

REQUEST FOR PROPOSAL (RFP)

FOR SERVICES

Project Title:	Unified IP Telephony Solution
Nature of the services	5 years agreement to deploy a new modern telephony solution for the Organisation
Location:	All SPC Locations
Date of issue:	31/10/2024
Closing Date:	8/12/2024
SPC Reference:	RFP24-6792

Contents

PART 1: INTRODUCTION	3
1.1 ABOUT THE PACIFIC COMMUNITY (SPC)	3
1.2 SPC'S PROCUREMENT ACTIVITIES	3
1.3 SPC'S REQUEST FOR PROPOSAL (RFP) PROCESS	3
PART 2: INSTRUCTIONS TO BIDDERS	4
2.1 BACKGROUND	4
2.2 SUBMISSION INSTRUCTIONS	4
2.3 CLARIFICATIONS	5
2.4 EVALUATION	5
2.5 CONTRACT AWARD	5
2.6 KEY DATES	6
2.7 LEGAL AND COMPLIANCE	6
2.8 COMPLAINTS PROCESS	7
PART 3: [CHOOSE THE RELEVANT SPC STATEMENT OF NEEDS: FOR SERVICES/GOODS/WORKS]	8
PART 4: PROPOSAL EVALUATION MATRIX	22
4.1 EVALUATION CRITERIA & SCORE WEIGHT	22
4.2 FINANCIAL EVALUATION	24
PART 5: PROPOSAL SUBMISSION FORMS	25
ANNEX 1: BIDDER'S LETTER OF APPLICATION	25
ANNEX 2: CONFLICT OF INTEREST DECLARATION	26
ANNEX 3: INFORMATION ABOUT THE BIDDER AND DUE DILIGENCE	28
VENDOR INFORMATION	28
DUE DILIGENCE	28
SOCIAL AND ENVIRONMENTAL RESPONSIBILITY (SER)	29
SUPPORTING DOCUMENTS (where relevant)	29
ANNEX 4: TECHNICAL PROPOSAL SUBMISSION FORM	31
ANNEX 5: FINANCIAL PROPOSAL SUBMISSION FORM	48

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).

SPC has our headquarters in Noumea, New Caledonia and has regional offices in Fiji, the Federated States of Micronesia and Vanuatu, as well as an office in France. SPC works across the Pacific and has staff in nearly all of our Pacific Island Country and Territory members.

SPC works for the well-being of Pacific people through the effective and innovative application of science and knowledge and is guided by a deep understanding of Pacific Island contexts and cultures. 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.

SPC's *Procurement Policy* provides the framework for ensuring that SPC obtains the best value for its purchases, in terms of both cost and quality; demonstrates financial probity and accountability to its members and development partners; manages and prevents the potential for conflicts of interest; reduces its environmental impact and manages any other risks.

At SPC, all procurement follows the same main steps: planning; statement of needs; requisition; solicitation; evaluation; award; receipt; and payment. Different procedures apply depending on the value of the goods, services and works to be procured.

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 Proposal (RFP) Process

At SPC, procurement valued at more than EUR 45,000 must be advertised through a Request for Proposal (RFP) with any bids received evaluated by SPC's Procurement Committee to determine the offer that provides the best value for money.

This RFP sets out SPC's requirements and it asks you, as a bidder, to respond in writing in a prescribed format with pricing and other required information. The RFP contains detailed instructions and templates to enable you to submit a compliant bid. It sets out the overall timetable; it confirms the evaluation criteria that SPC will use to evaluate proposals; it explains the administrative arrangements for the receipt of the bids; and it sets out how bidders can request further information.

Your participation confirms your acceptance of SPC's conditions of participation in the RFP process.

Part 2: INSTRUCTIONS TO BIDDERS

2.1 Background

SPC invites you to submit a bid to deliver the services as specified in [Part 3](#).

SPC has advertised this RFP on its website and may send it directly to potential vendors. The same specifications, submission and other solicitation requirements will be provided to all vendors.

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 bid to be considered, you must provide all the prescribed information by the closing date and in the format specified.

2.2 Submission instructions

Your submission must be clear, concise and complete and should only include information that is necessary to respond effectively to this RFP. Please note that you may be marked down or excluded from the procurement exercise if your submission contains any ambiguities or lacks clarity.

Your proposal must include the following documents (annexes of [Part 5](#) of the RFP):

- a) Bidder's Letter of Application (Annex 1);
- b) Conflict of Interest Declaration (Annex 2);
- c) Information about the bidder and Due diligence (Annex 3);
- d) Technical proposal submission form (Annex4) and a technical memo consisting of:
 - A presentation of your company
 - CVs and qualifications of the allocated personnel
 - Presentation of the proposed solution
 - 3 examples of similar assignments
 - Any other document to support your proposal
 - Audited financial statements over the last 5 years
- e) Financial proposal submission form (Annex 5) and the signed price schedule in PDF and Excel (Annex 5.1).

Your proposal must be submitted in **two separate emails**.

You must submit your **Technical proposal** (Annexes 1 to 4 and all their supporting documents) in English or in French as an attachment to one email. No financial information may appear in the technical proposal.

You must submit your **Financial proposal** (Annex 5) in a separate email. All prices in the proposal must be presented in EURO. Your Financial proposal is to be password protected. SPC will request the password in the event that it is required.

Both emails are to be sent to procurement@spc.int with the subject line of your email as: **Submission RFP24-6792**.

Your proposal must be received no later than **1/12/2024** by **23:59 Noumea time**. Only one bid per bidder is permitted.

SPC will send a formal acknowledgement to each proposal received before the deadline.

SPC reserves the right to exclude from consideration any proposal not received by the deadline, with incomplete information or in incorrect form.

2.3 Clarifications

You may submit questions or seek clarifications on any issue relating to this RFP. The questions are to be submitted in writing to procurement@spc.int with the subject line: **Clarification RFP24-6792**. The deadline for submission of clarifications is **22/11/2024 by 04:00pm Noumea time**.

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 RFP process, at any point where there is phone call or other conversation, SPC will keep a record or a file note of the exchange with prospective bidders.

2.4 Evaluation

Validity

Each proposal will be assessed for compliance with the submission requirements by the Bids Opening Committee. At this stage, basic due diligence will also be undertaken.

To assist in the examination, evaluation and comparison of proposals, SPC may ask the bidder for clarification of its proposal or additional information. The request for clarification will be in writing.

Technical

All valid proposals will be assessed against the technical evaluation criteria set out in Part 4. The criteria are provided with weighted scores according to the relative importance of each. SPC will not change the evaluation criteria set out in the RFP at any stage of the procurement process. Any changes in the evaluation criteria will result in the RFP process being re-issued.

Bidders are expected to familiarise themselves with local conditions and take these into account in preparing their proposal. Where minimum qualifications are set as specific evaluation criteria (which may include educational qualification, professional accreditation or certification, licensing, experience and expertise), proposals submitted must necessarily meet these criteria.

Shortlisted bidder's presentation

Bidders that are short-listed during the RFP evaluation process shall be required to conduct a presentation to, and respond to queries of, SPC's Procurement Technical Evaluation Committee. The bidders will be provided an opportunity to provide an overview of the operational aspect of the services they are proposing.

Financial

Any bids that pass the minimum technical evaluation requirements will pass onto financial evaluation.

During the financial evaluation, if there is a discrepancy between the unit price and the total price, the lower price shall prevail. If there is a discrepancy between words and figures the amount in words will prevail.

The total cost of the proposal must be submitted inclusive of taxes in accordance with the applicable legislation and is not subject to revision.

2.5 Contract award

SPC may award the contract once the Procurement Committee has determined that a bidder has met the prescribed requirements and the bidder's proposal has been determined to be the most responsive to the RFP documents, provide the best value for money and best serve the interests of SPC.

SPC's [General Terms and Conditions of Contract](#) will apply to any contracts awarded under this RFP, unless otherwise agreed. Any requested changes to the General Terms and Conditions of Contract must be foreshadowed in the submission. In the absence of requests for changes, the General Conditions of Contract and the terms of the PSA contract shall be deemed to be known, understood, and accepted by the bidder.

The award of the contract will be made by contract signed and dated by both parties.

2.6 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
RFP advertised	31/10/2024
Deadline for seeking clarification	22/11/2024
RFP Closing Date	1/12/2024

2.7 Legal and compliance

Child and vulnerable adult protection: SPC is committed to the well-being of children and vulnerable adults. All SPC contractors are required to commit to the principles of SPC's Child and Vulnerable Adult Protection Policy ([XI.G Manual of Staff Policies](#)). Breach of this requirement can result in SPC terminating any contract with a successful bidder. Any allegations of potential misconduct in relation to this RFP involving children or vulnerable adults should be sent to complaints@spc.int.

Confidentiality: Unless otherwise agreed by SPC in advance or where the contents of the RFP are already in the public domain when **shared** with the bidder, bidders shall at all times treat the contents of the RFP 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 RFP 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 RFP process. Breach of this requirement can result in the exclusion of the bidder from the RFP process or in SPC terminating any contract with a successful bidder.

Cost of preparation of proposals: Under no circumstances will SPC be liable for any proposal submission costs, expenditure, work or effort that you may incur in relation to your provision of a proposal (including if the procurement process is terminated or amended by SPC).

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.

Eligibility: Bidders are required to disclose to SPC whether they are subject to any sanction or temporary suspension imposed by any international organisation, or whether they are subject to bankruptcy proceedings. You may not be bankrupt or suspended, debarred, or otherwise identified as ineligible by any international organisation. Failure to disclose such information may result in debarment and termination of any contract issued to the bidder by SPC.

Fraud and corruption: SPC has zero tolerance for fraud and corruption. All contractors have an obligation to report potential fraud and corruption. Breach of this requirement can result in the exclusion of the bidder from the RFP process or in SPC terminating any contract with a successful bidder. Allegations of potential misconduct by an SPC staff member or contractor involving fraud or corruption can be sent to complaints@spc.int.

Good faith: The information in this RFP is provided by SPC in good faith. No representation, warranty,

assurance or undertaking (express or implied) is or will be made, and no responsibility or liability will be accepted by SPC in relation to the adequacy, accuracy, completeness or reasonableness of this RFP or any information provided by SPC in relation to this RFP.

Modifications: Any clarifications, corrections or modifications will be published on the SPC website prior to deadline. In the event a bidder has submitted a bid before the clarification, correction or modification, the bidder will be informed and may modify the bid. The modified bid will still need to be received before the deadline.

No offer of contract or invitation to contract: This RFP 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 RFP. SPC will handle any personal information it receives under the RFP in line with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

Right to amend, seek clarity, withdraw, not award: SPC reserves the right to: (1) amend, add to or withdraw all or any part of this RFP at any time, or to re-invite bids on the same or any alternative basis; (2) seek clarification or documents in respect of any bidder's submission; (3) choose not to award a contract as a result of this RFP; (4) make whatever changes it sees fit to the timetable, structure or content of the procurement process, depending on approvals processes or for any other reason. Please note that while SPC will not change the evaluation criteria set out in the RFP without the RFP process being re-issued, SPC does reserve the right at the time of award of contract to vary the quantity of services and goods specified in the RFP and to accept or reject any proposal at any time prior to award of the contract without incurring any liability to the affected bidder or any obligation to inform the affected bidder/s of the grounds for SPC's action.

Right to disqualify: SPC reserves the right to disqualify: (1) any bidder that does not submit a proposal in accordance with the instructions in this RFP; (2) any bidder that misrepresents information to SPC; (3) any bidder that directly or indirectly canvasses any SPC employee concerning the award of a contract.

Use of material: Bidders shall not use the contents of the RFP or any related material for any purpose other than for the purpose of considering submitting, or submitting, a bid to SPC.

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 RFP process.

2.8 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

Objective: The project involves deploying a new IPBX system across multiple locations: one site in Noumea, New Caledonia (NC), four sites in Fiji : Lotus, Narere, Nabua, GEM and 2 additional sites in Pacific Island Countries and Territories (PICTs): Pohnpei and Tonga, we also have micro-sites in Solomon Island, Kiribati, hosting between 1 to 10 staff maximum on our network or hosted on stakeholder or partner network.

Purpose: This procurement aims to enhance our communication infrastructure, ensuring advanced connectivity and operational efficiency across the organization.

Critical Importance: The deployment of the IPBX system is vital for enabling seamless internal and external communications, significantly impacting our capability to perform and collaborate effectively.

Challenges: The project must navigate logistical hurdles associated with the remoteness of some sites, ensure system compatibility across all locations, and address specific infrastructural constraints unique to each site.

Geographical Scope: The deployment spans diverse geographical areas, each with distinct requirements and challenges that must be considered to ensure a successful implementation.

Bidder Participation: Bidders are encouraged to propose solutions for one or more sites. However, if a proposal does not cover all sites, the bidder must demonstrate that an attempt was made to address the requirements of multiple sites. It is crucial that the proposed solution for each site is compatible and can be seamlessly integrated with the overall architecture, ensuring connectivity across all locations.

Routing and Cost Efficiency: The bidder's solution must incorporate intelligent routing capabilities, selecting the best route and cost for landline calls depending on the destination through the global IPBX infrastructure. This feature is essential for optimizing communication costs and efficiency within the organization's global operations.

B. Solution Requirements

- Solution requirements are classified as Functional, design and technical requirements and are categorised as mandatory and optional.
- The solution architecture needs to incorporate all the mandatory technical and optional requirements.
- The offer that takes into account all the sites or a unified solution available globally will be preferred and will have more points.
- During the project and its integration, the new system will have to work alongside the older system, and one or more migration dates will have to be defined.
- Details of each site and existing doors will be provided upon request.

C. Functional Requirements

Requirement No	Type	Feature	Description
FR.01	Mandatory	System Capabilities	The IPBX system must support seamless, high-quality communication both within the organization and externally. It should enable innovative telecommunication solutions tailored to our diverse location needs, ensuring robust connectivity and collaboration capabilities.
FR.02	Mandatory	Full Microsoft Teams Integration	The system must offer full integration with Microsoft Teams, on Computers (Windows, Apple and Linux Ubuntu), mobiles and tablets (Android and iOS), and advanced version of desk phone, enhancing collaboration and communication within the organization. This includes support for audio, video, camera support, and conferencing features.
FR.03	Mandatory	Versatility and Integration	The system should provide versatile deskphone solutions including IP, WiFi, SIP, Bluetooth capabilities, and some of the advanced deskphones must also provide integration with Microsoft Teams. This ensures a unified communication platform that supports a wide range of devices and applications.
FR.04	Mandatory	Unified Communication	When a user receives a call, it should simultaneously ring on all associated devices, including desk phone, mobile Microsoft Teams app, and Computer Microsoft Teams app, ensuring no call is missed regardless of the device in use.
FR.05	Mandatory	ToIP / VoIP for Computer, Mobile, Tablet and Desk phones	The system must support ToIP capabilities integrated with Microsoft Teams. This feature is essential for facilitating classic VoIP communication and collaboration across the organization and to the traditional PSTN telephony and also ToIP for additional services like fax, faxoverIP, fax2email and email2fax, voicemail, voicemail2email, videoconferencing,
FR.06	Mandatory	Voice Messaging	A voice messaging feature should be available for all users, with the option to deactivate it as needed and to deliver voicemail to email.
FR.07	Mandatory	Voicemail2email	Support of receiving voicemail in email to directly into Ms Teams.

FR.08	Mandatory	Notification System	Email or message notifications for missed calls should be implemented, ensuring users are promptly informed of missed interactions.
FR.09	Mandatory	Interactive Voice Response (IVR)	An intuitive IVR system that allows callers to navigate through a menu using voice commands or keypad inputs to reach the appropriate department or service, enhancing caller experience and efficiency.
FR.10	Mandatory	Group Call Management	Features to manage calls within predefined groups, allowing for simultaneous ringing, call pickup arrangements, and distribution of incoming calls among group members based on predefined rules.
FR.11	Mandatory	Inbound and Outbound Rules	Customizable rules for handling incoming and outgoing calls, including call routing based on caller ID, time of day, and dialed number, ensuring calls are directed to the right person or department.
FR.12	Mandatory	Digital Receptionist	A digital receptionist feature with advanced capabilities for greeting callers and directing them to the appropriate extension or department, including support for multiple languages and personalized messages for different times of the day or special occasions.
FR.13	Mandatory	Call Recording and Call data record	The system must support call recording and call data record functionalities, allowing for the capture of audio and video calls for compliance, training, or quality assurance purposes.
FR.14	Mandatory	Call Logs and Reports	Comprehensive call logs reporting tools should be included, enabling detailed analysis of call data, such as call volume, duration, and service levels, to inform decision-making (such as internal chargeback / billing) and improve communication strategies.
FR.15	Mandatory	Call Queue Management	A system to manage call queues efficiently, providing callers with estimated wait times, the option to leave a message, or choose callback when their turn arrives, thereby improving the customer service experience.
FR.16	Mandatory	Country call management	Ability to allow, deny a destination based on users or groups.
FR.17	Mandatory	Dial Plan	The system must be able to select the best and cheap route to make PSTN call based on a dial plan. This dial plan must be shared across all sites for a comprehensive call routing allowing cost saving on calls by using least-cost routing mechanism.

FR.18	Mandatory	Deny lists	Allow and deny list of numbers, destination and IPs.
FR.19	Mandatory	Admin console roles	At least 4 level of Administrative roles must be possible in the admin panel: Read-Only, Operator/Receptionist, Basic Admin, Super Administrator.
FR.20	Mandatory	Ring Groups	Configuration of ring groups that allow incoming calls to be shared among a group of extensions, ringing all at once or in a specific order until the call is answered, optimizing call distribution and response times.
FR.21	Mandatory	Call Flow Management	Tools for creating and managing call flows with ease, allowing for the design of complex call handling processes that can include IVR, call queues, ring groups, and conditional forwarding, ensuring calls are processed in the most efficient manner.
FR.22	Mandatory	Directory Integration	Seamless integration with LDAP/Active Directory/Azure Active Directory, enabling the synchronization of user accounts and facilitating easy management of contact information and authentication.
FR.23	Mandatory	Fax2Mail and Mail2Fax Services	Support for sending and receiving faxes directly from email, offering a bridge between traditional fax technology and modern digital communication methods.
FR.24	Mandatory	Hotdesking Capabilities	Support for hotdesking, allowing users to log into any supported phone on the network and receive their personal settings and contact list, ideal for flexible workspace environments.
FR.25	Mandatory	Music on Hold	Ability to play audio files during on hold. Standard format would be preferred (WAV, MP3).
FR.26	Mandatory	Operator/Receptionist Specific Needs	The operator/receptionists play a crucial role in managing incoming calls and ensuring they are routed correctly within the organization. To effectively perform their tasks, these users may require access to a specific version or configuration of the IPBX client software that is tailored to their needs, providing enhanced capabilities for call handling, monitoring, and management: call transferring, presence information, queue monitoring, conference call setup, ...

FR.27	Mandatory	Agent Status and Call Monitoring	The system should enable monitoring and management of agent status and active calls, allowing managers and agents to view key call statistics and performance metrics at a glance, supporting real-time decision-making and performance optimization.
FR.28	Mandatory	Microsoft Team Meeting and Room Integration	Intergration with Ms Teams Meetings and Ms Team Rooms
FR.29	Mandatory	KYC and Contact Record Integration	Before answering a call, the system should bring up the contact record, supporting Know Your Customer (KYC) practices by providing immediate access to caller information, enhancing customer service and personalization. The source of information could be the internal LDAP server and the personal contact information from the user address book or the IPBX user address book.
FR.30	Mandatory	User Training	Provision of user training and support material for the deployed desk phones and Ms Teams added functions is essential. This ensures that all users can effectively utilize the new communication tools and features, maximizing the benefits of the system.
FR.31	Mandatory	Operator/Receptionist Training	Operator/Receptionist training is essential. This ensures that these specific users can effectively utilize the new communication tools and features, maximizing the benefits of the system.
FR.32	Mandatory	Admin Training	Provision of comprehensive training of the IPBX for administrators across all sites, ensuring they are fully equipped to manage and maintain the system effectively.
FR.33	Mandatory	Regional Support	The bidder must provide support services in the Pacific region, ensuring that all sites, including those in remote locations, receive timely and effective assistance for any issues or needs that arise during project implementation and post project / production support.

D. Design Requirements

Requirement No	Type	Feature	Description
DR.01	Mandatory	Hosting Flexibility	The system should offer flexibility in hosting, being virtualized and capable of being deployed on-premises to suit the organization's infrastructure VMWare HCI/VSAN and security requirements, or in the cloud, preferably on Microsoft Azure.
DR.02	Mandatory	Service Scalability	The system should be scalable and offer the capability to add new users.
DR.03	Mandatory	Deployment Options	The solution must be versatile in its deployment, capable of being hosted on-premises, in the cloud, or in a hybrid model that is virtually distributed across the sites. This flexibility ensures that the system can be tailored to meet the specific infrastructure and security requirements of the organization.
DR.04	Mandatory	Product Requirements	The IPBX system should encompass a range of products including desk phones with IP, Wi-Fi, SIP, Bluetooth capabilities, and Microsoft Teams integration. Some desk phones must also feature cameras for video communication. ToIP softphone capacities should be integrated in Ms Teams and supported on computer (Windows, Apple, and Linux Ubuntu), mobiles and tablets (Android and iOS), with camera and video conferencing functionalities for comprehensive communication solutions.
DR.05	Optional	Network Considerations	If the system is deployed on-premises, the preferable deployment sites would be Noumea and Lotus, while all the other satellite sites would have the clients seamlessly connected through our existing WAN network. Special attention must be taken for calls latency, for instance, someone from Pohnpei making a call to a landline located in New Caledonia or Fiji. If deployed in the cloud, special care of the latency induced should also be taken into consideration to maintain good quality of the audio and video communication wherever the destination is, especially with landline/PSTN calls on the same location of the client or between a site and a landline/PSTN call on a remote country. For instance, a call from a Fiji client connected to the system in the cloud making a call to a New Caledonian landline.

DR.06	Mandatory	Environmental Sustainability	<p>It is imperative that the products selected for the IPBX system adhere to stringent environmental sustainability standards. This includes energy efficiency, reduced carbon footprint, recyclable materials, and compliance with international environmental regulations. The design and manufacturing processes of these products should minimize environmental impact, promoting conservation of resources and reduction of waste. Bidders are encouraged to propose solutions that demonstrate a clear commitment to environmental stewardship, including but not limited to, energy-saving features, eco-friendly packaging, and products designed for longevity and recyclability.</p>
DR.07	Mandatory	Social and Environmental Responsibility	<p>Preference will be given to products and brands with a proven track record of environmental and social responsibility. This encompasses not only the environmental aspects of product design and lifecycle but also ethical labour practices and positive community engagement. Brands that actively contribute to environmental conservation, invest in sustainable innovation, and demonstrate ethical business practices will be favoured in the selection process.</p>
DR.08	Mandatory	Compliance with Regulations	<p>Vendors must ensure that their products are not listed on any prohibited or banned lists from major governing bodies. Specifically, products should not be on the United States National Defence Authorization Act (NDAA) banned list, which bans certain telecommunications and video surveillance services and equipment from specific companies deemed a national security threat. Products must also comply with all European Union restrictions and not be part of any ban list from European countries. This includes adherence to standards set by the European Union directives like CE marking, which indicates conformity with health, safety, and environmental protection standards for products sold within the European Economic Area (EEA). Additionally, products should adhere to data protection and privacy standards (GDPR, ISO 27001,...) and not originate from companies under trade restrictions or embargoes imposed by the United States, United Kingdom, Australia, New Zealand, or any European Union countries and also in PICTS.</p>

DR.09	Mandatory	Safety and Ergonomics	The design of the IPBX system components should prioritize user safety and ergonomic usability. This includes intuitive interfaces, comfortable physical design for prolonged use, and adherence to safety standards to prevent strain or injury. Products should come with comprehensive safety instructions for use, handling, and disposal, ensuring the well-being of users and the environment.
DR.10	Mandatory	Consultation for Responsibility	Bidders are advised to consult with the SPC's Social and Environmental Responsibility team to explore options for incorporating social and environmental responsibility into their proposals. This consultation should aim to identify products and practices that not only meet the technical and functional requirements of the IPBX system but also align with broader sustainability and ethical objectives.

E. Technical Requirements

Requirement No	Type	Feature	Description
TR.01	Mandatory	Codec Compliance	The solution must support industry-standard codecs to ensure high-quality audio and video communication. Examples include G.711 (PCM), G.729 (a low-bandwidth codec), and Opus (adaptive bitrate codec), recognized for efficiency and compatibility across platforms.
TR.02	Mandatory	Audio Codec/Coders Integration	Integration with audio codecs/coders for SIP-to-PSTN and MsTeam-to-PSTN conversion is required, ensuring seamless connectivity between the organization's communication network and traditional PSTN telephony.
TR.03	Mandatory	SIP Communication	The system must prioritize SIP (Session Initiation Protocol) for communication with telecom operators as the preferred method or use industry-standard technologies for connecting to telco operators PSTN for broad compatibility and efficient communication channels.
TR.04	Mandatory	SIP Trunk Standards	It should adhere to SIP trunk standards, facilitating seamless integration with other systems and telecom providers, e.g., compliance with the IETF's RFC 3261 specification for SIP ensures interoperability with a broad range of communication systems and services.

TR.05	Optional	SIP Protocol Compatibility	The solution must be fully compatible with SIP protocols for desk phones, ensuring a wide range of devices can be used within the system without compatibility issues. It must allow the use of third-party SIP desk phones and softphones if needed.
TR.06	Mandatory	End-User Devices	Physical end-user devices, specifically desk phones, must be Wi-Fi compatible (802.11a/b/g/n/ac/ax) and adhere to the SIP standard or MS Teams compatible. All desk phones must have Power over Ethernet (PoE) enabled alongside with WiFi capabilities, allowing a streamlined installation and reduced cabling needs.
TR.07	Optional	Desk Phone Categories	Three categories of desk phones must be offered: 1. Basic, for straightforward communication needs; 2. Advanced, with larger displays, more programmable buttons, higher-quality audio, USB or USB-C for headsets, optionally Bluetooth; 3. Full-Featured, with video capabilities, touchscreens, superior integration features, and Bluetooth connectivity.
TR.08	Mandatory	Teams Integration	Full-Featured desk phones must be compatible with Microsoft Teams, facilitating seamless integration including the ability to make and receive landline calls directly from the Microsoft Teams software on any device.
TR.09	Mandatory	Teams Direct Routing	Integration with Microsoft Teams Direct Routing is essential, allowing the system to connect with the Microsoft Teams platform directly, enabling voice calls to and from Teams users via the organization's SIP trunk.
TR.10	Mandatory	Network Support	The solution must support Quality of Service (QoS) and VLANs to prioritize voice and video traffic over the network, ensuring clear and uninterrupted communication.
TR.11	Mandatory	Administration Panel	An easy-to-use administration panel is essential for managing the system efficiently, allowing for straightforward setup, user management, and system adjustments.
TR.12	Mandatory	Comprehensive Call Logs and Reporting	Detailed logging and reporting capabilities for all calls, providing insights into call patterns, volumes, and performance metrics, essential for operational analysis and decision-making.
TR.13	Mandatory	Internal Invoicing	An internal invoicing feature that allows for the allocation of call costs to different departments or projects, facilitating accurate cost management and budgeting within the organization.

TR.14	Mandatory	Remote Accessibility	The system must be accessible to remote workers, offering secure and reliable communication options for users outside the traditional office environment, including VPN support and mobile app functionality. A user could use Ms Teams on their mobile device to call landlines of another permitted country while off-site. A remote user can use Ms Teams on their computer connected with a VPN to the Organisation network to call landlines to any permitted country.
TR.15	Mandatory	Modern Authentication	The system must also be compatible with modern IAM and MFA (Okta) for authentication of the users and administrator.
TR.16	Mandatory	Secure Communications	The communications within SPC users (E2EE) must be encrypted, especially while transported over SIP Trunks (over the Internet) between 2 distant sites. The end-to-end encryption should be negotiated using a comprehensive and standard method like SRTP, TLS, ZRTP, or equivalent and using the organisation PKI.
TR.17	Mandatory	API Availability	Availability of APIs for integration with other systems and applications, allowing for custom integrations and enhancements to extend the functionality of the IPBX system.
TR.18	Optional	CRM Compatibility	The solution must be compatible with Customer Relationship Management (CRM) systems, enabling click-to-call functionality, call logging, and synchronization of contact information, thereby streamlining sales and customer service processes.
TR.19	Mandatory	Helpdesk Integration	Compatibility with helpdesk software for support operations, facilitating ticket creation from calls, call tracking, and integration of call data into support workflows.
TR.20	Mandatory	Backup and Restore	The system must support the organisation's backup and restore solution (Veeam) or provide its own backup and restore solution. An optional embedded configuration versioning would also be appreciated.

F. Delivery Requirements

Delivery Timeline: The solution must be delivered within the specified timeframe agreed upon post-award. The urgency and critical nature of the deployment necessitate adherence to the project schedule to avoid operational disruptions.

Supply Chain Risks: Bidders must identify potential supply chain risks associated with the delivery of the IPBX system and propose viable mitigation strategies. This includes considerations for the current global logistics landscape, potential delays in manufacturing, and transportation challenges.

Compliance with Regulations: All products and services provided must comply with the [SPC General Terms and Conditions of Contract](#), including insurance requirements, delivery terms, and any applicable legal and regulatory standards. This ensures that all contractual obligations are met and that the project adheres to established guidelines and best practices.

Customs and Quarantine Clearances: The bidder is responsible for managing all aspects of customs and quarantine clearances at the port of entry. This includes ensuring that all necessary documentation is prepared and submitted in a timely manner to facilitate smooth importation and compliance with local regulations.

Transportation Modes: The bidder must specify the modes of transportation used for the transfer of products, considering the most efficient and cost-effective options while ensuring the safety and integrity of the goods during transit.

Delivery Confirmation: Upon delivery, detailed checks will be required to confirm the receipt and condition of the product. This includes verification against the purchase order, inspection for damage, and confirmation that all components and documentation are included as per the technical specifications.

Penalties for Late Delivery: In the event of delayed delivery beyond the agreed timeline without prior approval or reasonable justification, penalties may be applied as specified in the contract. This clause is intended to ensure timely project execution and mitigate the impact of delays on operational efficiency.

Mitigation of Risks: Bidders should highlight any potential risks to the delivery schedule, including manufacturing delays, logistical challenges, or regulatory hurdles, along with proposed strategies to address these risks, ensuring proactive planning and risk management throughout the delivery process.

G. Warranty Requirements (when applicable)

Warranty Coverage: The solution must come with a comprehensive warranty covering defects in materials and workmanship for a minimum specified period post-deployment. This warranty should include clear terms regarding what is covered, the process for claiming warranty service, and the expected resolution time.

After-Sales Service: Detailed information on after-sales support services must be provided, including availability (hours/days), contact methods (phone, email, online portal), and the typical response time for addressing issues. The bidder must ensure that support is readily accessible and capable of resolving any issues promptly to minimize downtime.

Spare Parts Availability: The bidder must guarantee the availability of spare parts for all hardware components of the IPBX system for a period of 5 years. This ensures that any necessary repairs or replacements can be carried out efficiently, maintaining the system's operational integrity. The Organisation would however buy some spare part onsite to minimise any outage. A couple of essential non-user element could be purchased.

Software Updates: The proposal should include provisions for regular software updates to address security vulnerabilities, add new features, and ensure compatibility with evolving technology standards. Details on the frequency of updates and the process for their implementation should be provided.

Technical Support: Access to technical support services is essential for troubleshooting and resolving complex issues. The bidder must outline the levels of technical support offered (SLAs), including any tiered support structures, and the qualifications of the support personnel.

Training for Maintenance: To empower the organization's internal teams, the bidder should offer training on system maintenance and basic troubleshooting. This training can help reduce dependency on external support for minor issues and enhance system understanding.

Additional Services: Any additional warranty or support services beyond the standard offerings should be clearly described. This may include options for extended warranties, on-site support, dedicated account management, or customized service level agreements (SLAs) to meet specific organizational needs.

Warranty and Support Documentation: All warranty terms and after-sales support details must be documented clearly in the contract. This documentation should be easily accessible and serve as a reference for the organization to understand their entitlements and the procedures for accessing support services.

H. Reporting Arrangements

Primary Contact: The contractor must designate a primary contact person or division responsible for overseeing the project's execution. This individual or team will serve as the main point of communication for coordinating activities, addressing concerns, and facilitating the smooth implementation of the IPBX system.

Reporting Frequency: The contractor is required to provide regular updates on the progress of the deployment. The frequency of these reports should be agreed upon at the project's outset, with options ranging from weekly to monthly, depending on the project phase and complexity. Critical milestones or phases may necessitate more frequent communication.

Content of Reports: Reports should cover the status of the project, including progress made, any issues encountered, and resolutions implemented. They should also forecast upcoming activities, highlight any potential risks or delays, and outline strategies for mitigation. The aim is to ensure transparency and keep all stakeholders informed and engaged throughout the project lifecycle.

Collaboration and Meetings: The contractor must identify key stakeholders within the organization with whom they will need to collaborate or meet regularly. This includes IT staff, project managers, and any other personnel whose input or cooperation is essential for the project's success. The contractor should outline how these interactions will be managed, including the scheduling of meetings, the format (in-person, virtual), and the expected outcomes.

Role of External Entities: If the project involves collaboration with external entities, such as telecom providers or third-party vendors, the contractor should describe the nature of this collaboration, including the roles and responsibilities of each party. This ensures that there is a clear understanding of how external contributions will be integrated into the project.

Documentation and Approval: The contractor must specify the process for obtaining approval or acceptance of deliverables at each stage of the project. This includes identifying who within the organization has the authority to sign off on work completed and the criteria for acceptance.

Change Management: The contractor should outline procedures for managing changes to the project scope, timeline, or budget. This includes how change requests are submitted, reviewed, and approved, ensuring that any modifications are documented and communicated effectively to all stakeholders.

I. Scope of Bid Price and Schedule of Payments

Bid price currency: All the prices in the proposal must be presented in Euros.

Comprehensive Cost Breakdown: Bidders must provide a detailed breakdown of all costs associated with the deployment of the IPBX system. This includes, but is not limited to, hardware and software expenses, installation fees, training services, and any ongoing support or maintenance costs. The aim is to ensure transparency and allow for accurate budget planning.

Payment Milestones: Payment will be structured around clearly defined milestones that correspond to significant phases or deliverables within the project. Bidders are required to outline these milestones, along with the percentage of the total contract price allocated to each. This approach facilitates progress tracking and aligns payment with the achievement of specific outcomes.

Conditions for Payment Release: Specific conditions or documentation required prior to the release of payments for each milestone must be detailed. This could include the completion of installation, successful system testing, training completion, or other criteria that signify the fulfilment of contractual obligations.

Penalties and Incentives: Any penalties for late delivery or failure to meet specified requirements should be clearly stated, along with any incentives for early completion or exceeding project expectations. This ensures that the bidder is accountable for their performance and timelines.

Risk Mitigation for Price Fluctuations: Strategies to address potential fluctuations in costs or currency exchange rates during the project duration should be included. This could involve fixed-price agreements or clauses that outline how price adjustments will be handled, providing financial predictability for both parties.

Warranty and Post-Deployment Support Costs: Costs associated with warranty coverage and post-deployment support services should be explicitly stated. This includes the duration of the warranty, what is covered, and the cost of extended support services if applicable.

Schedule of Payments Table:

Milestone/deliverables	% payment
Initial Delivery of Equipment	30%
Completion of Installation (1 or more sites)	20%
Final Commission and acceptance	30%
Training and Handover	20%
TOTAL	100%

J. Annexes to the Specification of Goods

Number of Users per site:

Site Name	Number of User (approx)
GEM	70
Nabua	140
Lotus	150
Narere	105
Noumea	574
Solomon	10
Pohnpei	22

The user based is fluctuant, and SPC should be able to add more user in the future. As the system is scalable, the associated cost of adding new users should be defined.

Site locations:

Site Name	Location
GEM	VFP3+49 Suva, Fiji
Nabua	VFH5+MX Suva, Fiji
Lotus	VFH5+FJX, Suva, Fiji
Narere	WGF3+9J Nasinu, Fiji
Noumea	MCXV+3FM, Promenade Roger Laroque, Nouméa 98800, New Caledonia

While SPC acknowledges that bidders may require undertaking an on-site discovery assessment in order to prepare their tender response, details of each site will be provided upon request.

Part 4: PROPOSAL EVALUATION MATRIX

4.1 Evaluation criteria & Score Weight

A two-stage procedure will be utilised to evaluate the proposals, with evaluation of the **Technical proposal** being completed prior to any **Financial proposal** being opened and compared.

The competencies which will be evaluated are detailed in [Part 3](#).

The evaluation matrix bellow also 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.

The technical component, which has a total possible value of 700 points, will be evaluated using the following criteria.

Evaluation criteria	Score Weight (%)	Points obtainable
Mandatory requirements		
1. Administrative compliance: Must include submission of all required documents as per Part II – 2.2		Bidders will be disqualified if any of the requirements are not met
Technical requirements		
Capacity to provide a modern virtualized solution	20%	140
Ability to provide IP oriented solution		
Ability to provide a flexible and scalable solution		
Ability to provide a solution with advanced communication features		
Ability to provide reporting and charge back functionality		
Provide call and remote capabilities for remote workers		
Support call quality of service and prioritization		
Must be provide a backup or be compatible with SPC backup solution		
Capacity to provide a converged solution	20%	140
Compatible with SIP protocol and PSTN.		
Must have full Ms Team Integration		
Ability to provide desk phones with Wi-Fi and Ms Teams capabilities		
Ability to be supported on multiple platforms and devices (software and hardware).		

Administrative panel with reporting and logs		
Security of the solution	5%	45
Must support modern IAM and MFA for authentication		
Must provide encrypted communications (E2EE)		
Proposed warranty coverage		
Capacity to offer a global centralised solution for all SPC sites (Capacity to provide a solution for the 2 main SPC sites only will be allocated a maximum of 45 points)	20%	140
Provide regional support		
Provide one centralized management panel		
After-sales services		
Capacity to provide a cloud-based solution	10%	70
Provide centralised admin panel		
Provide local support		
Capacity to provide training	5%	45
Ability to provide User and Operator training		
Ability to provide Administrator training		
Capacity to provide a solution that can interconnect	10%	70
Capacity to interconnect all the SPC sites between.		
Integration and interconnexion compliant with the site telecom providers technologies.		
Must respect SIP and SIP Trunking functionalities		
Must provide advanced application interconnexion: API / Helpdesk...		
SIEM and XDR integration capacity		
Bidder, brand and solution engagement	10%	70
Proven record of environmental and social commitment of the bidder and the proposed solution and products.		
Solution and products respect the regulations, and bidder provide comprehensive safety and ergonomic usability instructions for the products life.		
Spare parts availability		
Total Score		
Qualification score	100%	700
	70%	490

4.2 Financial evaluation

The financial component of the proposal will be scored on the basis of overall costs for the delivery of the services and financial incentives and benefits provided to SPC. The lowest financial proposal will be awarded maximum 300 points and other financial offers and incentives will be awarded points as per the formula below:

$$\text{Financial Proposal score} = (\text{Lowest Price} / \text{Price under consideration}) \times 300$$

Part 5: PROPOSAL SUBMISSION FORMS

Annex 1: BIDDER'S LETTER OF APPLICATION

Dear Sir /Madam:

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we the undersigned, offer to supply the required services for the sum as may be ascertained in accordance with the Financial Proposal attached herewith and made part of this proposal.

We acknowledge that:

- SPC may exercise any of its rights set out in the Request for Proposal documents, at any time;
- The statements, opinions, projections, forecasts or other information contained in the Request for Proposal documents may change;
- The Request for Proposal documents are a summary only of SPC's requirements and is not intended to be a comprehensive description of them;
- Neither the lodgement of the Request for Proposal documents nor the acceptance of any tender nor any agreement made subsequent to the Request for Proposal documents will imply any representation from or on behalf of SPC that there has been no material change since the date of the Request for Proposal documents, or since the date as at which any information contained in the Request for Proposal documents is stated to be applicable;
- Excepted as required by law and only to the extent so required, neither SPC, nor its respective officers, employees, advisers or agents will in any way be liable to any person or body for any loss, damage, cost or expense of any nature arising in any way out of or in connection with any representations, opinions, projections, forecasts or other statements, actual or implied, contained in or omitted from the Request for Proposal documents.

We undertake, if our proposal is accepted, to commence and complete delivery of all items in the contract within the time frame stipulated.

We understand that you are not bound to accept any proposal you may receive and that a binding contract would result only after final negotiations are concluded on the basis of the Technical and Financial Components proposed.

For the Bidder: *[insert name of the company]*

Signature:

Name of the Bidder's representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

Date: *[Click or tap to enter a date]*

Annex 2: CONFLICT OF INTEREST DECLARATION

INSTRUCTIONS TO BIDDERS

What is a conflict of interest?

A conflict of interest may arise from economic or commercial interests, political, trade union or national affinities, family, cultural or sentimental ties, or **any other type of relationship or common interest between the bidder and any person connected with the contracting authority** (SPC staff member, consultant or any other expert or collaborator mandated by SPC).

Always declare a conflict

The existence of a potential or apparent conflict of interest does not necessarily prevent the bidder concerned from taking part in a tender process. **However, the declaration of the existence of such a conflict by the persons concerned is essential and allows SPC to take appropriate measures to mitigate it and prevent the associated risks.**

Bidders are therefore invited to declare any situation, fact or link which, to their knowledge, could generate a real, potential or apparent conflict of interest.

Declaration at any time

Conflicts of interest may arise at any time during the procurement process or the implementation of a contract (e.g. new partner in the project) or as a result of a change in personal life (e.g. marriage, inheritance, financial transaction, creation of a company). If such a relationship is found and could be perceived by a reasonable person as likely to influence a decision, a declaration of the situation is necessary. In case of doubt, a conflict situation must be declared.

Declaration for any person involved

A declaration must be completed for each person involved in the tender (principal representative of the bidder, possible subcontractors, consultant, etc.)

Failure

Failing to declare a potential conflict of interest may result in the bidder being refused a contract or placed on SPC's list of non-responsible suppliers.

DECLARATION

I, the undersigned, *[name of the representative of the Bidder]*, acting in the name and on behalf of the company *[name of the company]*, declare that:

<input type="checkbox"/>	To my knowledge, I am not in a conflict-of-interest situation
<input type="checkbox"/>	There is a potential conflict of interest with regard to my <i>[Choose an item]</i> . relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>position/role/personal or family link with the person concerned</i> , although, to the best of my knowledge, this person is not directly or indirectly involved in any stage of the procurement process
<input type="checkbox"/>	I may be in a conflict of interest with regard to my <i>[Choose an item]</i> relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>position/role/personal or family link with the person concerned</i> , as this person is, to the best of my knowledge, directly or indirectly linked to the procurement process
<input type="checkbox"/>	To my knowledge, there is another situation that could potentially constitute a conflict of interest: <i>[Describe the situation that may constitute a conflict of interest]</i>

In addition, I undertake to:

- declare, without delay, to SPC any situation that constitutes a potential conflict of interest or is likely to lead to a conflict-of-interest;
- not to grant, seek, obtain or accept any advantage, whether financial or in kind, to or from any person where such advantage constitutes an unfair practice or an attempt at fraud or corruption, directly or indirectly, or constitutes a gratuity or reward related to the award of the contract;
- to provide accurate, truthful and complete information to SPC in connection with this procurement process.

I acknowledge that I and/or my company and/or my business partners who are jointly and severally bidding on the RFP *[SPC Reference]* may be subject to sanctions such as being placed on SPC's list of non-responsible vendors, if it is established that false statements have been made or false information has been provided.

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]*

Annex 3: INFORMATION ABOUT THE BIDDER AND DUE DILIGENCE

Please complete the following questionnaire and provide supporting documents where applicable.

VENDOR INFORMATION				
Are you already registered as an SPC vendor?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
1. Please provide information related to your entity.				
Company name	[Enter company name]		Address	[Enter address]
Director/CEO	[Enter name of the executive person]		Position	[Enter position of the executive person]
Business Registration/License number	[Enter company registration/license number (or tax number)]			
Date of business registration	[Enter date of business registration]			
Country of business registration	[Enter country of business registration]			
Status of the entity:				
<input type="checkbox"/> For-profit entity (company), <input type="checkbox"/> NGO, <input type="checkbox"/> International organisation, <input type="checkbox"/> Government body, <input type="checkbox"/> University, <input type="checkbox"/> Association, <input type="checkbox"/> Research Institute, <input type="checkbox"/> Other: [insert details]				
2. Please provide relevant documentation to support and verify the legal existence of the entity, the authority of its officer and proof of its address, such as:				
<input type="checkbox"/> Delegation of authority or power of attorney document <input type="checkbox"/> Certificate of business registration/license <input type="checkbox"/> Memorandum, Articles or Statutes of Association <input type="checkbox"/> Telephone, water, or electricity bill in the name of the entity <input type="checkbox"/> Bank account details bearing the name of the entity				
3. How many employees does your company and its subsidiaries have?			[provide answer]	
4. Do you have professional insurance against all risks in respect of your employees, sub-contractors, property and equipment?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'No', what type of business insurance do you have?			[provide answer]	
5. Are you up to date with your tax and social security payment obligations?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'No', please explain the situation:			[Provide details]	
6. Is your entity regulated by a national authority?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please specify the name:			[Insert name of the national regulation authority]	
7. Is your entity a publicly held company?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
8. Does your entity have a publicly available annual report?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please send SPC your audited financial statement from the last 3 financial years if available				

DUE DILIGENCE					
9. Does your entity have foreign branches and/or subsidiaries?			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If you answered 'yes' to the previous question, please confirm the branches:					
• Head Office & domestic branches			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• Domestic subsidiaries			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• Overseas branches			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• Overseas subsidiaries			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
10. Does your entity provide financial services to customers determined to be high risk including but not limited to:					
Foreign Financial Institutions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Casinos	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cash Intensive Businesses	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Foreign Government Entities	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Non-Resident Individuals	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Money Service Businesses	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Other, please provide details:			[Provide details]		
11.If you answered 'yes' to any of the boxes in question 10, does your entity's policies and procedures specifically outline how to mitigate the potential risks associated with these higher risk customer types?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please explain how:			[Provide explanation]		
12.Does your entity have a written policy, controls and procedures reasonably designed to prevent and detect fraud, corruption, money laundering or terrorist financing activities?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please send SPC your policy in English.					
If 'No', what process does your entity have in place to prevent and detect money laundering or terrorist financing activities?				[provide answer]	
13.Does your entity have an officer responsible for anti-corruption, or anti-money laundering and counter-terrorism financing policy?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please state that officer's contact details:			[Insert name and contact details]		
14.Has your entity or any of its current or former directors or CEOs ever filed for bankruptcy?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please provide details:			[Provide details]		
15.Has your entity or any of its current or former directors or CEOs ever been the subject of any investigations or had any regulatory or criminal enforcement actions resulting from violations of any laws or regulations, including those relating to money laundering or terrorism financing?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please provide details:			[Provide details]		

SOCIAL AND ENVIRONMENTAL RESPONSIBILITY (SER)

16.Does your entity have a written policy, controls and procedures to implement its Social and Environmental Responsibility (SER) commitments?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please send SPC your policy in English.					
If 'No', what process does your entity have in place to ensure your social and environmental responsibility?				[provide answer]	
Does your Policy or Process cover the followings?					
<input type="checkbox"/> Child protection <input type="checkbox"/> Human rights <input type="checkbox"/> Gender equality <input type="checkbox"/> Social inclusion <input type="checkbox"/> Sexual harassment, abuse or exploitation <input type="checkbox"/> Environmental responsibility					
Please, outline the major actions you have undertaken in these areas:			[provide answer]		
17.Does your entity have an officer responsible for Social and Environmental Responsibility (SER)?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please state that officer's contact details:			[Insert name and contact details]		

SUPPORTING DOCUMENTS (where relevant)

• Business registration/license proof	<input type="checkbox"/>
• Bank account details document	<input type="checkbox"/>
• Address of the entity and Authority of officer proofs	<input type="checkbox"/>
• Audited financial statement from the last 3 financial years	<input type="checkbox"/>
• Fraud, corruption, anti-money laundering and counter terrorist financing Policy	<input type="checkbox"/>
• SER Policy	<input type="checkbox"/>

I declare that the particulars given herein above are true, correct and complete to the best of my knowledge, and the documents submitted in support of this form are genuine and obtained legally from the respective issuing authority.

I declare that none of the funds received or to be received by my company will be used for criminal activities, including financing terrorism or money laundering.

By sending this declaration to SPC, I agree that my business and personal information may be used by SPC for due diligence purposes. I also understand and accept that SPC will treat any personal information it receives in connection with my proposal in accordance with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

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]*

Annex 4: TECHNICAL PROPOSAL SUBMISSION FORM

A. Functional Requirements

Requirement No	Type	Feature	Description	Bidder's response
FR.01	Mandatory	System Capabilities	The IPBX system must support seamless, high-quality communication both within the organization and externally. It should enable innovative telecommunication solutions tailored to our diverse location needs, ensuring robust connectivity and collaboration capabilities.	
FR.02	Mandatory	Full Microsoft Teams Integration	The system must offer full integration with Microsoft Teams, on Computers (Windows, Apple and Linux Ubuntu), mobiles and tablets (Android and iOS), and advanced version of desk phone, enhancing collaboration and communication within the organization. This includes support for audio, video, camera support, and conferencing features.	
FR.03	Mandatory	Versatility and Integration	The system should provide versatile deskphone solutions including IP, WiFi, SIP, Bluetooth capabilities, and some of the advanced deskphones must also provide integration with Microsoft Teams. This ensures a unified communication platform that supports a wide range of devices and applications.	
FR.04	Mandatory	Unified Communication	When a user receives a call, it should simultaneously ring on all associated devices, including desk phone, mobile Microsoft Teams app, and Computer Microsoft Teams app, ensuring no call is missed regardless of the device in use.	

FR.05	Mandatory	ToIP / VoIP for Computer, Mobile, Tablet and Desk phones	The system must support ToIP capabilities integrated with Microsoft Teams. This feature is essential for facilitating classic VoIP communication and collaboration across the organization and to the traditional PSTN telephony and also ToIP for additional services like fax, faxoverIP, fax2email and email2fax, voicemail, voicemail2email, video-conferencing,
FR.06	Mandatory	Voice Messaging	A voice messaging feature should be available for all users, with the option to deactivate it as needed and to deliver voicemail to email.
FR.07	Mandatory	Voicemail2email	Support of receiving voicemail in email to directly into Ms Teams.
FR.08	Mandatory	Notification System	Email or message notifications for missed calls should be implemented, ensuring users are promptly informed of missed interactions.
FR.09	Mandatory	Interactive Voice Response (IVR)	An intuitive IVR system that allows callers to navigate through a menu using voice commands or keypad inputs to reach the appropriate department or service, enhancing caller experience and efficiency.
FR.10	Mandatory	Group Call Management	Features to manage calls within predefined groups, allowing for simultaneous ringing, call pickup arrangements, and distribution of incoming calls among group members based on predefined rules.
FR.11	Mandatory	Inbound and Outbound Rules	Customizable rules for handling incoming and outgoing calls, including call routing based on caller ID, time of day, and dialed number, ensuring calls are directed to the right person or department.

FR.12	Mandatory	Digital Receptionist	A digital receptionist feature with advanced capabilities for greeting callers and directing them to the appropriate extension or department, including support for multiple languages and personalized messages for different times of the day or special occasions.
FR.13	Mandatory	Call Recording and Call data record	The system must support call recording and call data record functionalities, allowing for the capture of audio and video calls for compliance, training, or quality assurance purposes.
FR.14	Mandatory	Call Logs and Reports	Comprehensive call logs reporting tools should be included, enabling detailed analysis of call data, such as call volume, duration, and service levels, to inform decision-making (such as internal chargeback / billing) and improve communication strategies.
FR.15	Mandatory	Call Queue Management	A system to manage call queues efficiently, providing callers with estimated wait times, the option to leave a message, or choose callback when their turn arrives, thereby improving the customer service experience.
FR.16	Mandatory	Country call management	Ability to allow, deny a destination based on users or groups.
FR.17	Mandatory	Dial Plan	The system must be able to select the best and cheap route to make PSTN call based on a dial plan. This dial plan must be shared across all sites for a comprehensive call routing allowing cost saving on calls by using least-cost routing mechanism.
FR.18	Mandatory	Deny lists	Allow and deny list of numbers, destination and IPs.
FR.19	Mandatory	Admin console roles	At least 4 level of Administrative roles must be possible in the admin panel: Read-Only, Operator/Receptionist, Basic Admin, Super Administrator.

FR.20	Mandatory	Ring Groups	Configuration of ring groups that allow incoming calls to be shared among a group of extensions, ringing all at once or in a specific order until the call is answered, optimizing call distribution and response times.
FR.21	Mandatory	Call Flow Management	Tools for creating and managing call flows with ease, allowing for the design of complex call handling processes that can include IVR, call queues, ring groups, and conditional forwarding, ensuring calls are processed in the most efficient manner.
FR.22	Mandatory	Directory Integration	Seamless integration with LDAP/Active Directory/Azure Active Directory, enabling the synchronization of user accounts and facilitating easy management of contact information and authentication.
FR.23	Mandatory	Fax2Mail and Mail2Fax Services	Support for sending and receiving faxes directly from email, offering a bridge between traditional fax technology and modern digital communication methods.
FR.24	Mandatory	Hotdesking Capabilities	Support for hotdesking, allowing users to log into any supported phone on the network and receive their personal settings and contact list, ideal for flexible workspace environments.
FR.25	Mandatory	Music on Hold	Ability to play audio files during on hold. Standard format would be preferred (WAV, MP3).
FR.26	Mandatory	Operator/Receptionist Specific Needs	The operator/receptionists play a crucial role in managing incoming calls and ensuring they are routed correctly within the organization. To effectively perform their tasks, these users may require access to a specific version or configuration of the IPBX client software that is tailored to their needs, providing enhanced capabilities for call handling, monitoring, and management: call

			transferring, presence information, queue monitoring, conference call setup, ...	
FR.27	Mandatory	Agent Status and Call Monitoring	The system should enable monitoring and management of agent status and active calls, allowing managers and agents to view key call statistics and performance metrics at a glance, supporting real-time decision-making and performance optimization.	
FR.28	Mandatory	Microsoft Team Meeting and Room Integration	Integration with Ms Teams Meetings and Ms Team Rooms	
FR.29	Mandatory	KYC and Contact Record Integration	Before answering a call, the system should bring up the contact record, supporting Know Your Customer (KYC) practices by providing immediate access to caller information, enhancing customer service and personalization. The source of information could be the internal LDAP server and the personal contact information from the user address book or the IPBX user address book.	
FR.30	Mandatory	User Training	Provision of user training and support material for the deployed desk phones and Ms Teams added functions is essential. This ensures that all users can effectively utilize the new communication tools and features, maximizing the benefits of the system.	
FR.31	Mandatory	Operator/Receptionist Training	Operator/Receptionist training is essential. This ensures that these specific users can effectively utilize the new communication tools and features, maximizing the benefits of the system.	
FR.32	Mandatory	Admin Training	Provision of comprehensive training of the IPBX for administrators across all sites, ensuring they are fully equipped	

			to manage and maintain the system effectively.	
FR.33	Mandatory	Regional Support	The bidder must provide support services in the Pacific region, ensuring that all sites, including those in remote locations, receive timely and effective assistance for any issues or needs that arise during project implementation and post project / production support.	

B. Design Requirements

Requirement No	Type	Feature	Description	Bidder's response
DR.01	Mandatory	Hosting Flexibility	The system should offer flexibility in hosting, being virtualized and capable of being deployed on-premises to suit the organization's infrastructure VMWare HCI/VSAN and security requirements, or in the cloud, preferably on Microsoft Azure.	
DR.02	Mandatory	Service Scalability	The system should be scalable and offer the capability to add new users.	
DR.03	Mandatory	Deployment Options	The solution must be versatile in its deployment, capable of being hosted on-premise, in the cloud, or in a hybrid model that is virtually distributed across the sites. This flexibility ensures that the system can be tailored to meet the specific infrastructure and security requirements of the organization.	

DR.04	Mandatory	Product Requirements	<p>The IPBX system should encompass a range of products including desk phones with IP, Wi-Fi, SIP, Bluetooth capabilities, and Microsoft Teams integration. Some desk phones must also feature cameras for video communication. ToIP softphone capacities should be integrated in Ms Teams and supported on computer (Windows, Apple, and Linux Ubuntu), mobiles and tablets (Android and iOS), with camera and video conferencing functionalities for comprehensive communication solutions.</p>	
DR.05	Optional	Network Considerations	<p>If the system is deployed on-premise, the preferable deployment sites would be Noumea and Lotus, while all the other satellite sites would have the clients seamlessly connected through our existing WAN network. Special attention must be taken for calls latency, for instance, someone from Pohnpei making a call to a landline located in New Caledonia or Fiji. If deployed in the cloud, special care of the latency induced should also be taken into consideration to maintain good quality of the audio and video communication wherever the destination is, especially with landline/PSTN calls on the same location of the client or between a site and a landline/PSTN call on a remote country. For instance, a call from a Fiji client connected to the system in the cloud making a call to a New Caledonian landline.</p>	

DR.06	Mandatory	Environmental Sustainability	<p>It is imperative that the products selected for the IPBX system adhere to stringent environmental sustainability standards. This includes energy efficiency, reduced carbon footprint, recyclable materials, and compliance with international environmental regulations. The design and manufacturing processes of these products should minimize environmental impact, promoting conservation of resources and reduction of waste. Bidders are encouraged to propose solutions that demonstrate a clear commitment to environmental stewardship, including but not limited to, energy-saving features, eco-friendly packaging, and products designed for longevity and recyclability.</p>	
DR.07	Mandatory	Social and Environmental Responsibility	<p>Preference will be given to products and brands with a proven track record of environmental and social responsibility. This encompasses not only the environmental aspects of product design and lifecycle but also ethical labour practices and positive community engagement. Brands that actively contribute to environmental conservation, invest in sustainable innovation, and demonstrate ethical business practices will be favoured in the selection process.</p>	

DR.08	Mandatory	Compliance with Regulations	<p>Vendors must ensure that their products are not listed on any prohibited or banned lists from major governing bodies. Specifically, products should not be on the United States National Defence Authorization Act (NDAA) banned list, which bans certain telecommunications and video surveillance services and equipment from specific companies deemed a national security threat. Products must also comply with all European Union restrictions and not be part of any ban list from European countries. This includes adherence to standards set by the European Union directives like CE marking, which indicates conformity with health, safety, and environmental protection standards for products sold within the European Economic Area (EEA). Additionally, products should adhere to data protection and privacy standards (GDPR, ISO 27001,...) and not originate from companies under trade restrictions or embargoes imposed by the United States, United Kingdom, Australia, New Zealand, or any European Union countries and also in PICTS.</p>	
DR.09	Mandatory	Safety and Ergonomics	<p>The design of the IPBX system components should prioritize user safety and ergonomic usability. This includes intuitive interfaces, comfortable physical design for prolonged use, and adherence to safety standards to prevent strain or injury. Products should come with comprehensive safety instructions for use, handling, and disposal, ensuring the well-being of users and the environment.</p>	

DR.10	Mandatory	Consultation for Responsibility	Bidders are advised to consult with the SPC's Social and Environmental Responsibility team to explore options for incorporating social and environmental responsibility into their proposals. This consultation should aim to identify products and practices that not only meet the technical and functional requirements of the IPBX system but also align with broader sustainability and ethical objectives.	
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C. Technical Requirements

Requirement No	Type	Feature	Description	Bidder's response
TR.01	Mandatory	Codec Compliance	The solution must support industry-standard codecs to ensure high-quality audio and video communication. Examples include G.711 (PCM), G.729 (a low-bandwidth codec), and Opus (adaptive bitrate codec), recognized for efficiency and compatibility across platforms.	
TR.02	Mandatory	Audio Codec/Coders Integration	Integration with audio codecs/coders for SIP-to-PSTN and MsTeam-to-PSTN conversion is required, ensuring seamless connectivity between the organization's communication network and traditional PSTN telephony.	
TR.03	Mandatory	SIP Communication	The system must prioritize SIP (Session Initiation Protocol) for communication with telecom operators as the preferred method, or use industry-standard technologies for connecting to telco operators PSTN for broad compatibility and efficient communication channels.	

TR.04	Mandatory	SIP Trunk Standards	It should adhere to SIP trunk standards, facilitating seamless integration with other systems and telecom providers, e.g., compliance with the IETF's RFC 3261 specification for SIP ensures interoperability with a broad range of communication systems and services.
TR.05	Optional	SIP Protocol Compatibility	The solution must be fully compatible with SIP protocols for desk phones, ensuring a wide range of devices can be used within the system without compatibility issues. It must allow the use of third-party SIP desk phones and softphones if needed.
TR.06	Mandatory	End-User Devices	Physical end-user devices, specifically desk phones, must be Wi-Fi compatible (802.11a/b/g/n/ac/ax) and adhere to the SIP standard or MS Teams compatible. All desk phones must have Power over Ethernet (PoE) enabled alongside with WiFi capabilities, allowing a streamlined installation and reduced cabling needs.
TR.07	Optional	Desk Phone Categories	Three categories of desk phones must be offered: 1. Basic, for straightforward communication needs; 2. Advanced, with larger displays, more programmable buttons, higher-quality audio, USB or USB-C for headsets, optionally Bluetooth; 3. Full-Featured, with video capabilities, touchscreens, superior integration features, and Bluetooth connectivity.

TR.08	Mandatory	Teams Integration	Full-Featured desk phones must be compatible with Microsoft Teams, facilitating seamless integration including the ability to make and receive landline calls directly from the Microsoft Teams software on any device.
TR.09	Mandatory	Teams Direct Routing	Integration with Microsoft Teams Direct Routing is essential, allowing the system to connect with the Microsoft Teams platform directly, enabling voice calls to and from Teams users via the organization's SIP trunk.
TR.10	Mandatory	Network Support	The solution must support Quality of Service (QoS) and VLANs to prioritize voice and video traffic over the network, ensuring clear and uninterrupted communication.
TR.11	Mandatory	Administration Panel	An easy-to-use administration panel is essential for managing the system efficiently, allowing for straightforward setup, user management, and system adjustments.
TR.12	Mandatory	Comprehensive Call Logs and Reporting	Detailed logging and reporting capabilities for all calls, providing insights into call patterns, volumes, and performance metrics, essential for operational analysis and decision-making.
TR.13	Mandatory	Internal Invoicing	An internal invoicing feature that allows for the allocation of call costs to different departments or projects, facilitating accurate cost management and budgeting within the organization.

TR.14	Mandatory	Remote Accessibility	The system must be accessible to remote workers, offering secure and reliable communication options for users outside the traditional office environment, including VPN support and mobile app functionality. A user could use Ms Teams on their mobile device to call landlines of another permitted country while off-site. A remote user can use Ms Teams on their computer connected with a VPN to the Organisation network to call landlines to any permitted country.
TR.15	Mandatory	Modern Authentication	The system must also be compatible with modern IAM and MFA (Okta) for authentication of the users and administrator.
TR.16	Mandatory	Secure Communications	The communications within SPC users (E2EE) must be encrypted, especially while transported over SIP Trunks (over the Internet) between 2 distant sites. The end-to-end encryption should be negotiated using a comprehensive and standard method like SRTP, TLS, ZRTP, or equivalent and using the organisation PKI.
TR.17	Mandatory	API Availability	Availability of APIs for integration with other systems and applications, allowing for custom integrations and enhancements to extend the functionality of the IPBX system.

TR.18	Optional	CRM Compatibility	The solution must be compatible with Customer Relationship Management (CRM) systems, enabling click-to-call functionality, call logging, and synchronization of contact information, thereby streamlining sales and customer service processes.
TR.19	Mandatory	Helpdesk Integration	Compatibility with helpdesk software for support operations, facilitating ticket creation from calls, call tracking, and integration of call data into support workflows.
TR.20	Mandatory	Backup and Restore	The system must support the organisation's backup and restore solution (Veeam) or provide its own backup and restore solution. An optional embedded configuration versioning would also be appreciated.

D. Delivery Requirements

Feature	Description	Requirement included in service offering (yes, no, or comment)
Delivery timelines	The solution must be delivered within the specified timeframe agreed upon post-award. The urgency and critical nature of the deployment necessitate adherence to the project schedule to avoid operational disruptions.	
Supply Chain Risks	Bidders must identify potential supply chain risks associated with the delivery of the IPBX system and propose viable mitigation strategies. This includes considerations for the current global logistics landscape, potential delays in manufacturing, and transportation challenges.	
Compliance with Regulations:	All products and services provided must comply with the SPC General Terms and Conditions of Contract , including insurance requirements, delivery terms, and any applicable legal and regulatory standards. This ensures that all contractual obligations	

	are met and that the project adheres to established guidelines and best practices.	
Customs and Quarantine Clearances:	The bidder is responsible for managing all aspects of customs and quarantine clearances at the port of entry. This includes ensuring that all necessary documentation is prepared and submitted in a timely manner to facilitate smooth importation and compliance with local regulations.	
Transportation Modes:	The bidder must specify the modes of transportation used for the transfer of products, considering the most efficient and cost-effective options while ensuring the safety and integrity of the goods during transit.	
Delivery Confirmation:	Upon delivery, detailed checks will be required to confirm the receipt and condition of the product. This includes verification against the purchase order, inspection for damage, and confirmation that all components and documentation are included as per the technical specifications.	
Penalties for Late Delivery:	In the event of delayed delivery beyond the agreed timeline without prior approval or reasonable justification, penalties may be applied as specified in the contract. This clause is intended to ensure timely project execution and mitigate the impact of delays on operational efficiency.	
Mitigation of Risks:	Bidders should highlight any potential risks to the delivery schedule, including manufacturing delays, logistical challenges, or regulatory hurdles, along with proposed strategies to address these risks, ensuring proactive planning and risk management throughout the delivery process.	

E. Warranty Requirements (when applicable)

Feature	Description	Requirement included in service offering (yes, no, or comment)
Warranty Coverage:	The solution must come with a comprehensive warranty covering defects in materials and workmanship for a minimum specified period post-deployment. This warranty should include clear terms regarding what is covered, the process for claiming warranty service, and the expected resolution time.	
After-Sales Service:	Detailed information on after-sales support services must be provided, including	

	availability (hours/days), contact methods (phone, email, online portal), and the typical response time for addressing issues. The bidder must ensure that support is readily accessible and capable of resolving any issues promptly to minimize downtime.	
Spare Parts Availability:	The bidder must guarantee the availability of spare parts for all hardware components of the IPBX system for a specified period. This ensures that any necessary repairs or replacements can be carried out efficiently, maintaining the system's operational integrity. The Organisation would however buy some spare part onsite to minimise any outage. A couple of essential non-user element could be purchased.	
Software Updates	The proposal should include provisions for regular software updates to address security vulnerabilities, add new features, and ensure compatibility with evolving technology standards. Details on the frequency of updates and the process for their implementation should be provided.	
Technical Support:	Access to technical support services is essential for troubleshooting and resolving complex issues. The bidder must outline the levels of technical support offered (SLAs), including any tiered support structures, and the qualifications of the support personnel.	
Training for Maintenance:	To empower the organization's internal teams, the bidder should offer training on system maintenance and basic troubleshooting. This training can help reduce dependency on external support for minor issues and enhance system understanding.	
Additional Services:	Any additional warranty or support services beyond the standard offerings should be clearly described. This may include options for extended warranties, on-site support, dedicated account management, or customized service level agreements (SLAs) to meet specific organizational needs.	
Warranty and Support Documentation:	All warranty terms and after-sales support details must be documented clearly in the contract. This documentation should be easily accessible and serve as a reference for the organization to understand their entitlements and the procedures for accessing support services.	

In addition to this technical proposal submission form (Annex 4), you must provide a technical memo consisting of:

- A presentation of your company
- CV and qualifications of the allocated personnel
- Presentation of the proposed solution
- 3 examples of similar assignments
- Any other document to support your proposal
- Audited financial statements over the last 5 years

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]*

Annex 5: FINANCIAL PROPOSAL SUBMISSION FORM

The financial offer must be submitted with the attached price schedule (Annex 5.1) in excel and pdf format, dated, stamped / signed;

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]*