**ANNEX III**

**PROPOSAL SUBMISSION FORM**

*Request for Proposal (RFP) no: RFP 19-089*

To: The RFP Committee

The Pacific Community

Po Box D5 - 98848

Noumea – New Caledonia

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 Price Component 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 period 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 Price Components proposed.

Company Name Dated this \_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_ 20\_\_\_.

…………………………………

Position of Representative

…………………………………

Name of Representative

…………………………………

Signature of Representative

…………………………………

***ANNEX IV***

**TECHNICAL PROPOSAL SUBMISSION FORM**

*Request for Proposal (RFP) –* SPC/RFP 19-089

**Part A – Organisation background**

|  |  |
| --- | --- |
| **Registered name of the Organisation:** |  |
| **Place of registration & registration N°:** |  |
| **Year established:** |  |
| **Full Physical Address:** |  |
| **Postal Address:** |  |
| **Telephone contact:** |  |
| **Fax number:** |  |
| **Email address:** |  |
| **Website:** |  |
| **Contact person:** |  |
| **Number of employees:** |  |
| **Proprietor’s/shareholder’s details:** |  |

**Reference 1**

|  |  |
| --- | --- |
| **Name and address of International Organisation or similar major client:** |  |
| **Name of reference person and contact details:** | **Name:**  **Job title:**  **Email:**  **Telephone:** |
| **Description of actual services provided by your company. Please provide details, expanding as necessary:** |  |

**Reference 2**

|  |  |
| --- | --- |
| **Name and address of International Organisation or similar major client:** |  |
| **Name of reference person and contact details:** | **Name:**  **Job title:**  **Email:**  **Telephone:** |
| **Description of actual services provided by your company. Please provide details, expanding as necessary:** |  |

**Reference 3**

|  |  |
| --- | --- |
| **Name and address of International Organisation or similar major client:** |  |
| **Name of reference person and contact details:** | **Name:**  **Job title:**  **Email:**  **Telephone:** |
| **Description of actual services provided by your company. Please provide details, expanding as necessary:** |  |

**Part B: Technical competencies**

|  |  |
| --- | --- |
| **Technical competencies** | **Response from Bidder** |
| |  | | --- | | **Company profile**   * Years of experience in supply of ICT equipment * Having sound financial statement (audited) over the last three years * Officially registered vendor * Partnership with enterprise vendor * Partnership level * # of years * Volume of business done with each vendor * Experience working with international organisation similar to SPC * Ability to demonstrate commitment to environmentally sustainable and responsible operational and supply chain initiatives, providing eco-friendly solutions that share SPC’s environmental aspirations * Volume of laptops sold over the last 3 years | | **Post-sale support**   * Support experience with similar international organisations * Number of vendor trained technicians * Approved maintenance centre * Inventory of spare parts kept locally * Warranty repair and returns service * Reliability * Convenience * Speed / Turnaround time * On-site support available | | **Logistics**   * Procurement experience with similar international organizations * Ability to supply items tax free in both Fiji and New Caledonia * Convenience of ordering system * Ability to advise on aligning configurations with most cost effective options * Ability to ship to one or both locations (Suva and Noumea) * Speed * Reliability * Ability to supply 50 laptops within 30 days * Stock on hand at any one time | | **Specification 1**  Ability to supply a laptop with minimal variance from supplied specifications for the Frequent Traveller Laptop. Please list full details of model proposed including brand, model, and full specifications. | | **Specification 2**  Ability to supply a laptop with minimal variance from supplied specifications for the Standard Issue Laptop. Please list full details of model proposed including brand, model, and full specifications. | | **Screens**  Ability to supply suitable screens with minimal variance from supplied specifications for screens. Please list full details of model proposed including brand, model, and full specifications. | | **Docks**  Ability to supply suitable laptop docks with minimal variance from supplied specifications for USB-C or mechanical docks. Please list full details of model proposed including brand, model, and full specifications. | | **Consumables**  Ability to supply consumable items such as:   * Keyboards * Mouse * RAM modules * Various SDD * Laptop carry bags / backpacks | | **French keyboard options**  Ability to propose a suitable option for French keyboards | | **Driver Package Files**   * Availability * Updated regularly * SCCM compatibility | |  |

**Part C: SLA requirements:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Product/Service** | **Performance Attribute** | **Definition** | **Standard/Service Level** | **Bidder’s response** |
| **Quotations** | Timeliness, accuracy and ability to provide alternate options | Ability to submit quotation in a timely manner | Quotations to be submitted within 48 hrs of request |  |
|  |  | Ability to provide options | Quotations to include options and alternatives if available |  |
| **Technical configuration** | Accuracy and clarity of technical configuration offered. | Ability to offer technical configuration requested effectively and accurately. | Able to offer configuration which equal or better than what is requested for. |  |
|  |  |  | Ability to suggest alternative options if requested equipment is not available or if more cost effective options exist. |  |
| **Rates/Pricing** | Fairness | Ability to provide competitive quotation | Guarantee that quoted price would always be the best price available for the goods or services in the market. |  |
|  | Company concern about quotation |  | Guarantee that if better prices are available for products or services being offered, a reduction would be negotiated to reduce the quotation to match the market price. |  |
| **Supply and Delivery** | Efficiency and Timeliness of delivery | Ability to deliver goods and services in an efficient and timely manner | Ability to deliver ready to use ICT equipment such as a laptops and desktops within 15 working days of issuance of approved Purchase Order |  |
|  |  |  | Ability to maintain spare laptops and PC Equipment in stock for emergency delivery should it be required |  |
| **Attending to faults, problems solving and complaint handling** | Timeliness, efficiency and effectiveness | Able to respond to faults, complaints and problems in a timely and effective manner | Ability to handle complaints relating to services provided or goods supplies in a professional and efficient manner. These should be recorded, investigated and reported on in a timely manner. |  |
| **After-sales services** |  |  | Service personnel available to respond to requests within three (8) hours of request through help desk or telephone or e-mail. |  |
| **General services quality** | Responsiveness, efficiency and effectiveness | Services provided is of high standard and are responsive to SPC’s requirements | Staff are service oriented and professionally trained. |  |
| **Communication** | Accessibility | Ability to contact preferred service provider | Telephone: Available  E-mail: available  Website: available |  |
| **Offices premises and hours services** | Readiness to do business | Sufficient manpower to commence business at the start of office hours; | Contact provided for afterhours requirements. |  |
|  |  |  | Mobile contacts for sales personnel and focal point provided. |  |
|  |  |  | Emergency 24hr contact provided |  |
| **Duty Exempted price** |  | Provision of duty exclusive quotations | Ability to provide duty exempted quotations for goods and services requested. |  |
|  |  |  | Ability to facilitate duty free clearance of items procured for local suppliers |  |
|  |  |  | Duty exempted invoice issued for items procured duty free |  |
| **Billing** | Invoicing and Credit Account | Ability to provide invoices and offer at credit terms | Ability to provide accurate computer generated invoices at the point of sales showing break down of all costs and any discount offered |  |
|  |  |  | A minimum of 30 days credit terms offered for payment of invoices. |  |
| **Responsibilities and warranties** | Warranty and Insurance coverage to mitigate all risks |  | Acceptable warranty period offered for ICT equipment supplied. |  |
|  |  |  | Options for extension of warranty provided. |  |
|  |  |  | Acceptable guarantee period offered for the availability of batteries, power supply, keyboards and other spare parts from the time the production ceases. |  |
| **Supplementary services** | Ability to go the extra mile in provision of services | Ability to provide additional value to services required | Ability to provide advice and updates on new ICT product and services available on the market to address SPC’s ICT requirements. |  |

**Part D: Specific requirements:**

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| --- | --- |
| Customs clearance, if needed, shall be done by: | ☒SPC (Tax free)  ☐ Supplier  ☐Freight Company |
| Delivery Terms:  Exact Address of Delivery Location/s | Quotations shall include delivery to this address:  The Pacific Community  95 Promenade Roger Laroque  PO BOX D5  98848 – Noumea  New Caledonia  Or  The Pacific Community  Private mail bag  Suva  Fiji Islands |
| INCOTERM 2010 | **Please indicate incoterm to be used for all shipments** |
| Delivery Schedule | ☒Required  ☐Not Required |
| Preferred Currency of Quotation | ☐United States Dollars  ☒Euro  ☐ Local Currency |
| Value Added Tax on Price Quotation | ☐ Must be inclusive of VAT and other applicable indirect taxes  ☒ Must be exclusive of VAT and other applicable indirect taxes |
| Period of Validity of Quotes starting the Submission Date | ☐ 30 days  ☐ 60 days  ☐ 90 days  ☒ 120 days |
| Payment Terms | ☒ 100% upon complete delivery of goods  ☐ Others |
| Contact | [procurement@spc.int](mailto:procurement@spc.int) |

I, the undersigned, warrant that the information provided in this form is correct and, in the event of changes, details will be provided as soon as possible:

Name : Company seal / stamp (if any)

Functional Title:

Signature:

Date: