



# REQUEST FOR PROPOSAL (RFP)

## FOR SERVICES

<b>Project Title:</b>	<b>Preferred Suppliers Services- ServiceDesk Enhancement</b>
<b>Nature of the services</b>	Solution Design, Implementation, and Enhancement of existing ServiceDesk tool (ServiceNow)
<b>Location:</b>	SPC -Suva
<b>Date of issue:</b>	17/04/2023
<b>Closing Date:</b>	22/05/2023
<b>SPC Reference:</b>	RFP23-5275

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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).

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](mailto: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);
- e) Financial proposal submission form (Annex 5).

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 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 bidders local currency. 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](mailto:procurement@spc.int) with the subject line of your email as: **Submission RFP23-5275**.

Your proposal must be received no later than **22/05/2023** by **11.59pm Fiji 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](mailto:procurement@spc.int) with the subject line: **Clarification RFP23-5275**. The deadline for submission of clarifications is **1/05/2023** by **11.59pm Fiji 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 exclusive 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.

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
<b>RFP advertised</b>	17/04/2023
<b>Deadline for seeking clarification</b>	1/05/2023
<b>RFP Closing Date</b>	22/05/2023
<b>Award of Preferred Supplier Agreement</b>	5/06/2023
<b>Commencement of Contract</b>	8/07/2023

## 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](mailto: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 Bidders local currency 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](mailto: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](mailto:complaints@spc.int). The bidder must provide the following information: (1) full contact details; (2) details of the relevant procurement; (3) reasons for the protest, including how the alleged behaviour negatively impacted the bidder; (4) copies of any documents supporting grounds for protest; (5) the relief that is sought.

## Part 3: Terms of Reference

### TERMS OF REFERENCE FORM

#### A. Background/context

As part of the Operations Management Directorate (OMD) Business plan, there is ongoing work to migrate all departments in the divisions to a single ServiceDesk. As part of this plan, the ICT (Information Communications & Technology) Team has launched a self-service portal using a product called ServiceNow which functions as a Service Management Tool. Currently, the ICT, Translation and Interpretation Teams are using this platform to manage all requested items. The goal is to standardise the tool throughout the organisation.

The services required as part of this RFP include reviewing the existing architecture and recommend an implementation plan to expand the use of ServiceNow to other departments within OMD to provide a single self-service portal for customers (internal).

In addition, further work is required to take the ICT Services to the next level by developing additional workflows and catalogue items to expand the existing list of catalogue items as well as integrating chat into ServiceNow.

Services are also required for the project implementation to integrate workflows and other required forms and catalogue items to provide a list of services that customers can request using the self-service portal. The teams that are currently pending for integration to ServiceNow are Human Resources, Finance, Procurement, Grants & Legal, Publications, General Administration, Facilities (Nouméa and Suva), Housing, and Events and Conference.

Assistance also required with communications and change management services throughout the duration of this project for user training, skills transfer, documentation and working with internal SPC application specialists for level 1 and 2 support.

At the end of the project, assistance will be required for future ongoing support and consultancy services for minor enhancements.

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

The objective of this procurement is to engage one or more service providers as preferred suppliers for a period of 1 year, renewable to 3 more. SPC will be placing Purchase Orders (PO) for the specific works. The services required as part of this RFP include:

1. **Review the Architecture of Existing ServiceNow Implementation and Provide Recommendations through:**
  - discovery exercise of current environment
  - Assessment of proposed process improvements provided in an independent report.
  - Analyse data available on existing ICT requests and proposing additional catalogue items to be developed.
2. **Expansion/Enhance to existing ServiceNow System**
  - Implementation of recommendations on the existing ServiceNow architecture
  - Work with the remaining department to implement their service desk into Service Now using workflows that have been developed as part of another project.



- Further enhance the existing ICT Services through the development of additional catalogue items proposed.
- Integrate chat into Service Now
- Integrate all the Catalogue items for other departments into the Self-Service Portal
- Redesign the Self-Service Portal Customer View to integrate all other Departments.
- Provide project management and change management services to ensure the launch of the new helpdesks are effective throughout the organisation.
- Provide relevant training to teams on the use of the new system.

### **3. Platform Maintenance**

- Provide required technical documentation and training manuals post implementation.
- Provide ongoing consultancy and support for the Platform Post Project Implementation including.
- Provide required training to upskill support staff.

## **C. Timelines**

The programme of work for the implementation in the different divisions is expected to take 12 months due to the number of teams required to be migrated. After which, SPC will require ongoing consultation on the implementation and support.

Existing Process reviews are in progress and will be completed by the End of March. The output of this process review will form input into the design or ServiceNow once the vendor (s) are selected. However, the intent is that this will be a phased project where we can migrate departments across either sequentially or in parallel depending of the complexity of the workflows developed for the team.

Target data for commencement is June or earlier depending on the outcome of the RFP Process.

## **D. Reporting and contracting arrangements**

The contractor (s) will work with the ICT Service Manager for the duration of the project.

Weekly progress reports will be required during the project implementation.

All work can be implemented remotely, however if there is a business need for travel then this need to be outlined in the proposal.

Expectation is that contractor will be available for exchanges from 8am – 4.30 pm Monday to Friday GMT+12 to ensure effective implementation of the project with SPC.

## **E. Skills and qualifications**

Required skills for this project are expertise in project management, IT Service Management, Service Now, Solutions Architect for ServiceNow.

Minimum of 10 years' experience in related field with extensive involvement in implementation of ITSM Solutions.

Have had experience with working in the pacific and has a good understanding of the Pacific

culture.

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

Payments will be done as per specific milestones set up in each firm order that SPC will place.

<b>Milestone/deliverables</b>	<b>Deadline</b>
Acceptance and discovery exercise completed, and findings submitted with proposed Architecture	21/07/2023
Documentation of approach and plan of Implementation	04/08/2023
Technical Implementation	04/09/2023
Final Delivery of Documentation and Handover	01/07/2024
Maintenance of platform	
<b>TOTAL</b>	

#### G. Annexes to the Terms of Reference

Workflow documents will be shared with the selected vendor(s) during the discovery phase once contract is awarded.

## 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 below 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
<b>Mandatory requirements</b>		
Experience in the delivery of similar type of service some level of ITSM Implementation project for and International Organisation, government/ semi government/ autonomous bodies in the last five years.	Bidders will be disqualified if any of the requirements are not met	
A ServiceNow Provider Partner		
Submission with complete set of annexes		
<b>Technical requirements</b>		
Evidence of ServiceNow Solution Architecture for previous customers	20%	140
Provide evidence of at least 3 past implementations of key ServiceNow features including Chat integration, Catalogue Design and Complex Service Request Workflow Implementations	30%	210
Provide evidence of technical expertise with relevant industry certifications	10%	70
The proposed workplan/methodology demonstrates understanding on the requirements of involved with this project and meets the implementation timeframes with little variation.	20%	140
Propose an effective approach to support SPC's organisational change management during the transition of teams to ServiceNow	10%	70
Have in place tools and systems for providing support post implementation of this project.	10%	70
<b>Total Score</b>	<b>100%</b>	<b>700</b>
<b>Qualification score</b>	<b>70%</b>	<b>490</b>

## **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
<b>1. Please provide information related to your entity.</b>			
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]		
<b>Status of the entity:</b>			
<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]			
<b>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:</b>			
<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			
<b>3. How many employees does your company and its subsidiaries have?</b>	[provide answer]		
<b>4. Do you have professional insurance against all risks in respect of your employees, sub-contractors, property and equipment?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<i>If 'No', what type of business insurance do you have?</i>	[provide answer]		
<b>5. Are you up to date with your tax and social security payment obligations?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<i>If 'No', please explain the situation:</i>	[Provide details]		
<b>6. Is your entity regulated by a national authority?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<i>If 'Yes', please specify the name:</i>	[Insert name of the national regulation authority]		
<b>7. Is your entity a publicly held company?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>8. Does your entity have a publicly available annual report?</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<i>Please send SPC your audited financial statement from the last 3 financial years if available</i>			

DUE DILIGENCE				
<b>9. Does your entity have foreign branches and/or subsidiaries?</b>			<input type="checkbox"/> Yes <input type="checkbox"/> No	
<i>If you answered 'yes' to the previous question, please confirm the branches:</i>				
• 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		
<b>10. Does your entity provide financial services to customers determined to be high risk including but not limited to:</b>				
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]		
<b>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?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please explain how:			[Provide explanation]		
<b>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?</b>				<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]	
<b>13.Does your entity have an officer responsible for anti-corruption, or anti-money laundering and counter-terrorism financing policy?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please state that officer's contact details:			[Insert name and contact details]		
<b>14.Has your entity or any of its current or former directors or CEOs ever filed for bankruptcy?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please provide details:			[Provide details]		
<b>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?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please provide details:			[Provide details]		

## SOCIAL AND ENVIRONMENTAL RESPONSIBILITY (SER)

<b>16.Does your entity have a written policy, controls and procedures to implement its Social and Environmental Responsibility (SER) commitments?</b>				<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]	
<b>Does your Policy or Process cover the followings?</b>					
<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]		
<b>17.Does your entity have an officer responsible for Social and Environmental Responsibility (SER)?</b>				<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

Technical Requirements	
Evaluation criteria	Response by Bidder
<b>Experience and specified personnel/sub-contractors</b>	
<b>Experience:</b> Experience in the delivery of similar type of service some level of ITSM Implementation project for and International Organisation, government/semi government/autonomous bodies in the last five years	<b>Experience:</b>
	<i>[insert details of relevant experience]</i>
	<b>Details for three references:</b>
	1. Client's name: <i>[insert name of client 1]</i>
	Contact name: <i>[insert name of contact]</i>
	Contact details: <i>[insert contact details]</i>
	Value contract: <i>[insert value of contract]</i>
	2. Client's name: <i>[insert name of client 2]</i>
	Contact name: <i>[insert name of contact]</i>
	Contact details: <i>[insert contact details]</i>
	Value contract: <i>[insert value of contract]</i>
	3. Client's name: <i>[insert name of client 3]</i>
	Contact name: <i>[insert name of contact]</i>
Contact details: <i>[insert contact details]</i>	
Value contract: <i>[insert value of contract]</i>	
<b>Personnel:</b> <i>[insert details of the personnel/sub-contractors required]</i>	<b>Details about personnel/sub-contractors</b>
	Manager's experience: <i>[insert details about manager's experience]</i>
	Consultants' experience: <i>[insert details about consultants' experience]</i>
<b>Technical Requirement 1</b>	
Evidence of ServiceNow Solution Architecture for previous customers	<i>[Bidder's answer]</i>
<b>Technical Requirement 2</b>	
Provide evidence of at least 3 past implementations of key ServiceNow features including Chat integration, Catalogue Design and Complex Service Request Workflow Implementations	<i>[Bidder's answer]</i>
<b>Technical Requirement 3</b>	
Provide evidence of technical expertise with relevant industry certifications	<i>[Bidder's answer]</i>
<b>Technical Requirement 4</b>	
The proposed workplan/methodology demonstrates understanding on the requirements of involved with this project and meets the implementation timeframes with little variation.	<i>[Bidder's answer]</i>
<b>Technical Requirement 5</b>	
Propose an effective approach to support SPC's organisational change management during the transition of teams to ServiceNow	<i>[Bidder's answer]</i>
<b>Technical Requirement 6</b>	

Have in place tools and systems for providing support post implementation of this project

*[Bidder's answer]*

**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 proposal must be submitted inclusive of taxes in accordance with the applicable legislation. However, the final amount of the awarded contract may be paid to the successful bidder inclusive or exclusive of taxes, depending on the tax exemptions enjoyed by SPC as an intergovernmental organisation in its member countries and territories.

No contingency charges or overhead fees are allowed for this consultancy as separate lines in “other costs”

The following form is given as an indication, the bidder may submit its financial proposal to SPC in another format, provided that it complies with the instructions detailed in this RFP and in particular:

BIDDER'S FINANCIAL PROPOSAL – SERVICES			
Services description	Key Personnel Required	Estimated Time	Hourly Rate [Currency]
Review the Architecture of Existing ServiceNow Implementation and Provide Recommendations through: <ul style="list-style-type: none"> <li>• discovery exercise of current environment</li> <li>• Assessment of proposed process improvements provided in an independent report.</li> <li>• Analyse data available on existing ICT requests and proposing additional catalogue items to be developed.</li> </ul>			
Expansion/Enhance to existing ServiceNow System <ul style="list-style-type: none"> <li>• Implementation of recommendations on the existing ServiceNow architecture</li> <li>• Work with the remaining department to implement their service desk into Service Now using workflows that have been developed as part of another project.</li> <li>• Further enhance the existing ICT Services through the development of additional catalogue items proposed.</li> <li>• Integrate chat into Service Now</li> <li>• Integrate all the Catalogue items for other departments into the Self-Service Portal</li> <li>• Redesign the Self-Service Portal Customer View to integrate all other Departments.</li> <li>• Provide project management and change management services to ensure the launch</li> </ul>			

of the new helpdesks are effective throughout the organisation. <ul style="list-style-type: none"> <li>Provide relevant training to teams on the use of the new system.</li> </ul>			
<b>Total Package 1</b>			<i>[Total 1]</i>

Other costs			
Item description	Unit Price <i>[Currency]</i>	Total quantity	Total Amount <i>[Currency]</i>
Outline any one-off implementation costs	<i>[unit price]</i>	<i>[quantity]</i>	<i>[total amount]</i>
Any other costs	<i>[unit price]</i>	<i>[quantity]</i>	<i>[total amount]</i>
<b>Total Other costs</b>			<i>[Total]</i>

Total amount	
Total other costs	
<b>GRAND TOTAL</b>	

Bidders must also mention any special conditions relating to the amount of their proposal or the terms of payment. No payment will be made for items which have not been priced. Such items are deemed to be covered by the financial offer.

Bidders will be deemed to have satisfied themselves, before submitting their proposal and to its correctness and completeness, taking into account of all that is required for the full and proper performance of the contract and to have included all costs in their rates and prices.

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

Signature:

Name of the representative: *[insert name of the representative]*

Title: *[insert Title of the representative]*

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