

REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	Niue Operational Information Management Platform
Nature of the services	<p>The objective of this assignment is to identify and establish a user-friendly operational information management platform that will assist disaster management authorities and relevant stakeholders, in Niue, to collect, collate, share, disseminate and manage operational information.</p> <p>Furthermore, the assignment will also develop a training/familiarisation package including standard operating procedures to support the ongoing development, management and utilisation of the platform.</p>
Location:	Remote delivery with potential travel to Niue
Date of issue:	28/07/2022
Closing Date:	18/08/2022
SPC Reference:	RFQ22-4353-PRO

Contents

PART 1: INTRODUCTION	3
1.1 ABOUT THE PACIFIC COMMUNITY (SPC)	3
1.2 SPC'S PROCUREMENT ACTIVITIES	3
1.3 SPC'S REQUEST FOR QUOTATION (RFQ) PROCESS	3
PART 2: INSTRUCTIONS TO BIDDERS	3
2.1 BACKGROUND	3
2.2 SUBMISSION INSTRUCTIONS	3
2.3 EVALUATION & CONTRACT AWARD	4
2.4 KEY CONTACTS	4
2.5 KEY DATES	4
2.6 LEGAL AND COMPLIANCE	4
2.7 COMPLAINTS PROCESS	5
PART 3: TERMS OF REFERENCE	6
A. BACKGROUND/CONTEXT	6
B. PURPOSE, OBJECTIVES, SCOPE OF SERVICES	6
C. TIMELINES	7
D. REPORTING AND CONTRACTING ARRANGEMENTS	7
E. SKILLS AND QUALIFICATIONS	8
F. SCOPE OF BID PRICE AND SCHEDULE OF PAYMENTS	8
PART 4: PROPOSAL EVALUATION MATRIX.....	9
4.1 COMPETENCY REQUIREMENTS & SCORE WEIGHT	9

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 piema@spc.int and with the subject line of your email as follows: **Submission RFQ22-4353-PRO**. 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
- Supporting document: technical proposal, CV, cover letter, work-plan
- At least 2 references

- Business Licence (if available – not mandatory)

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 **5:00pm Fiji Time on 18/08/2022**.

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.

Patrick Haines, Project Manager – PIEMA will be your primary point of contact for this RFQ and can be contacted at piema@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	28/07/2022
RFQ Closing Date	18/08/2022
Award of Contract	26/08/2022
Commencement of Contract	2/09/2022
Conclusion of Contract	28/02/2023

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 AUD 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 Pacific Islands Emergency Management Alliance (PIEMA) was established in 2013 as a coordinating mechanism to directly engage with Pacific countries in improving resilience and creating excellence in emergency management for safer Pacific communities. The PIEMA Strategic Agenda 2020 was developed in 2016 and outlines the direction and intent of Alliance members across the region. The Alliance represents a partnership between key umbrella organisations and emergency management agencies – National Disaster Management Offices (NDMO), Police, Fire, Armed Forces (where they exist), Fire and emergency Services.

The PIEMA project (2017-2023) is implemented by The Pacific Community (SPC) with support from the Governments of Australia and New Zealand. It is driven by the original intent of the Alliance and is more inclusive of Pacific whole-of-government responders, under the lead of NDMOs and complemented by SPC's technical and scientific knowledge and experience in emergency and disaster preparedness, to deliver a broader strategic direction and improve the sustainability of the investment. On 4 March 2022, the Australian and New Zealand Governments formally approved a no-cost extension to the PIEMA project until 31 March 2023.

SPC is seeking to hire a consultant to work with the Niue National Disaster Management Office (NDMO) to identify and establish an operational information management platform to use in support of disaster response.

B. Purpose, objectives, scope of services

The main objectives of this consultancy are:

1. **Scope requirements:** Consult with key stakeholders in Niue to scope the requirements of the operational information management platform including system and infrastructure needs/limitations in the context of Niue.
Required Output: Report 1 – a detailed report based on the findings of the consultation. The report will be presented to Niue NDMO, SPC and other key stakeholders.
2. **Research, Identification, and Comparison:** Using the findings identified in (1) above, conduct research, compare and recommend most suitable platform / product for the context of Niue. This will include exploring current systems and capacity of Niue NDMO and other key stakeholders to ensure compatibility, a costed work plan and ongoing maintenance cost plan for Niue authorities.
Required Output: Report 2 – a detailed report documenting the research and comparison used to identify the recommended platform / product. The report will include a costed work plan for PIEMA to consider and ongoing maintenance plan for Niue authorities. Presentation to Niue NDMO, SPC and other key stakeholders seeking approval of recommendation.
3. **Rollout:** Rollout of the preferred platform / product as per Objectives 1 and 2 above to satisfy the requirements of Niue NDMO.

Required output: A fully functioning user-friendly information management platform that satisfies the requirements from Objective 1 and 2 above. Report 3 – Completion Report after user-testing is completed.

- 4. Documentation and Training:** Based on Objective 3 above, develop a system user manual including usage policy and SOPs. Develop training material and conduct training for relevant staff on the functioning of the Niue operational information management platform.

Required Output: A system user manual (including usage policy and SOPs) and training materials. Training program conducted with relevant staff.

- 5. Final Report and Handover:** A final Report of not more than 15 pages summarising work carried out in Objectives 1 to 6 including handover arrangements.

Required Output: Report 4 – Final Report.

C. Timelines

The commencement date for this work is contract signing date and must be completed by 28 February 2023.

D. Reporting and contracting arrangements

For the duration of the assignment, the consultant will be primarily home based and working remotely. Travel to Niue to finalise implementation including delivery of training may be possible if travel restrictions ease and will be organised by the PIEMA project team in accordance with the SPC Travel Policy.

The consultant will be responsible to the Director of the Niue National Disaster Management Office and Project Manager – PIEMA on project scope requirements. The consultant will be expected to engage and readily share information (e.g., changes in delivery schedule) with Niue NDMO and SPC, and other stakeholders as appropriate. The contract will be managed by the Project Manager – PIEMA.

E. Skills and qualifications

Academic Qualifications: Advanced university degree (Masters degree or equivalent) in information and knowledge management or a related field.

Experience :

- Minimum of 5 years' experience in the development of Information and Knowledge Management (IKM) tools regionally and/or nationally in the Pacific region.
- Examples of platforms / products developed or installed for organisations in the Pacific similar to what is required under this consultancy.
- Demonstrated track record of delivering work across multiple settings on time and on budget.
- An understanding of the context and needs of Small Island Developing States (SIDS) National Disaster Management Offices and disaster risk management in the context of information management would be an advantage.

F. Scope of Bid Price and Schedule of Payments

- The contract price is lump sum payments based on milestones indicated below.
- The bidder must consider the following when computing the contract price: professional fees, management and operating costs, and any other administrative costs. Travel costs and per diems will be in accordance with the SPC Travel Policy and need not be included in the proposal.
- A proposed workplan and methodology is to be submitted indicating milestones for which payments will be made.
- Terms of payment shall be in accordance with the provisions of Article 10 of the SPC General Conditions

Milestone/deliverables	Proposed Deadlines (dates to be submitted with proposal)	% payment
Workplan and methodology	Within two weeks of contract signing	10%
Report 1 – Based on the findings of the consultation including presentation to Niue NDMO, SPC and other key stakeholders.	Mid-September 2022	10%
Report 2 – Documenting the research and comparison used to identify the recommended platform / product. The report will include a costed work plan for PIEMA to consider and ongoing maintenance plan for Niue authorities	Mid-October 2022	10%
Successful rollout of Niue operational information management platform and Report 3 – Completion Report after user-testing is completed.	End-November 2022	25%
Development of user manual (including usage policy and SOPs) and training resources.	Mid-December 2022	25%
Training program conducted with relevant staff.	Mid-February 2023	10%
Report 3 – Final Report and handover	End-February 2023	10%
TOTAL		100%

Part 4: PROPOSAL EVALUATION MATRIX

4.1 Competency Requirements & Score Weight

The evaluation matrix below reflects the obtainable score specified for each evaluation criterion (technical requirement) which indicates the relative significance or weight of the items in the overall evaluation process.

Competency Requirements	Score Weight (%)	Points obtainable
<ol style="list-style-type: none"> 1. <u>The Conflict-of-Interest Declaration form</u> completed 2. Supporting document: technical proposal, CV, cover letter, work-plan 3. At least 2 references 		Mandatory requirements. Bidders will be disqualified if any of the requirements are not met
Technical Requirement 1: Advanced university degree (Master’s degree or equivalent) in information and knowledge management or a related field.	10%	70
Technical Requirement 2: Minimum of 5 years’ experience in the development of Information and Knowledge Management (IKM) tools regionally and/or nationally in the Pacific region.	30%	210
Technical Requirement 3: Examples of platforms / products developed or installed for organisations in the Pacific similar to what is required under this consultancy.	30%	210
Technical Requirement 4: Demonstrated track record of delivering work across multiple settings on time and on budget.	10%	70
Technical Requirement 5: An understanding of the context and needs of Small Island Developing States (SIDS) National Disaster Management Offices and disaster risk management in the context of information management would be an advantage.	20%	140
Total Score	100%	700
Qualification Score	70%	490