



# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	SPC Website
<b>Nature of the services</b>	Website Maintenance and Development
<b>Location:</b>	Pacific Community- SPC, 3 Luke Street, Nabua, Fiji.
<b>Date of issue:</b>	19/11/2023
<b>Closing Date:</b>	29/11/2023
<b>SPC Reference:</b>	RFQ23-6000

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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 [nabilh@spc.int](mailto:nabilh@spc.int) and with the subject line of your email as follows: **Submission RFQ23-6000**. 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
- Technical Proposal
- 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 **11:45 Fiji Time on 29/11/2023**.

### 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.

Nabil El Halwani will be your primary point of contact for this RFQ and can be contacted at [nabilh@spc.int](mailto:nabilh@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	16/11/2023
RFQ Closing Date	29/11/2023
Award of Contract	1/12/2023
Commencement of Contract	1/12/2023
Conclusion of Contract	1/12/2024

### 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](#) 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](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 Pacific Community (SPC) is the largest scientific and technical agency in the Pacific region however asset management of technical information is needed in an effective and fit-for-purpose media and social media management system. The capabilities needed are noted below and we are requesting services from suppliers to provide this service over the coming 1 years.

SPC is seeking the services of a Website Development and Maintenance establishment to update, maintain and do all the necessary requirements as displayed in section 3.B for SPC's main website: [www.spc.int](http://www.spc.int)

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

SPC's website serves as one of the main platforms to inform our different audiences about the latest news, updates and scientific documents in the Pacific and the world. The website also serves as an anchor for the region's statistics and publications. SPC's main website is connected to other website, where certain specific updates are reflected on other websites.

The primary objectives to be covered:

- To ensure the website is fully functional, responsive, and compatible across various devices and browsers.
- To keep SPC's website up to date in terms of the current content management system (Drupal).
- To optimise the website for search engines to improve visibility and ranking in search results.
- To implement and make sure the existing security measures are robust and update any measures to protect the website from cyber threats and ensure the safety of user data.
- Keep the website updated with latest user experiences, encouraging engagement and conversion.
- To offer ongoing website maintenance and support services to ensure the website remains up-to-date and secure.
- Future update and restructuring of SPC's website.
- Ensure SPC's main website works seamlessly with other connected SPC websites.

Infrastructure Hosting covers and this is not highlighted in Part B.

- a. Platform as a Service (PAAS) environment on Cloudways supported by SPC ICT.
  - PHP environment that supports CMS for Drupal
  - Host Firewall & SSL
  - Backup & Recovery.
- b. Domain Name Services on Cloudflare
  - Provides DNS
  - Web Application Firewall
  - Edge SSL
- c. Code Management
  - Code should be on SPC Github Repository.
- d. Website URL Redirection on Fastly
  - This is redirection of other divisional websites under main website for [www.spc.int](http://www.spc.int) for example
    - o [www.spc.int/digitallibrary](http://www.spc.int/digitallibrary)

- [www.spc.int/CoastalFisheries](http://www.spc.int/CoastalFisheries)
- [www.spc.int/ofp/tufman2](http://www.spc.int/ofp/tufman2)

Some of the scope of services, but not limited to:

- Integration of essential features to the website when needed.
- Training on analytics.
- Pages SEO optimisation, including meta tags, titles, and descriptions.
- Implementing SEO best practices throughout the website.
- Regular security audits and updates.
- Backup and recovery procedures.
- Ensuring a smooth and intuitive user journey through the website.
- Regular updates of plugins, themes, and security patches.
- Monitoring website performance and resolving any issues promptly.
- Providing technical support and troubleshooting assistance as needed.

### C. Timelines

- Initial term 01 December 2023– 01 December 2024.

### D. Reporting and contracting arrangements

- SPC primary contacts for this contract will be the Communications Coordinator and the Online Community Officer. Working level contacts within the Corporate Communications will also be established.
- Monthly maintenance reports that list the actions completed and the problems fixed.
- Progress updates, schedules, and completed milestones are included in project status reports for development work.
- Quarterly evaluations to discuss performance and potential areas for improvement.
- It should be made clear that the SPC owns all the coding, designs, and material created for the website.
- Any licencing privileges made available for maintenance.
- Strict respect to the requirements for data security and privacy.
- When processing sensitive data, encryption and safe data handling procedures should be used.
- Either party may terminate this contract for cause, in whole or in part, with fifteen (15) days' written notice to the other party.
- SPC reserves the right to terminate without cause this contract, at any time with thirty (30) days written notice to the Contractor, in which case SPC shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- In the event of any termination by SPC under this clause, no payment shall be due from SPC to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimise losses and further expenditure.
- Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a receiver be appointed on account of the insolvency of the Contractor, SPC may, without prejudice to any other right or remedy it may have, terminate this contract forthwith. The Contractor shall immediately inform SPC of the occurrence of any of the above events.

## E. Skills and qualifications

- Minimum 10 years of experience with Drupal, with extensive experience in Drupal 8 and 9, including Composer and Drush, custom modules, migrating, etc.
- Minimum 5-year experience with Information architecture assessment and consultation. This includes advising on content types/fields, navigation design/usage, how best to make use of the existing navigation and site structure and advising when changes to that structure might be warranted.
- Minimum 3 years' experience with Drupal 8/9 REST web services, Drupal 8/9 views, including REST displays, Multilingual Drupal 8/9 experience and Paragraphs (multilingual).
- Familiarity with Angular using a custom Drupal module and Gall. Deep familiarity with responsive design (CSS flex, grid, media queries, etc)
- Browser and device testing with real devices, not emulators.
- Minimum 3 years' experience working with large regional or international development organizations in the Pacific region.

## F. Scope of Bid Price and Schedule of Payments

Service and all requirements included in quote for full service – please provide the necessary payment structure if it varies from the noted contract information below.

Milestone/deliverables	Deadline
<b>Planning and Design Phase:</b> Project initiation, planning, documentation, design mock-ups (if necessary), wireframes, and preliminary design concepts are all included in the planning and design phase.	15/12/2023
<b>Development and Testing Phase:</b> Front-end and back-end development, CMS integration (if necessary), e-commerce setup (if necessary), testing, and quality assurance are all included in the development and testing phase.	20/12/2023
<b>Launch Preparation and Go-Live:</b> Includes user acceptance testing, SEO and performance optimization, content migration (if necessary), and the launch of the website.	25/12/2023
<b>Post-Launch assistance and Maintenance:</b> Consists of training, continual updates, reporting, and analytics, as well as post-launch assistance.	15/01/2024
<b>TOTAL</b>	



## 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>		
<ol style="list-style-type: none"> <li>1. Registration and certification of business</li> <li>2. Information on the company details, including its legal status and identification numbers.</li> <li>3. A statement outlining credentials and knowledge.</li> <li>4. References and previous performances.</li> <li>5. Financial evidence demonstration stability</li> <li>6. Technical and financial proposal</li> <li>7. Projects methodology and Costs</li> <li>8. Document proving conformity for insurance and license.</li> </ol>		<b>Mandatory requirements.</b> Bidders will be disqualified if any of the requirements are not met
<b>Technical requirements</b>		
<b>Technical requirement 1: Infrastructure hosting:</b> Infrastructure hosting: To utilize SPC Supported Web Hosting, Domain Name Services Vendors and Code Repository Vendors. Production / Development instance to be provided and as well as SSH/SFTP/Database, console access. .	15%	105
<b>Technical requirement 2: Security and software:</b> Maintain software, plugins, and CMS updates to ensure functioning and security; Install firewalls and SSL certificates as security precautions; Regularly check for vulnerabilities and fix problems.	15%	105
<b>Technical requirement: Optimisation and performance:</b> Improve the responsiveness and speed of the website; Keep intact on the scalability and use of server resources; Recommend SEO practises to increase the presence in search results.	30%	210
<b>Technical requirement: Monitoring and Compliance:</b> Set up user behaviour and uptime analytics and monitoring tools; Maintain backup processes and documentation for disaster recovery.	40%	280
<b>Total Score</b>	<b>100%</b>	<b>700</b>

## 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 tax 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**

<i>SPC Website Maintenance and Development</i>			
<i>Services description</i>	<i>Lump sum Price [Currency]</i>	<i>Total quantity</i>	<i>Total Amount [Currency]</i>
Project initiation, planning, documentation, design mock-ups (if necessary), wireframes, and preliminary design concepts are all included in the planning and design phase.	<i>[unit price]</i>	<i>[quantity]</i>	<i>[total amount]</i>
Front-end and back-end development, CMS integration (if necessary), e-commerce setup (if necessary), testing, and quality assurance are all included in the development and testing phase.	<i>[unit price]</i>	<i>[quantity]</i>	<i>[total amount]</i>
Includes user acceptance testing, SEO and performance optimization, content migration (if necessary), and the launch of the website.	<i>[unit price]</i>	<i>[quantity]</i>	<i>[total amount]</i>
Consists of training, continual updates, reporting, and analytics, as well as post-launch assistance.	<i>[unit price]</i>	<i>[quantity]</i>	<i>[total amount]</i>
<b>Total Package 1</b>			<i>[Total 1]</i>

Total amount	<i>[total amount for the services (1+2+3)]</i>
Total other costs	<i>[total other costs]</i>
<b>GRAND TOTAL</b>	

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]*