 1 week. The deployment process will involve configuring the solution, integrating it with the Production ServiceNow platform, and ensuring its seamless operation.

6. Post-Implementation Support Phase:

The vendor will provide ongoing support and address any issues or feedback from the Translation Team in the weeks following the operationalization of the solution. This phase should last for approximately 4 weeks.

It is crucial to complete the implementation of the solution before the end of 2023 to meet the project timeline and ensure its availability for efficient resource planning and management within the SPC Translation Team.

D. Reporting and contracting arrangements

1. ICT Team:

The ICT Team will take the lead in overseeing the project on behalf of SPC.

The selected vendor will report to the ICT Team, providing regular updates on the progress, milestones, and deliverables of the project.

The ICT Team will actively collaborate with the vendor during the development and implementation phases.

2. Translation Team:

The Translation Team will act as the primary users of the solution, actively participating in the assessment of needs and the User Acceptance Testing (UAT) phases.

During the UAT phase, the Translation Team will thoroughly test the solution's functionalities, usability, and performance to ensure its effectiveness in meeting their specific requirements.

- The Translation Team will provide valuable feedback and insights to the vendor, helping identify any necessary refinements or improvements to the solution.

E. Skills and qualifications

- ServiceNow Expertise: Extensive knowledge and experience working with the ServiceNow platform.
- Years of Experience: Minimum 3-5 years of hands-on experience with ServiceNow projects.
- ServiceNow Certifications: Preferably certified in ServiceNow administration, development, and implementation.
- ServiceNow Integration: Experience in integrating ServiceNow with other systems using REST and SOAP APIs.

F. Scope of Bid Price and Schedule of Payments

Payment of funds will be made on achievements of each milestone as outline below:

| Milestone/deliverables | Deadline | % payment |
|--------------------------------------|---|-------------|
| 1. Discovery and Assessment Phase | Within 4 weeks after the start of the project | 20% |
| 2. Solution Proposal Phase | | |
| 3. Development and Testing Phase | 11 weeks following the end of Phase 2 | 70% |
| 4. Feedback and Refinement Phase | | |
| 5. Deployment Phase | | |
| 6. Post-Implementation Support Phase | 4 weeks following the end of phase 5 | 10% |
| TOTAL | 19 Weeks | 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 and financial requirements) which indicates the relative significance or weight of the items in the overall evaluation process.

| Evaluation criteria | Score Weight (%) | Points obtainable |
|---|---|-------------------|
| Mandatory requirements | | |
| Experience in delivery of a similar type of enhancements and integration with other software solutions and platform | Mandatory requirements. Bidders will be disqualified if any of the requirements are not met | |
| Experience in ServiceNow implementation for an international organisation, government/semi government bodies in the last 5 years. | | |
| Technical requirements | | |
| Technical requirement 1: Demonstrated ability to implement ServiceNow Module Enhancements with integrations to enable efficient resource management | 40% | 280 |
| Technical requirement 2: Evidence of at least 3 enhancements and implementation with other customers that may have required resource scheduling requirements using calendars e.g. M365 Calendar, Google Calendar. | 25% | 175 |
| Technical requirement 3: Provide evidence of technical expertise with relevant industry certifications | 10% | 70 |
| Technical requirement 4: Proposed workplan on implementation of the required enhancements and post implementation support.. | 10% | 70 |
| Other: Examples of reports and implementation documents that will be provided at the end of the activity | 15% | 105 |
| Financial requirements | | |
| Price and payment conditions | 30 | 300 |
| Total Score | 100% | 1,000 |

PART 5: SUBMISSION FORMS**PART 5.1: TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES**

| Background | |
|---|--|
| Name: | |
| Physical Address: | |
| Postal Address: | |
| Telephone Contact: | |
| Email: | |
| Technical Requirements | |
| <i>Evaluation criteria</i> | <i>Response by Bidder</i> |
| Experience and specified personnel/sub-contractors | |
| Experience: | Experience: |
| | <i>[insert details of relevant experience]</i> |
| | Details for three references: |
| | 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> | |
| Technical Requirement 1 | |
| Demonstrated ability to implement ServiceNow Module Enhancements with integrations to enable efficient resource management | <i>[Bidder's answer]</i> |
| Technical Requirement 2 | |
| Evidence of at least 3 enhancements and implementation with other customers that may have required resource scheduling requirements using calendars; eg. M365 Calendar, Google Calendar | <i>[Bidder's answer]</i> |
| Technical requirement 3 | |
| Provide evidence of technical expertise with relevant industry certifications | <i>[Bidder's answer]</i> |
| Technical requirement 4 | |
| Proposed workplan on implementation of the required enhancements and post implementation support | <i>[Bidder's answer]</i> |

| Technical requirement 5 | |
|--|-------------------|
| Examples of reports and implementation documents that will be provided at the end of the activity. | [Bidder's answer] |

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]*

PART 5.2: FINANCIAL PROPOSAL SUBMISSION FORM – SERVICES

BIDDER’S FINANCIAL PROPOSAL – SERVICES

All costs indicated on the Financial Proposal should be **inclusive** of all costs with applicable taxes.

The format shown below should be used in preparing the price schedule. All prices in the proposal must be presented in **FJD**.

| <u>RFQ-5579</u> | |
|---|-----|
| Services description | FJD |
| enhancement of the translation module in ServiceNow | |
| Post implementation support (please specify lumpsum and also monthly fee) | |
| Additional costs (please specify) | |

SPC is not responsible for any arrangements or payments related to visas, taxes, duties or separate lines for overheads/running costs or contingencies for which the **service provider** may be liable. If these apply, the costs are to be considered in the professional fees charged for the delivery of the specific services.

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]*