REQUEST FOR QUOTATION (RFQ)

FOR SERVICES

Project Title:	**System Development Services**
Nature of the services	System Developer for Laboratory Antibiogram Online Tool
Location:	Remote and virtual
Date of issue:	14/09/2022
Closing Date:	28/09/2022
SPC Reference:	RFQ22-4273

Contents

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 procurement@spc.int and lalomilov@spc.int with the subject line of your email as follows: **Submission RFQ22-4273 – PHD – System Development Services**.

The supporting documents expected in this RFQ are:

- The Conflict-of-Interest Declaration form completed
- The proposal submission forms (technical and financial)
- Any relevant document to support your proposal

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 **28/09/2022**.

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.

Lalomilo Varea, SPC's Public Health Division's Monitoring and Evaluation Database Officer, will be your primary point of contact for this RFQ and can be contacted at lalomilov@spc.int. You should copy any communications into procurement@spc.int with the subject line of your email as follows: **Clarification Request RFQ22-4273 – PHD – System Development Services**

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	14/09/2022
RFQ Closing Date	28/09/2022

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 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

Project Title: System Developer for Laboratory Antibiogram Online Tool

A. Project Description

Antimicrobial Resistance (AMR) Surveillance in the Pacific continues to be a challenge for health systems mainly because there is no dedicated tool/database that captures, analyses and reports on Resistance Patterns of organisms periodically. Essentially, PICTs are collecting limited paper-based records without having any routine analysis. Health systems therefore may be providing suboptimal therapies or overusing specific antibiotics without knowing. This in turn adds to the ever-growing problem of antibiotic resistance. Of the 8 PICTs that underwent AMR training through SPC-PHD, only 4 have some form of AMR surveillance which focuses primarily on the data collection level.

This consultancy aims to provide support through the development of a functional online system – antibiogram that provides situational awareness of antimicrobial susceptibility profiles to specific organisms in a given area in Vanuatu, Cook Islands and Kiribati. The tool also provides a snapshot of antibiotic resistance patterns but more so, how well, prescribed antibiotics are holding up against bacterial species. This information is important because it gives clinicians a better understanding of selecting the best empiric antimicrobial treatment in the event of pending microbiology culture and susceptibility results.

Of the 8 PICTs that underwent AMR training through SPC-Public Health Division, only 4 have some form of AMR surveillance which focuses primarily on the data collection level.

B. Scope of Work

To be undertaken with 3 PICTs – Vanuatu, Cook Islands and Kiribati.

- Develop an open-source application that provides real time data analysis and visualization from the data collected:
    - The developed system must have easy user access, set up and navigation;
    - The application developed must also have an overall simple design and user-friendly interface;
    - The application developed must try and interphase with existing data collection structures in the various Ministries of Health;
    - The system must have a data collection module that is easy to use and have an export option to excel for all collected data;
    - The developed analysis and visuals must also have an export option to whichever format that is suitable for reporting and presentations.
- To report weekly on the progress of the development of application.
- To emulate existing data collection templates for AMR data with data collection module in system.
- To have meetings and discussions on the visualization and analytical specifics for the application.
- To actively communicate challenges with the development of the application and troubleshoot accordingly where necessary.

C. Expected Outputs

- Successfully design application based on specifications provided by the project team.
- Develop application with specific requirements detailed by the project team.

- Migrate data collected by the data collection officers into the application successfully.
- Test application to ensure that all specifications are met; issues are sorted, and functionality is paramount.
- Successful deployment of application in Vanuatu, Cook Islands and Kiribati (trainings if required).
- Must meet the stringent timelines required in handling support issues.
- Provide onsite and off-site support as required.
- Prepare a test environment and formulate and test solutions in the test environment before uploading to the live environment.
- Provide professional project management, tracking of issues and problems and resolutions as service level agreement (SLA). Application maintenance is expected to be carried out by the application developers. This includes enhancements (to the existing portal or bug support. This support is expected for at least 3 years from date of launching **(please quote this separately)**.
- Adhere to the priorities of the system requests as per the user's requirements.
- Preparation of master list of issues and categorization based on urgency and complexity.
- Provide skilled and competent services to meet the envisaged change process.
- Provide and adhere to quality standards and documentation processes.
- Appropriate knowledge transfer must be provided, documented by the developers, and signed by the ICT staff
- Qualified personnel quoted in the RFQ document must be retained during the contract period or replaced with staff of similar or more experienced.
- All the source codes are a property of the organization.
- Server maintenance will be managed by the ICT infrastructure team. This includes applying updates on the server, upgrading server resources when required etc. ICT is expected to configure the site based on instructions by the developers.
- Documentation is expected to be produced by the developers and distributed to SPC. This includes the System Manual and User Manual. System manual should cover all the underlying framework of the portal and all the important configurations that needs to be highlighted. User manual should be made for users of the portal for training purpose.

D. Institutional Arrangement

- The Contractor will be responsible to SPC's Project Management Team, Public Health Division for all aspects of the work, including the production of the required outputs. For logistic support and other management issues, the Project Management Team will coordinate.
- Inform Project Team regularly of the progress of the assigned work and advise of any issues encountered during each project period.

E. Duration of the Work

- Services are anticipated to be required for a period of one to four months.

F. Duty Station

- The contractor will be required to develop the application remotely or from place of residence/work.

G. Qualifications of the Successful Contractor

- Experience in modern distributed software techniques.
- Experience integrating Drupal into large scale web architectures - specifically in Drupal 8 and 9.
- Understanding of hosting and maintenance requirements for large scale Drupal applications.
- Front End PHP/HTML/CSS (Sass)/JavaScript and jQuery experience is a MUST.
- JSON API, Drupal Configuration management (Split and Ignore), Cache API.
- Experience creating custom Drupal modules is a MUST.
- Good understanding of Accessibility (understanding of WCAG2.1 AA standards).
- Experience in developing and maintaining public website which have a personalised experience/s.
- Experience in integrating with other components (example Map Component) by setting-up API, web hooks or consuming REST, JSON services.
- Experience designing and developing responsive design websites.
- Working knowledge of Composer and Docker.
- MySQL knowledge.
- Familiarity with Agile development methodologies.
- Experience with databases and Object-Relational Mapping (ORM) frameworks (e.g., Hibernate).
- Excellent stakeholder management with the ability to articulate ideas to all audiences.
- Flexibility and adaptability in your working style and approach.
- A strong team focus with a collaborative approach.
- BSc/BA in Computer Science, Engineering or a related field.

H. Scope of Bid Price and Schedule of Payments
- The selected contractor will be expected to invoice SPC on a monthly basis for the number of days worked in the month. The bid price should be on the basis of a daily rate in EUR.

Part 4: EVALUATION CRITERIA MATRIX

4.1   Competency Requirements & Score Weight

The evaluation criteria matrix bellow 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
Expertise and qualification of Firm/Consultant submitting Proposal:		
• Proof of projects handled of similar nature and size with at least three (3) public or private organizations of similar magnitude to SPC. • Reference clients that SPC can contact (to be filled in the technical submission form)	20 %	20
• Ability to work in English and French working environment.	10 %	10
• Sound financial standing and stable organisational structure.	10 %	10
Personnel:		
• Names and formal qualification of key staff, location, and relevant experience, including personnel from a partner organisation	10 %	10
• Succession planning and staff continuity	5 %	5
Proposed Work Plan and Approach:		
• Structured approach to meet the requirements of the Terms of Reference and good understanding of the requirements of the Terms of Reference, demonstrated in a technical note.	15 %	15
• Overall work plan presentation & methodology project plan to include timeframes, deliverables, milestones, manpower requirements and indicative turnaround time and availability to provide adequate support and advice to SPC upon demand.	20 %	20
• Provision of a detailed chart of responsibilities for the deliverables by the bidder (and partner(s)), by SPC, by stakeholder(s) and by any third party.	10 %	10
TOTAL	**100%**	**100**
Qualification Score	**70%**	**49**

Part 5: PROPOSAL SUBMISSION FORMS

5.1   Technical Proposal Submission Form

Technical Requirements		
Evaluation criteria		*Response by Bidder*
Experience and specified personnel/sub-contractors		
Experience:	**Experience:**	
	[insert details of relevant experience]	
	Details for three references:	
	1. Client's name: *[insert name of client 1]*	
	Contact name:	*[insert name of contact]*
	Contact details:	*[insert contact details]*
	Value contract:	*[insert value of contract]*
	2. Client's name: *[insert name of client 2]*	
	Contact name:	*[insert name of contact]*
	Contact details:	*[insert contact details]*
	Value contract:	*[insert value of contract]*
	3. Client's name: *[insert name of client 3]*	
	Contact name:	*[insert name of contact]*
	Contact details:	*[insert contact details]*
	Value contract:	*[insert value of contract]*
Personnel:	**Details about personnel/sub-contractors**	
	Manager's experience:	*[insert details about manager's experience]*
	Consultants' experience:	*[insert details about consultants' experience]*
Expertise of Firm / Organisation submitting Proposal:		
Describe past experiences of projects handled of similar nature and size with at least three (3) public or private organizations of similar magnitude to SPC.		*[Bidder's answer]*
Provide evidence of your financial standing and describe your organisational structure		*[Bidder's answer]*
What are the languages professionally spoken in your company?		*[Bidder's answer]*
Personnel:		
Provide a list of names and formal qualification of key staff, location, and relevant experience, including personnel from a partner organisation

(Please attach all the certificates of each personnel, identifying own and subcontracted staff, detailing their experience of similar projects) | | *[Bidder's answer]* |
Describe your succession planning and staff continuity		*[Bidder's answer]*
Proposed Work Plan and Approach:		
Describe the approach you will implement to meet the requirements of the Terms of Reference. (You can detail this in a technical note)		*[Bidder's answer]*

Describe your overall work plan presentation & methodology project plan (include timeframes, deliverables, milestones, manpower requirements and indicative turnaround time) Describe how you will be able to provide adequate support and advice to SPC upon demand.	*[Bidder's answer]*
Provide a detailed chart of responsibilities for the deliverables (and partner(s)), by SPC, by stakeholder(s) and by any third party.	*[Bidder's answer]*

You can add any other relevant document to support your proposal.

5.2   Financial Proposal Submission Form

Services description	Daily rate in EUR
App development fees	*[total amount]*
Training fees	*[total amount]*
Maintenance fees	*[total amount]*
Other costs (please specify)	*[total amount]*

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]*