



REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Safe Agricultural trade Facilitation through Economic integration in the Pacific [SAFE Pacific] project
Nature of the services	Support for the update of a Caspio platform computer software system: CertLink ICS Management Systems.
Location:	Virtual and Santo, Vanuatu
Date of issue:	12/04/2024
Closing Date:	28/04/2024
SPC Reference:	RFQ 24-6422

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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 jamesp@spc.int and williamk@spc.int and with the subject line of your email as follows: **Submission RFQ23-6422**. 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
- Part 5, Bidders application letter, technical proposal form, financial proposal form
- CV
- Business registration if available

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 **11.59pm Fiji Time on 28/04/2024**.

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.

Jim Pierce and William Kunai will be your primary point of contact for this RFQ and can be contacted at jamesp@spc.int and williamk@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	12/04/2024
RFQ Closing Date	28/04/2024
Award of Contract	29/04/2024
Commencement of Contract	30/04/2024
Conclusion of Contract	30/09/2024

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 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.

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 'Safe Agriculture trade Facilitation through Economic integration in the Pacific' (SAFE Pacific) is a project funded by the European Union (EU) and aims to provide targeted assistance to support small Pacific Island countries and territories to increase export capacity and improve economic growth. The SAFE Pacific Project supports Pacific member states of the African, Caribbean and Pacific (ACP) group to address the barriers in accessing the export market, enhancing value-added products, and improving compliance with international standards.

In August 2022 the Social Enterprise African Pacific-LionFish-Vanuatu Organic Coconut Initiative Organic Grower Group (AFRICAN PACIFIC VANUATU LIMITED) submitted a proposal to SPC CPF 22-4105; "Capacity building support for micro, small and medium enterprises (MSME's) in the Pacific" for support through the SAFE project. Following due diligence, Grant Agreement 23-263 was signed in October 2023 for myriad activities including:

- (i) to increase and deepen the organic management capacity of coconut farmers, village-based processors, network managers, Internal Auditors and ICS Trainers in order to expand existing and operational VOCl Organic Grower Group from 200 coconut farmers to 2000 coconut growers in Vanuatu.
- (ii) to extend the current market access for organic certification to include the EU and US markets. By achieving these objectives, the project will be able to widen its farmer network and bring improved copra price stability to 2000 farmers, improving earnings, working conditions, and sustainability outcomes to the farmers, and the management infrastructure that is required to oversee, track and trace and delivery of coconut stock.

In 2020 the EU released Regulation [2018/848](#) which become effective 1 Jan. 2025, and which include significantly increased requirements for Organic Grower Groups. To come into compliance with the new requirements, AFRICAN PACIFIC VANUATU LIMITED is requesting support to update their Caspio platform computer software system: CertLink ICS Management Systems.

B. Purpose, objectives, scope of services

In consultation with the POETCom Coordinator, the following services are required for the African Pacific Vanuatu Limited CertLink Internal Control System:

Changes required for EU Organic certification;

- Clearly identify in conversion and certified growers
- Create new tier for External audit code and reporting to clearly identify Network and Growers included in each round
- Design and Implement Digital Mapping of Plots in Certlink
- Develop Downloadable pre-filled PDFs for internal audit

Development for Sales tracking:

- Design and implement Live sales tracking system including;

- Live delivery docket entry
- Batch management
- Reporting
- Payment reconciliation
- Link to Grower profile and Certifier reports

Development for Digital Auditing:

- Convert and clean plot mapping files
- Upload and data entry Internal Audits for 2023-2024.

C. Timelines

The total number of days for the assignment is 90 days that is spread over months commencing April 2024 to its completion by September 2024. The tentative timetable for completing key tasks is outlined in Table 1.

Table 1. Schedule of Support for the update of a Caspio platform computer software system: CertLink ICS Management Systems:

Tasks.	Days Input	Months (2024)
Milestone 1: Design and submit workplan	15	April-May
Milestone 2: Revise and update CertLink Internal Control System as per Scope of Services above (B).	30	May-June
Milestone 3: Satisfactory completion of the updates to the system following the Training Course for Internal auditors and Farm staff	35	July-August
Milestone 4: Final Report on the updates to the Certlink system. Software revisions are set up and functioning.	10	September

The successful bidder shall commence work as soon as possible upon signing a contract, which will include a detailed timeline.

These actions are somewhat urgent as the new EU Grower Group requirements become effective 1 Jan. 2025.

D. Reporting and contracting arrangements

The Contractor will report to Jim Pierce, POETCom Coordinator.

Regular meetings will be scheduled with the Contractor and African Pacific Vanuatu Limited to monitor the progress of the work, and its consistency with the required scope of services.

The Contractor will be based in their home station and may be required to travel to Vanuatu to carry out the necessary support service.

In addition to the fees due to the Contractor, travel and mission costs will be paid directly by SPC in accordance with SPC Travel Policy. Travel insurance and any applicable visa fees is not covered.

E. Skills and qualifications

- Minimum 10 years-experience in software design/development.
- Expert and registered with Caspio database-centric web applications.
- Understanding of the CertLink software system
- Understanding of the EU organic regulation 2018/834, specifically as applies to Grower Group compliance.
- Confidentiality of business information is essential.
- Experience with working in the Pacific Region would be an advantage.

F. Scope of Bid Price and Schedule of Payments

- Payments will be time based for each milestone. The bidders quote must include a total cost for the services that is inclusive of consultant remuneration, taxes if applicable, and reimbursable costs that are directly related to the performance of the services.
- Each milestone being delivered must be accompanied by a timesheet showing the number of days worked. The total number of days worked over the contract period cannot exceed 90 days.
- Terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions.

Milestone/deliverables	Deadline	Days
Milestone 1: Design and submit workplan	03 May 2024	15
Milestone 2: Revise and update CertLink Internal Control System as per Scope of Services above (B).	30 June 2024	30
Milestone 3: Satisfactory completion of the updates to the system following the Training Course for Internal auditors and Farm staff	15 August 2024	35
Milestone 4: Final Report on the updates to the Certlink system. Software revisions are set up and functioning.	15 September 2024	10
TOTAL DAYS		90

G. Annexes to the Terms of Reference

EU Regulation [EU 2018/848](#) including Article 36(1) of Regulation (EU) 2018/848, requirements for groups of operators.

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		
Minimum 10 years-experience in software design/development. Expert and registered with Caspio database-centric web applications. Valid passport	Mandatory requirements. Bidders will be disqualified if any of the requirements are not met	
Technical requirements		
Technical requirement 1: Proven experience in software developing and user training organic training.	30%	210
Technical requirement 2: Understanding of Caspio platform computer software system and CertLink ICS Management Systems in particular.	30%	210
Technical requirement 3: Understanding of organic regulations including the EU organic regulation 2018/834, specifically as applies to Grower Group compliance.	30%	210
Technical requirement 4: Understanding of Vanuatu agriculture practices including methods, culture and governance.	10%	70
Total Score	100%	700

Part 5: PROPOSAL SUBMISSION FORMS

BIDDER'S LETTER OF APPLICATION FORM

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 RFP/RFQ documents, at any time;
- The statements, opinions, projections, forecasts, or other information contained in the Request for Proposal documents may change;
- The RFP/RFQ 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 RFP/RFQ documents nor the acceptance of any tender nor any agreement made subsequent to the RFP/RFQ documents will imply any representation from or on behalf of SPC that there has been no material change since the date of the RFP/RFQ documents, or since the date as at which any information contained in the RFP/RFQ 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 RFP/RFQ 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 based on 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]*

Address:

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

TECHNICAL PROPOSAL SUBMISSION FORM – SERVICES

INSTRUCTIONS TO BIDDERS

The Technical Proposal Submission Form is a table that includes the technical criteria (set out in Part 4) on which bidders will be scored and allows the bidder to respond to them. This table is then used by the technical evaluation committee to score the technical proposals received.

Technical Requirements		
Evaluation criteria	Response by Bidder	
References (provide documents to support where possible)		
Details for three references:		
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>	
Details about personnel/sub-contractors		
Personnel: <i>[insert details of the personnel/sub-contractors required]</i>	Leads Consultant/Manager's experience:	<i>[insert details about manager's experience]</i>
	Consultants' experience (if applicable & add more personnels if necessary:	<i>[insert details about consultants' experience]</i>
Technical requirements (Provide CV to support your responses):		
Minimum 10 years-experience in software design/development. Expert and registered with Caspio database-centric web applications	<i>[Bidder's answer]</i>	
Proven experience in software developing and user training organic training.	<i>[Bidder's answer]</i>	
Understanding of Caspio platform computer software system and CertLink ICS Management Systems in particular	<i>[Bidder's answer]</i>	
Understanding of organic regulations including the EU organic regulation 2018/834, specifically as applies to Grower Group compliance.	<i>[Bidder's answer]</i>	

Understanding of Vanuatu agriculture practices including methods, culture and governance	<i>[Bidder's answer]</i>
Ability to meet the timeframe	<i>[Bidder's answer]</i>

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]*

BIDDER'S FINANCIAL PROPOSAL

All costs indicated on the Financial Proposal should be **inclusive** of all applicable taxes.

The format shown below should be used in preparing the price schedule. All prices in the proposal must be presented in bidders' local currency.

Particulars	Amount (STATE CURRENCY)
Professional fees	Daily rate: _____
Total professional fees	
Other expenses (please specify)	
TOTAL [Insert Currency]	

Professional fees: Staff salaries, consultant fees and any other professional costs (with details on the level of effort of each person on the team if applicable. i.e., 50% full time, full-time, etc.).

Other expenses: if any, that are directly related to the delivery of the services will be reimbursable based on actuals (receipts and other supporting documents will be required). Such expenses will need prior approval before it is incurred and paid.

SPC does not provide or reimburse insurance for consultant's travel or health, professional indemnity or any other risks or liabilities that may arise during the consultancy (this includes any subcontractors or associates the consultant may hire). SPC is also not responsible for any arrangements or payments related to visas, taxes, or duties for which the consultant may be liable.

The Contractor's duty station is their home country with travel. If travel is required, SPC will pay semi flexible economy airfares, meals, incidentals, and accommodation (DSA).

SPC will not cover any IT and communication equipment for the duration of the assignment. The consultant is to ensure stable internet connection for virtual interactions when necessary.

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, considering 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:

Signature:

Name of the representative:

Title: