

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Refinement of the new Fisheries, Aquaculture and Marine Ecosystems (SPC FAME) Division's website
Nature of the services	SPC FAME's website refinement work to be done on it to enhance the functionality and user experience
Location:	Remote
Date of issue:	11/08/2023
Closing Date:	22/09/2023
SPC Reference:	RFQ23-5624

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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 traceyh@spc.int & procurement@spc.int and with the subject line of your email as follows: **Submission RFQ23-5624 – Refinement of SPC FAME Division's website**. The email should also be copied to rfg@spc.int.

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- A technical memo consisting of:
 - o A description of your company

- Your Curriculum Vitae
- A clear and concise methodology note, describing your approach to the task
- 3 samples of similar projects (please provide contact of your client for reference checks)

- Your quote (hourly rate and total price)

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 **4 pm, Noumea time on 22/09/2023**.

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.

SPC FAME's Science Networks and Knowledge Management Officer, Tracey Holley, will be your primary point of contact for this RFQ and can be contacted at traceyh@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	11/08/2023
RFQ Closing Date	22/09/2023

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](https://spc.int/procurement) 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

The SPC FAME Division revamped its website in 2022, led by a steering committee. The website has been completely redesigned to provide a more integrated approach to accessing divisional information and to better meet the needs of its audience. The website also incorporates access to FAME information and knowledge sharing tools and platforms.

Despite significant work done on the content, design and development, the goals we set for this new website were not entirely met and there remains some refinement work to bring it up to the required standard. We need a contractor to help us revise parts of the new website so that it functions smoothly, makes better use of automated content, and has a more dynamic feel to it. We have all the content, and all of the English content is already on the website. We now need a service provider to help us fine tune the look and functionality of it. We know how it should look and feel, but we need the technical expert to get us there.

This work will be carried out remotely and there are no travel requirements. All meetings and communications with the team will be carried out online.

B. Purpose, objectives, scope of services

SPC FAME is requesting support from a specialised service provider to refine its new website. This process will involve adherence to SPC branding guidelines, and improvements to the responsiveness and functionality.

The project will be carried out as a consultative process with the FAME website team, who will contact the service provider on a regular (weekly) basis to outline the specific assistance that is required. Examples of the type tasks for which assistance may be requested are outlined in [part G](#) of this document. FAME staff will first prioritise these tasks internally and then, in consultation with the service provider during the regular scheduled meetings, decide on the work schedule for the service provider. Importantly, the contract requires that all work carried out by the service provider is clearly documented so that another web developer can follow exactly what has been done.

In close cooperation with FAME, the service provider will carry out work which will cover:

- 1) revise and update existing pages/templates
- 2) add new pages, templates, and design elements on request
- 3) maintain/develop custom Drupal 9 modules & twigs
- 4) provide regular site security updates
- 5) ensure site functionality and perform debugging and problem-solving tasks as necessary
- 6) provide clear documentation detailing all work that has been done on the website to inform FAME's web developers
- 7) provide clear explanations where needed to enable the FAME Knowledge Management Officer to manage content effectively

The process will include 75 hours of technical support which will include clear and accurate documentation of all work carried out as well as training the FAME website content manager (FAME Knowledge Management Officer) as needed.

C. Timelines

Ideally, the FAME website will be officially launched before mid-November 2023 (in time for the Regional Technical Meeting for Coastal Fisheries and Aquaculture [RTMCFA6]). Therefore, the work will start to bring the current version of the website up to the desired standard as soon as the contract is signed and aim towards this launch date.

Following the official launch, the emphasis will be on refinements tailored to user response and feedback.

The contract will run for 10 working days (or 75 hours over the period from the signing of the contract until 30 November 2023). Weekly meetings with the FAME team will be included in this total during which the contractor will provide a breakdown of time spent on defined tasks.

D. Reporting and contracting arrangements

The contractor will work closely with the FAME Knowledge Management Officer. Regular (weekly) and direct online contact between the contractor and FAME staff is expected, mainly with the Knowledge Management Officer, but also with other FAME staff as needed.

The contractor will work from their own country and there will be no need for travel. All meetings and communications will be conducted online.

The contractor is required to document all technical work done on the website in such a way that could be repeated/understood by FAME's website technical administration staff (which includes the Coastal Fisheries Information and Database Manager). The draft report will be inspected to ensure that this is included and is acceptable for the Coastal Fisheries Information and Database Manager.

E. Skills and qualifications

- Extensive experience with live website examples built within the last 4 years.
- Demonstrated successful experience building or maintaining mobile first/responsive sites on Drupal 8 and over.
- Experience working with international organizations or major corporations.
- Fluency in English.

F. Scope of Bid Price and Schedule of Payments

Payments will be made to the contractor monthly, upon receipt of invoices detailing the total number of hours worked and the tasks completed.

G. Annexes to the Terms of Reference

New FAME website – <http://fame.spc.int/en>

Former FAME website – <https://fame-archive.spc.int/en/home-pages/fame>

Examples of the type of tasks needed to refine the website:

- Review of website search function / SOLR integration
- Assistance with troubleshooting while implementing translated content / Twigs
- Assistance with possible issues arising from Drupal core and security updates
- Maintenance of custom modules / twigs
- Assistance with Google Analytics
- Adding a short description to the card displays for “Our projects”
- Editing CSS style sheets to make style consistent throughout
- Inclusion of a “Latest videos” view page to pull all the videos from the SPC FAME YouTube playlist

Clear and detailed documentation of all work carried out so that another web developer can follow exactly what has been done.

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		
The vendor must be legally registered in the country of exercise	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirements (maximum 700 points)		
A minimum of 4 years of experience with live websites (please provide at least 3 examples)	30 %	300
Demonstrated successful experience building or maintaining mobile first/responsive sites on Drupal 8 and over	20 %	200
Experience working with international organisations or major corporations	15 %	150
Quality of the proposal	5 %	50
Financial Requirement (maximum 300 points)		
Financial Proposal score = (Lowest Price / Price of the submitted offer) x 300	30 %	300
Total Score	100%	700