



REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Asset Management System
Nature of the services	Web based Multimedia Storytelling
Location:	Pacific Community, Nabua, Suva.
Date of issue:	5/09/2023
Closing Date:	5/10/2023
SPC Reference:	RFQ23-5682

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Part 1: INTRODUCTION

1.1 About the Pacific Community (SPC)

The Pacific Community (SPC) is the principal scientific and technical organisation of the Pacific region, established by treaty in 1947 with the signing of the *Agreement Establishing the South Pacific Commission* (the Canberra Agreement).

Our unique organisation covers more than 20 sectors and is renowned for knowledge and innovation in such areas as fisheries science, public health surveillance, geoscience and conservation of plant genetic resources for food security.

For more information about SPC and the work that we do, please visit our website: <https://www.spc.int/>.

1.2 SPC's procurement activities

SPC's procurement activities are guided by the principles of high ethical standards, value for money, open competition and social and environmental responsibility and are carried out under our Procurement Policy.

For further information or enquiries about SPC's procurement activities, please visit the procurement pages on our website: <https://www.spc.int/procurement> or email: procurement@spc.int

1.3 SPC's Request for Quotation (RFQ) Process

At SPC, procurement valued at more than EUR 2,000 and less than or equal to EUR 45,000 requires an evaluation of at least three quotations to determine the offer that provides the best value for money through a Request for Quotation (RFQ) process.

This RFQ sets out SPC's requirements for a project and it asks you, as a bidder, to respond in writing in a prescribed format with pricing and other required information.

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

Part 2: INSTRUCTIONS TO BIDDERS

2.1 Background

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

SPC has compiled these instructions to guide prospective bidders and to ensure that all bidders are given equal and fair consideration. Please read the instructions carefully before submitting your bid. For your quotation to be considered, it is important that you provide all the prescribed information by the closing date and in the format specified.

2.2 Submission Instructions

You must **submit your quotation and all supporting documents** in English and as an attachment to an email sent to lebav@spc.int and with the subject line of your email as follows: **Submission Rfq23-5682**. The email should also be copied to rfq@spc.int.

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- *[mention any necessary supporting document: technical proposal form, CV, cover letter, work-plan, etc.]*

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

Bids will be evaluated on the basis of information received by **23:30 FJT on 1/10/2023**.

2.3 Evaluation & Contract Award

Each quotation validly received will be assessed against the evaluation criteria matrix set out in [Part 4](#). Any changes in the evaluation criteria will result in the RFQ process being re-issued.

SPC may award the contract once it has determined that a bidder has met the prescribed requirements and the bidder's proposal has been determined to be substantially responsive to the RFQ documents, provide the best value for money (highest cumulative score) and best serve the interests of SPC.

In the event of a bid being accepted, procurement will take place under SPC's [General Terms and Conditions of Contract](#) and depending on the value or nature of the procurement, the award will be made by issuing a purchase order or a signed and dated contract, or both.

2.4 Key Contacts

Please contact SPC should you have any doubt as to what is required or if we can help answer any questions that you may have.

Nabil El Halwanii will be your primary point of contact for this RFQ and can be contacted at nabilh@spc.int. You should copy any communications into rfq@spc.int.

Details will be kept of any communications between SPC and bidders. This assists SPC to ensure transparency of the procurement process. While SPC prefers written communication in the RFQ process, at any point where there is phone call or other conversation, SPC expects to keep a file note of the exchange, with all forms of communication with prospective bidders to be retained as source documents for the procurement of the services.

2.5 Key Dates

Please see the proposed procurement timetable in the table below. This timetable is intended as a guide only and while SPC does not intend to depart from the timetable, it reserves the right to do so at any stage.

STAGE	DATE
RFQ sent to potential vendors	5/09/2023
RFQ Closing Date	5/10/2023
Award of Contract	27/10/2023
Commencement of Contract	1/11/2023
Conclusion of Contract	1/11/2024

2.6 Legal and compliance

Confidentiality: Unless otherwise agreed by SPC in advance or where the contents of the RFQ are already in the public domain when shared with the bidder, bidders shall at all times treat the contents of the RFQ and any related documents as confidential. SPC will also treat the information it receives from the bidders as confidential.

Conflict of interest: Bidders must take all necessary measures to prevent any situation of conflict of interest. You must notify SPC in writing as soon as possible of any situation that could constitute a conflict of interest during the RFQ process. If you have any familial connection with SPC staff, this must be declared, and approval will then be sought for you to engage in the RFQ process. **In support of your response to this RFQ, you must submit to SPC [the Conflict-of-Interest Declaration form](#) available on our procurement page website: <https://spc.int/procurement>.**

Breach of this requirement can result in SPC terminating any contract with a successful bidder.

Currency, validity, duties, taxes: Unless specifically otherwise requested, all proposals should be in EURO and must be net of any direct or indirect taxes and duties, and shall remain valid for 120 days from the closing date. The successful bidder is bound by their proposal for a further 60 days following notification they are the preferred bidder so that the contract may be awarded. No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during this period.

No offer of contract or invitation to contract: This RFQ is not an offer to contract or an invitation by SPC to enter into a contract with you.

Privacy: The bidder is to comply with the requirements of applicable legislation and regulatory requirements in force for the use of personal data that is disclosed for the purposes of this RFQ. SPC will handle any personal information it receives under the RFQ in line with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

Warranty, representation, assurance, undertaking: The bidder acknowledges and agrees that no person has any authority to give any warranty, representation, assurance or undertaking on behalf of SPC in connection with any contract which may (or may not) follow on from this RFQ process.

2.7 Complaints process

Bidders that consider they were not treated fairly during any SPC procurement process may lodge a protest. The protest should be addressed to complaints@spc.int. 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

Web-based multimedia storytelling is an innovative approach to narrative creation that leverages the interactive and multimedia capabilities of the internet to engage and immerse audiences in a more dynamic and captivating way. This form of storytelling goes beyond traditional static mediums like books or even linear videos, allowing creators to incorporate various multimedia elements to enhance the overall storytelling experience. The digital age brought about new possibilities, and with the widespread availability of the internet, creators began experimenting with new ways to engage audiences using multimedia elements.

As part of The Pacific Community (SPC)'s external communications, a web-based tool is needed to help create, organise, structure, and publish articles embedded in SPC's website.

B. Purpose, objectives, scope of services

The web-based multimedia storytelling service's purpose is to engage users with interactive narratives combining text, images, videos, data visualisations, and more. Its objectives include immersive experiences, creativity, education, entertainment, and branding. The scope covers content creation, user interaction, responsive design, collaboration, discovery, analytics, feedback, and security. In tandem with SPC's website (www.spc.int) the web-based platform will eventually act as an innovative support for the main website, offering the end goal of publishing and embedding on SPC's website.

The scope of services are but not limited to: interactive digital storytelling platform; a space to create engaging stories using multimedia elements; templates and designs ready; mobile optimisation for articles; analytics; collaboration feature for different users; embedding and sharing photos; custom domain options for branding.

C. Timelines

Initial term 1st November 2023- 01st November 2024.

D. Reporting and contracting arrangements

- *SPC primary contact for this contract will be Nabil El Halwani- nabilh@spc.int . Working level contacts within the Corporate Communications will also be established.*
- *All rights to the final content, including articles, videos, and related assets, will be transferred to the SPC upon completion.*
- *If the contract expires with the contractor, the content already published will remain SPC's property and accessible for reading and editing.*
- *The Contractor agrees not to reuse or redistribute the content without explicit permission from the SPC.*
- *Both parties agree to maintain the confidentiality of project-related information, including proprietary data, until and after the contract's completion.*
- *The Contractor creates unlimited stories, unlimited users, publishing to 1 domain.*

- *Provision of services: SPC reserves the right to assess the services provided under the Contract, at any time prior to the expiry of the Contract. In the event that the services are not performed in accordance with the terms of reference and/or the provisions of the Contract, and at no additional cost, the Contractor shall make such adjustments as SPC may request in writing to provide the services in accordance with the terms of the Contract, so as not to unduly delay delivery.*

In any event, if the Contractor fails to complete the services required within the time specified in the Contract, or within any extension that may be granted, SPC may, without prejudice to any further rights it may have under the Contract:

Suspend or cancel the right of the Contractor to proceed further with any services – or part thereof – in which there has been a delay; Obtain elsewhere upon such terms and conditions as may be deemed appropriate replacement services similar to those which the Contractor failed to provide; Make a corresponding adjustment to the consideration payable to the Contractor; provided, however, that the Contractor shall continue performance of the Contract to the extent not suspended or cancelled under the provisions of this paragraph

- *The service provider should offer customer support services with a fast response time.*
- *Data privacy and protection: Clear definition of how the user data is used and the measures taken to ensure security and protection*

E. Skills and qualifications

- *Interactive digital storytelling platform*
- *Create engaging stories using multimedia elements*
- *Templates and design tools for professional-looking content*
- *Mobile optimization for various devices*
- *Analytics for tracking user engagement*
- *Collaboration features for team projects*
- *Embedding and sharing options*
- *Custom interactions and animations*
- *Custom domain options for branding*
- *Custom for layout which automatically applies branding rules*

F. Scope of Bid Price and Schedule of Payments

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

Milestone/deliverables	Deadline	% payment
Provide the platform, user interface, integration of multimedia elements	15/10/2023	20%
User Interaction and profile sharing; develop interactive components like clickable images, pop-up texts and allow users to share their favourite stories on social media platforms.	31/10/2023	30%

Fully Functional Platform; Live web-based multimedia storytelling platform and basic interactive features.	01/11/2025	50%
TOTAL		100%

Part 4: PROPOSAL EVALUATION MATRIX

4.1 Competency Requirements & Score Weight

The evaluation matrix below reflects the obtainable score specified for each evaluation criterion (technical requirement) which indicates the relative significance or weight of the items in the overall evaluation process.

Evaluation criteria	Score Weight (%)	Points obtainable
Mandatory requirements		
<p><i>Web-based multimedia storytelling involves using various multimedia elements, such as text, images, videos, audio, and interactive features, to create engaging and immersive narratives. While specific requirements can vary based on the project's goals and scope, here are some mandatory requirements to consider when creating web-based multimedia storytelling experiences:</i></p> <ul style="list-style-type: none"> • Clear Narrative Structure • Responsive Design • User Friendly Interface • Multimedia Elements • Visual Consistency • Engaging Content • Accessibility • Performance Optimization • Interactivity and Navigation Options • Data Privacy • Customer service • Matching the technical specification required 	<p>Mandatory requirements. Bidders will be disqualified if any of the requirements are not met.</p>	
Technical requirements		
<p>Technical requirement 1: Responsive Design, Compatibility, Fast Loading Times- Ensure that the storytelling platform is responsive and works well across different devices and screen sizes, including desktops, tablets, and smartphones; Test your multimedia content on different web browsers to ensure consistent performance and display; Optimize media files (images, videos, audio) for web delivery to reduce loading times. Consider using formats that balance quality and file size.</p>	20%	140
<p>Technical requirement 2: Content Management System, User-Friendly Interface, Interactive elements- Implement a</p>	30%	210

robust CMS to manage and organize multimedia content; Design an intuitive and user-friendly interface that allows users to navigate through the multimedia content seamlessly; Incorporate interactive elements such as clickable images, interactive maps, quizzes, polls, and more to engage users and enhance the storytelling experience.		
Technical requirement 3: Security and Compatibility- Implement measures to protect data and user privacy; Test across browsers and devices for consistent functionality.	30%	210
Technical requirement 4: Analytics and Scalability- Integrate tools to track user engagement and behavior; Plan for future growth by designing a scalable infrastructure.	20%	140
Other: <i>[other requirements]</i>	0%	0
Total Score	100%	700