



REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Digitisation of Financial Records
Nature of the services	Digitisation of hard copies for recording - readvertisement
Location:	SPC Office, Fiji
Date of issue:	20/09/2023
Closing Date:	4/10/2023
SPC Reference:	RFQ23-5802

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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 bertradd@spc.int and with the subject line of your email as follows: **Submission** RFQ23-5802. 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
- Necessary supporting documents: technical proposal form, CV, work plan

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 **11.45pm Fiji Time on 4/10/2023**.

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.

Bertran Daumas will be your primary point of contact for this RFQ and can be contacted at bertrandd@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	20/09/2023
RFQ Closing Date	4/10/2023
Award of Contract	12/10/2023
Commencement of Contract	16/10/2023
Conclusion of Contract	22/12/2023

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 FJD 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 Pacific Community (SPC) has records from its business activities which are currently stored in central locations. Due to the nature of the organisation, these records come in different formats e.g., hard copy or paper, maps, books, audio-visual materials etc. SPC seeks to preserve these records for business purposes and this project will focus on hard copy or paper financial records which need to be retained as part of SPC's regulatory, legal and compliance requirements.

B. Purpose, objectives, scope of services

1. Overall purpose:

The purpose of this project is to digitise hard copy or paper financial records into electronic copies to preserve these from damage or loss, improve readability, searchability, accessibility and reduce physical storage requirements and costs. The potential vendor will scan identified financial records, rename the scanned financial records according to the SPC naming convention and include relevant metadata where applicable, and store these in the dedicated SPC repository. The SPC repository to be used will be shared to the successful vendor along with any other relevant information.

2. Scope of services:

The financial records to be scanned come in different paper sizes due to the financial record types e.g., receipts, cheques. However, in majority the financial records are mostly A5, A4, and A3 sized papers which are of different textures e.g., thermal or cardstock in nature.

The successful vendor will:

- a. be required to prepare the paper records either by removing staples or unbinding etc. prior to scanning.
- b. scan the paper records into pdf format at 300 ppi resolution, minimum compression with Optical Character Recognition (OCR) feature enabled for both English and French languages.
- c. rename the scanned or electronic copy records and add relevant metadata where necessary.
- d. store the scanned or electronic copy records onto the dedicated SPC repository.

3. Responsibilities:

SPC:

1. Workspace within SPC for the successful vendor which includes basic furniture. All SPC facilities have shared facilities which the vendor can access including restroom and basic kitchen facilities. 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.
2. Provide the file naming convention, metadata guideline or any other guidelines to be followed.
3. Provide access to the internet for the vendor' deployed personnel in SPC facilities to ensure appropriate execution of services and serve SPC needs. The vendor's devices (laptop, printer, etc.) will need to be tested by the SPC IT Department for clearance in gaining access to the SPC network following the removal of administrative rights on the device.
4. Provide access to the dedicated SPC repository.
5. The Project Team will ensure minimal disruption for the duration of the digitisation project.

6. The Project Team will work with the vendor in determining the appropriate hardware and software required for the digitization process.

Vendor:

SPC may engage a third-party vendor to provide expertise as well as specialized services or equipment to implement the digitisation project.

The responsibility of Vendor is to:

- i. Work closely with SPC's Project Team to understand the scope and requirements of the project.
- ii. Ensure the confidentiality and security of sensitive documents.
- iii. Provide specialised expertise, equipment, or software to support the scanning and indexing process.
- iv. Ensure that the digitisation process is efficient, accurate, and aligned with project goals and timelines.
- v. Provide regular updates on the progress of the project and any issues or challenges encountered.
- vi. Adhere to all relevant organizational policies and procedures, including those related to data privacy and security.
- vii. Create a worksheet with volume digitized. The worksheet will specify at a minimum:
 - List of scanned records
 - Location in the digital archives
 - Total amount of space used plus the individual space used for the different financial years.

Deliverables:

The deliverables expected from the Vendor include:

1. Complete digitised electronic records of the selected physical financial records in the archives
2. Digitised electronic records renamed as per file naming convention with relevant metadata where applicable to meet the project standards.
3. A report is required to document the vendor's project process and outcomes
4. A training session for the SPC selected users of the electronic records

Communication:

Clear communication between the Vendor and SPC Project Team is critical to ensure the success of the project. The vendor is expected to participate in regular project meetings and provide regular updates on the progress of the project. The SPC 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:

- For the project, we may consider the use of SPC copy/ scanner machinery with OCR for the records. In addition to this, specific scanners are to be provided by the vendor to attain the standards (see "Scope" above).
- High-speed information scanner capable of scanning both sides of a page
- Minimum optical resolution of 300 ppi for paper (see "Scope above")
- Automatic document feeder capable of holding at least 50 pages at a time and flatbed scanners where required.
- Ability to handle different paper sizes and thicknesses.

Software:

- Optical Character Recognition (OCR) software to convert scanned images to searchable text.
- Dedicated SPC repository to manage the electronic records.
- Compression software to reduce the file size of scanned images without compromising the image quality.

Hardware:

- Sufficient storage space or spaces to store the digitized archives (to be clarified with SPC IT).
- 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 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/ personal/ confidential information and prevent unauthorized access to the electronic files.
- Restrict access to the electronic records and repository at all points of the digitisation process 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 vendor identified through this process will retain this status for the duration specified in their contract whichever is the longest.

E. Reporting and contracting arrangements

All scanning and physical preparation work must be performed at the identified SPC campus; original records may not leave the premises at any time.

- The Vendor will be responsible to the Director of Information through the SPC Project Manager.
- The Vendor will provide SPC with bimonthly progress reports in the form of a concise written report.
- The Vendor will work from the identified SPC facility as their home base
- SPC will be responsible for the purchase of semi flexible economy tickets and payment of appropriate accommodation if applicable. Such travel costs would be separate to the total of this contract.

F. Skills and qualifications

The Vendor will have the following personnel:

Lead Consultant:

- Minimum Bachelor's degree in management, Business Administration, Archives, 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 English or English and French will be an added advantage.

Digitising processor(s):

- Minimum of 1 year of experience in scanning hard copy or paper records, with knowledge of best practices of archives handling for physical and digital preservation.
- Ability to read worksheet in either English or English and French will be an added advantage.
- Monitor image quality.
- Monitor and ensure OCR capabilities.

G. Scope of Bid Price and Schedule of Payments

The selected Vendor will be expected to invoice SPC monthly for the number of days worked in the month after the submission of the second bimonthly report. The bid price should be based on a daily rate in EUR.

Milestone	Deliverable	Payment
0	Agreed workplan 2 weeks from contract signing	10%
1	First month's bimonthly progress reports submission	20%
2	Second month's bimonthly progress reports submission	20%
3	Third month's bimonthly progress reports submission	20%
4	<ul style="list-style-type: none">▪ All digitized records processed as per SPC guidelines and stored in the SPC repository.▪ Report on conducted quality checks.▪ Final implementation report▪ Training for identified General Administration staff 2 weeks after last progress project	30%

H. Copyright and legal considerations:

- i. Data and products created and processed through the project are the property of SPC.
- ii. The Vendor shall not share, part with or hand over the original, scanned, or reproduced documents to any other party.
- iii. The Vendor shall delete all scanned data from their computer system after the work is completed. This will be checked by the SPC IT department.
- iv. The Vendor shall be held responsible for any loss or damage to the hard copy or paper records. If records are lost, the Vendor shall pay for the reproduction of these from another collection if available. In addition to this, the Vendor shall pay for the repair of any damaged records in accordance with international archival standards.

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
Technical requirements		
Technical requirement 1: Demonstrated experience in performing similar implementations for similar organisations (at least 5 years)	15%	105
Technical requirement 2: Provide reference clients (3) that SPC can contact.	15%	105
Technical requirement: Ability to manage the project in a competent and professional manner. Availability of consultants that SPC can contact for support and advice.	15%	105
Technical requirement: Ability to work in English or English and French working environment.	5%	35
Proposed Work Plan and Approach:		
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
Personnel:		
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 RFQ.	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
Qualifying Technical score	70%	490
Total Score	100%	700