

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Business central consultant to write TORs for system upgrade
Nature of the services	Consultancy to write terms of reference for business systems upgrade
Location:	Consultant's home base
Date of issue:	12/12/2023
Closing Date:	22/01/2024
SPC Reference:	RFQ23-6074

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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 betty@spc.int, quentins@spc.int and procurement@spc.int and with the subject line of your email as follows: **Submission RFQ23-6074 – Business central consultant to write TORs for system upgrade**. 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
- A technical memo including:

- A description of the content of the proposed service;
- A description of work of similar nature;
- Your CV or professional profile;
- A cover letter;
- The tentative schedule including information listed in the timelines section of the Terms of Reference below;
- Any other document to support your proposal.
- Your quote (lump sum)

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 **8 am Noumea time on 22/01/2024**.

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.

The SPC’s Process Improvement and Internal Controls Adviser will be your primary point of contact for this RFQ and can be contacted at bettym@spc.int (copy procurement@spc.int and quentins@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	12/12/2023
RFQ Closing Date	22/01/2024

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

SPC is an intergovernmental organisation owned and governed by our 27 country and territory members. The Pacific Community Governance Arrangements sets out the administrative practices of governance in the organisation, which includes the Finance Regulations and Finance Policies.

SPC uses Microsoft Dynamics NAV2017 as its financial management information system. SPC wishes to move to the latest version of this system, called Microsoft Dynamics 365 Business Central. We currently operate on-premise. The technical specificities of the system are as follows:

Version - Dynamics NAV 2017 – Version FR Dynamics NAV 10.0 (10.0.13682.0)

Modules:

SPC uses the following Dynamics Navision modules:

- Budget
- General Ledger
- Fixed Assets
- Accounts Receivable
- Accounts Payable
- Purchase Invoices and Orders - SPC's financial commitments are captured within the NAV Purchase Order module.
- Sales Invoices and Orders
- Jobs Module

Integration:

Key integrations between NAV and other SPC corporate systems include:

System	Integration method	Comments
PayGlobal (Payroll)	Flat file	Salary journals are imported from PayGlobal into Dynamics NAV
ServiceNow	API	Job dimension codes are exported from Dynamics NAV into ServiceNow
Active Directory	LDAP Authentication	Single sign on
HRM Platform – Cornerstone and ESS	API /Format conversion to PDF and ftp file transfer method	Staff Account statement are imported into Cornerstone from Dynamics NAV

New CRM Platform (future)	API	The new CRM platform will not be in place before the completion of the Project/Timesheet project. A description of integration capabilities will suffice.
TMS	API	Job dimension codes are exported from Dynamics NAV into TMS.
XE Data	API	Uploads the daily exchange rates to Dynamics NAV

NAV Instance:

Dynamics NAV have difference instances running for Production, Testing and Development.

In order to move to Business Central, SPC will launch a tender process known as a Request for Proposal (RFP) to engage a technical consultant to perform the upgrade. Before this RFP is launched, the scope and deliverables of the technical work and the evaluation criteria required of the consultant need to be clearly defined.

B. Purpose, objectives, scope of services

We seek through this RFQ an experienced finance systems information technology consultant to write the basis for an upcoming Request for Proposal (RFP). The purpose of this upcoming RFP will be to hire a technical consultant to implement either a reimplementation or an upgrade of the existing Microsoft Dynamics NAV2017 system to Microsoft Dynamics 365 Business Central. The RFQ deliverables are as follows:

- i) Write the following the Terms of reference (TORs) of the RFP. The TORs include background, detail scope of services, technical deliverables and their expected timeframes, and the required qualifications and experience.

The TORs must be written in clear and unambiguous language. In completing the TORs, the consultant must ensure to understand all of SPC’s requirements of the technical consultant by consulting with both the ICT team and the central finance team.

- ii) Meet and workshop with SPC staff from the Finance division, with guidance from staff of the Information Technology division, to understand their business requirements, for incorporation into the TORs. This will require the technical consultant to develop a good understanding of the capabilities of Business Central.

The evaluation criteria of the RFP will be done by SPC alone without any input from the consultant. Similarly, the scoring and selection of the successful candidate in the RFP will be the sole responsibility of SPC.

C. Timelines

The consultant must attach to his quotation a tentative schedule of the proposed service. This schedule must include at least the following elements:

- The phases of each activity and deliverable listed in the terms of reference and the schedule of payments.
- The phases of travel, if required, and on-site interviews / workshop collaborations.

D. Reporting and contracting arrangements

A kick-off meeting will be scheduled at the beginning of the contract (face to face or remotely) with the consultant, the Process Improvements and Internal Controls Adviser, the Team Leader Business Innovation, and the Finance Director in order to:

- Clarify (if necessary) and formalise the technical and geographical scope of the service.
- Approve the schedule, in particular with regard to travel and the information gathering phase.
- Define the list of information / documents to be provided by the SPC.
- Confirm understanding of the list of expected deliverables and associated deadlines.
- Define the administrative support required by the consultant.

The consultant will be responsible to the Process Improvements and Internal Controls Adviser for daily work and planning and is expected to report on progress each week.

The consultant will be responsible to the Finance Director for the deliverables.

A project closing meeting will be held to present at least:

- The final deliverables and how closely they meet the requirements of these terms of reference.
- Any suggestions on future training or other actions related to the deliverables.
- Any difficulties encountered and lessons to learn.

E. Skills and qualifications

- Degree suitable for information systems and/or application development. An added qualification in finance/accounting is an advantage.
- Certification in project management or relevant experience.
- Demonstrated track record and experience over at least 10 years of:
 - Analysing and writing business system requirements.
 - Understanding of advanced financial information systems requirements for organisations such as SPC
 - Writing terms of reference for major finance system upgrade or change.
- Experience in the following would be an advantage:
 - Working in, or as a consultant for, an intergovernmental organisation like SPC.
 - Working in the Pacific and with people from different cultural backgrounds.
- Fluency in English. Fluency in French would be an advantage.

In the case where the consultant would call upon complementary competences or subcontracting to carry out the service, the details must be included in the technical proposal, including how this would be organised and the profiles of the other members of the team.

F. Scope of Bid Price and Schedule of Payments

The quotation will be submitted according to the format proposed in the appendix. Should the bidder wish to make any changes to the quotation, the bidder must contact SPC to specify the additions they wish to make.

The consultant must specify in his offer the costs associated with travel to Noumea and/or Suva if required.

Milestone/deliverables	% payment
Kick off meeting	20 %
Delivery and acceptance of draft report (terms of reference)	20 %
Delivery and acceptance of final report (terms of reference)	30 %
Closing project meeting	30 %
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
Presentation quality of the offer: The writing and presentation quality of the technical proposal, and all supporting documentation.	10 %	100
Methodology & Feasibility: Actions envisaged; proposed means and modalities of implementation; how methodology will support deliverables; proposed schedule, etc.	20 %	200
Skills and qualifications: Degree in a suitable scientific field for information systems and/or application development discipline, with accounting, or finance qualifications desirable; Certification in project management or relevant experience. Fluent in English (writing & speaking), French desirable.	15 %	150
Experiences: Demonstrated track record over at least 10 years analysing and writing business system requirements, writing terms of reference for major finance system upgrade or change with a demonstrated understanding of advanced financial information systems requirements for organisations such as SPC. Experience working in the Pacific and with people from different cultural backgrounds is an advantage.	25 %	250
Financial proposal: Your quote	30 %	300
Total Score	100%	1000