

# REQUEST FOR PROPOSAL (RFP)

## FOR SERVICES

<b>Project Title:</b>	<b>Support services for MS Dynamics Navision 2017</b>
<b>Nature of the services</b>	Provide Support services such as System configuration, system upgrade, training, related to NAVISION 2017
<b>Location:</b>	Remotely, Noumea – New Caledonia; Suva - Fiji
<b>Date of issue:</b>	25/01/2023
<b>Closing Date:</b>	8/03/2023
<b>SPC Reference:</b>	RFP22-4036

## Contents

<b>PART 1: INTRODUCTION</b>	<b>4</b>
1.1 ABOUT THE PACIFIC COMMUNITY (SPC)	4
1.2 SPC'S PROCUREMENT ACTIVITIES	4
1.3 SPC'S REQUEST FOR PROPOSAL (RFP) PROCESS	4
<b>PART 2: INSTRUCTIONS TO BIDDERS</b>	<b>5</b>
2.1 BACKGROUND	5
2.2 COMPOSITION OF THE CALL FOR TENDERS	5
2.3 SUBMISSION INSTRUCTIONS	5
2.4 CLARIFICATIONS	6
2.5 EVALUATION	6
2.6 CONTRACT AWARD	7
2.7 KEY DATES	7
2.8 LEGAL AND COMPLIANCE	7
2.9 COMPLAINTS PROCESS	9
<b>PART 3: TERMS OF REFERENCE</b>	<b>10</b>
A. BACKGROUND/CONTEXT	10
1. Navision	10
2. Interfaces / Integrations	12
3. Workflow	12
B. PURPOSE, OBJECTIVES, SCOPE OF SERVICES	13
Remote assistance	14
Management of server / infrastructure incidents	14
On-site technical assistance	15
System and network administrator assistance on site	15
Consulting	16
Support expectations	18
C. TIMELINES	18
D. REPORTING AND CONTRACTING ARRANGEMENTS	18
E. SCOPE OF BID PRICE AND SCHEDULE OF PAYMENTS	19
Price Variation	19
Fees and allowances	19
Terms of payment	19
Payment deadlines	19
F. COMPOSITION OF THE OFFER	20

<b>PART 4: PROPOSAL EVALUATION MATRIX</b>	<b>21</b>
4.1 EVALUATION CRITERIA & SCORE WEIGHT	21
4.2 FINANCIAL EVALUATION	22
<b>PART 5: PROPOSAL SUBMISSION FORMS</b>	<b>23</b>
<b>ANNEX 1: BIDDER’S LETTER OF APPLICATION</b>	<b>23</b>
<b>ANNEX 2: CONFLICT OF INTEREST DECLARATION</b>	<b>24</b>
<b>ANNEX 3: INFORMATION ABOUT THE BIDDER AND DUE DILIGENCE</b>	<b>26</b>
VENDOR INFORMATION	26
DUE DILIGENCE	26
SOCIAL AND ENVIRONMENTAL RESPONSIBILITY (SER)	27
SUPPORTING DOCUMENTS (where relevant)	27
<b>ANNEX 4: TECHNICAL PROPOSAL SUBMISSION FORM</b>	<b>29</b>
<b>ANNEX 5: FINANCIAL PROPOSAL SUBMISSION FORM</b>	<b>31</b>

## 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).

SPC has our headquarters in Noumea, New Caledonia and has regional offices in Fiji, the Federated States of Micronesia and Vanuatu, as well as an office in France. SPC works across the Pacific and has staff in nearly all of our Pacific Island Country and Territory members.

SPC works for the well-being of Pacific people through the effective and innovative application of science and knowledge and is guided by a deep understanding of Pacific Island contexts and cultures. 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.

SPC's *Procurement Policy* provides the framework for ensuring that SPC obtains the best value for its purchases, in terms of both cost and quality; demonstrates financial probity and accountability to its members and development partners; manages and prevents the potential for conflicts of interest; reduces its environmental impact and manages any other risks.

At SPC, all procurement follows the same main steps: planning; statement of needs; requisition; solicitation; evaluation; award; receipt; and payment. Different procedures apply depending on the value of the goods, services and works to be procured.

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](mailto:procurement@spc.int).

### 1.3 SPC's Request for Proposal (RFP) Process

At SPC, procurement valued at more than EUR 45,000 must be advertised through a Request for Proposal (RFP) with any bids received evaluated by SPC's Procurement Committee to determine the offer that provides the best value for money.

This RFP sets out SPC's requirements and it asks you, as a bidder, to respond in writing in a prescribed format with pricing and other required information. The RFP contains detailed instructions and templates to enable you to submit a compliant bid. It sets out the overall timetable; it confirms the evaluation criteria that SPC will use to evaluate proposals; it explains the administrative arrangements for the receipt of the bids; and it sets out how bidders can request further information.

Your participation confirms your acceptance of SPC's conditions of participation in the RFP process.

## Part 2: INSTRUCTIONS TO BIDDERS

### 2.1 Background

SPC invites you to submit a bid to deliver the services as specified in [Part 3](#).

SPC has advertised this RFP on its website and may send it directly to potential vendors. The same specifications, submission and other solicitation requirements will be provided to all vendors.

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 bid to be considered, you must provide all the prescribed information by the closing date and in the format specified.

### 2.2 Composition of the call for tenders

This call for tenders covers:

- A firm tranche which will be the subject of a service contract with a maximum duration of 3 years.
- Optional consulting services for which SPC reserves the right to implement 1 or more framework contracts of a duration of 1 renewable year up to a maximum of 4 years (1+3 years).

As part of its response, the tenderer

- May position itself on the firm tranche and/or the optional consulting services. It must clearly specify in its technical memo the scope of the contract to which it wishes to respond.
- May propose, in its financial response, a price revision/discount clause to be included in the contract. SPC reserves the right to accept this proposal.

### 2.3 Submission instructions

Your submission must be clear, concise and complete and should only include information that is necessary to respond effectively to this RFP. Please note that you may be marked down or excluded from the procurement exercise if your submission contains any ambiguities or lacks clarity.

Your proposal must include the following documents (annexes of [Part 5](#) of the RFP):

- a) Bidder's Letter of Application (Annex 1);
- b) Conflict of Interest Declaration (Annex 2);
- c) Information about the bidder and Due diligence (Annex 3);
- d) Technical proposal submission form (Annex 4) and additional supporting documents including a technical memo as described in part F.
- e) Financial proposal submission form (Annex 5) including the unit price list according to the attached file in excel version duly completed and in .pdf version signed / stamped.

Your proposal must be submitted in **two separate emails**.

You must submit your **Technical proposal** (Annexes 1 to 4 and all their supporting documents) in English or in French as an attachment to one email. No financial information may appear in the technical proposal.

You must submit your **Financial proposal** (Annex 5) in a separate email. All prices in the proposal must be presented in EURO. Your Financial proposal is to be password protected. SPC will request the password in the event that it is required.

Both emails are to be sent to [procurement@spc.int](mailto:procurement@spc.int) with the subject line of your email as: **Submission RFP22-4036 – NAV Support**.

Your proposal must be received no later than **8/03/2023 by 4 pm, Noumea Time**. Only one bid per bidder is permitted.

SPC will send a formal acknowledgement to each proposal received before the deadline.

SPC reserves the right to exclude from consideration any proposal not received by the deadline, with incomplete information or in incorrect form.

## 2.4 Clarifications

You may submit questions or seek clarifications on any issue relating to this RFP. The questions are to be submitted in writing to [procurement@spc.int](mailto:procurement@spc.int) with the subject line: **Clarification RFP22-4036 – NAV Support**. The deadline for submission of clarifications is **1/03/2023 by 4 pm, Noumea Time**.

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 RFP process, at any point where there is phone call or other conversation, SPC will keep a record or a file note of the exchange with prospective bidders.

Please note that System Configuration & Network Setup information will be provided to bidders upon request.

The request is to be submitted in writing to [procurement@spc.int](mailto:procurement@spc.int) with the subject line as: **System Configuration & Network Setup information RFP22-4036 – NAV Support**. The deadline for requesting such information is **1/03/2023 by 4 pm, Noumea Time**.

You will be asked to sign a confidentiality agreement before you receive the information.

## 2.5 Evaluation

### Validity

Each proposal will be assessed for compliance with the submission requirements by the Bids Opening Committee. At this stage, basic due diligence will also be undertaken.

To assist in the examination, evaluation and comparison of proposals, SPC may ask the bidder for clarification of its proposal or additional information. The request for clarification will be in writing.

### Technical

All valid proposals will be assessed against the technical evaluation criteria set out in Part 4. The criteria are provided with weighted scores according to the relative importance of each. SPC will not change the evaluation criteria set out in the RFP at any stage of the procurement process. Any changes in the evaluation criteria will result in the RFP process being re-issued.

Bidders are expected to familiarise themselves with local conditions and take these into account in preparing their proposal. Where minimum qualifications are set as specific evaluation criteria (which may include educational qualification, professional accreditation or certification, licensing, experience and expertise), proposals submitted must necessarily meet these criteria.

### Shortlisted bidder's presentation

Bidders that are short-listed during the RFP evaluation process shall be required to conduct a presentation to, and respond to queries of, SPC's Procurement Technical Evaluation Committee. The bidders will be provided an opportunity to provide an overview of the operational aspect of the services they are proposing.

## Financial

Any bids that pass the minimum technical evaluation requirements will pass onto financial evaluation.

During the financial evaluation, if there is a discrepancy between the unit price and the total price, the lower price shall prevail. If there is a discrepancy between words and figures the amount in words will prevail.

The total cost of the proposal must be submitted exclusive of taxes in accordance with the applicable legislation, and is not subject to revision.

### 2.6 Contract award

SPC may award the contract once the Procurement Committee has determined that a bidder has met the prescribed requirements and the bidder's proposal has been determined to be the most responsive to the RFP documents, provide the best value for money and best serve the interests of SPC.

SPC's [General Terms and Conditions of Contract](#) will apply to any contracts awarded under this RFP, unless otherwise agreed. Any requested changes to the General Terms and Conditions of Contract must be foreshadowed in the submission.

The award of the contract will be made by contract signed and dated by both parties.

### 2.7 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
<b>RFP advertised</b>	25/01/2023
<b>Deadline for seeking clarification</b>	1/03/2023
<b>Deadline for requesting system Configuration &amp; Network Setup information</b>	1/03/2023
<b>RFP Closing Date</b>	8/03/2023
<b>Shortlisted bidder's presentation</b>	Between weeks 12 & 14

### 2.8 Legal and compliance

**Child and vulnerable adult protection:** SPC is committed to the well-being of children and vulnerable adults. All SPC contractors are required to commit to the principles of SPC's Child and Vulnerable Adult Protection Policy ([XI.G Manual of Staff Policies](#)). Breach of this requirement can result in SPC terminating any contract with a successful bidder. Any allegations of potential misconduct in relation to this RFP involving children or vulnerable adults should be sent to [complaints@spc.int](mailto:complaints@spc.int).

**Confidentiality:** Unless otherwise agreed by SPC in advance or where the contents of the RFP are already in the public domain when **shared** with the bidder, bidders shall at all times treat the contents of the RFP 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 RFP 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 RFP process. Breach of this requirement can result in the exclusion of the bidder from the RFP process or in SPC terminating any contract with a successful bidder.

**Cost of preparation of proposals:** Under no circumstances will SPC be liable for any proposal submission costs, expenditure, work or effort that you may incur in relation to your provision of a proposal (including if the procurement process is terminated or amended by SPC).

**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.

**Eligibility:** Bidders are required to disclose to SPC whether they are subject to any sanction or temporary suspension imposed by any international organisation, or whether they are subject to bankruptcy proceedings. You may not be bankrupt or suspended, debarred, or otherwise identified as ineligible by any international organisation. Failure to disclose such information may result in debarment and termination of any contract issued to the bidder by SPC.

**Fraud and corruption:** SPC has zero tolerance for fraud and corruption. All contractors have an obligation to report potential fraud and corruption. Breach of this requirement can result in the exclusion of the bidder from the RFP process or in SPC terminating any contract with a successful bidder. Allegations of potential misconduct by an SPC staff member or contractor involving fraud or corruption can be sent to [complaints@spc.int](mailto:complaints@spc.int).

**Good faith:** The information in this RFP is provided by SPC in good faith. No representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability will be accepted by SPC in relation to the adequacy, accuracy, completeness or reasonableness of this RFP or any information provided by SPC in relation to this RFP.

**Modifications:** Any clarifications, corrections or modifications will be published on the SPC website prior to deadline. In the event a bidder has submitted a bid before the clarification, correction or modification, the bidder will be informed and may modify the bid. The modified bid will still need to be received before the deadline.

**No offer of contract or invitation to contract:** This RFP 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 RFP. SPC will handle any personal information it receives under the RFP in line with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

**Right to amend, seek clarity, withdraw, not award:** SPC reserves the right to: (1) amend, add to or withdraw all or any part of this RFP at any time, or to re-invite bids on the same or any alternative basis; (2) seek clarification or documents in respect of any bidder's submission; (3) choose not to award a contract as a result of this RFP; (4) make whatever changes it sees fit to the timetable, structure or content of the procurement process, depending on approvals processes or for any other reason. Please note that while SPC will not change the evaluation criteria set out in the RFP without the RFP process being re-issued, SPC does reserve the right at the time of award of contract to vary the quantity of services and goods specified in the RFP and to accept or reject any proposal at any time prior to award of the contract without incurring any liability to the affected bidder or any obligation to inform the affected bidder/s of the grounds for SPC's action.

**Right to disqualify:** SPC reserves the right to disqualify: (1) any bidder that does not submit a proposal in accordance with the instructions in this RFP; (2) any bidder that misrepresents information to SPC; (3) any bidder that directly or indirectly canvasses any SPC employee concerning the award of a contract.

**Use of material:** Bidders shall not use the contents of the RFP or any related material for any purpose other than for the purpose of considering submitting, or submitting, a bid to SPC.

**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 RFP process.

## **2.9 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](mailto: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

#### 1. Navision

Dynamics NAV 2017 has been in use for the past 5 years. It is supported by SQL Server databases.

**Version:** Dynamics NAV 2017 – Version FR Dynamics NAV 10.0 (10.0.13682.0)

**License:** 65 Concurrent user licenses

**Applications environments:** Dynamics NAV have difference instances running for Production, Testing and Development

Dynamics Navision is a multi-currency system and multi-language support (French and English are mandatory)

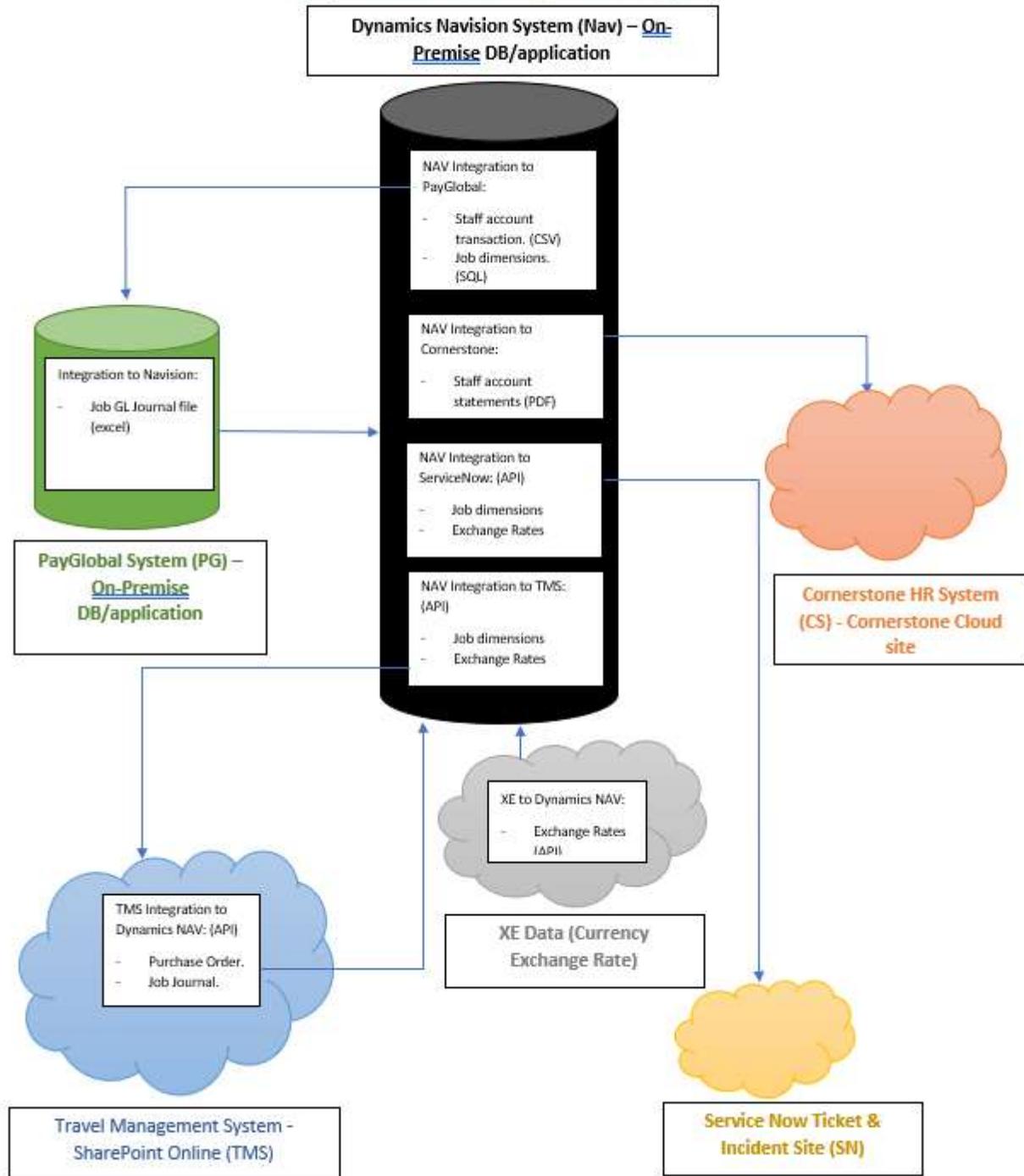
The main modules installed include but are not limited to the following:

1. Financial management
2. General Ledger
3. Fixed Assets
4. Accounts Receivable
5. Accounts Payable
6. Purchase Invoices and Orders - SPC's financial commitments are captured within the NAV Purchase Order module
7. Sales Invoices and Orders
8. Job Module

SPC operates a Chart of Accounts/General Ledger in Dynamics Navision 2017 and separately, it operates a Chart of Accounts/General Ledger for Provident Fund which is maintained in Dynamics Navision 2013.

A presentation of the Navision organization is provided in **hereafter**.

## Dynamics NAV Integration Diagram



## 2. Interfaces / Integrations

System	Integration method	Comments
<b>PayGlobal (Payroll)</b>	Flat file	Salary journals are imported from PayGlobal into Dynamics NAV
<b>ServiceNow</b>	API	Cost centre codes are imported from Dynamics NAV into ServiceNow
<b>Active Directory</b>	LDAP Authentication	Single sign on
<b>HRM Platform – Cornerstone and ESS</b>	API /Format conversion to PDF and ftp file transfer method	Staff Account statement are imported into Cornerstone from Dynamics NAV
<b>New CRM Platform (future)</b>	API	The new CRM platform will not be in place before the completion of the Project/Timesheet project. A description of integration capabilities will suffice.
<b>TMS</b>	API	Purchase order placement in Dynamics NAV and sends the newly created Purchase order number back to TMS
<b>XE Data</b>	API	Uploads the daily exchange rates to Dynamics NAV. SPC's default currency is the EURO as well as the following currencies: AUD, NZD, FJD, CAD, CHF, GBP, JPY, MYR, PGK, PHP, SBD, SDR, SEK, SGD, TOP, USD, VUV, WST, XPF, ZAR. The exchange rates are created on the daily rates from XE Data source
<b>Electronic Payment Requests</b>	EPR	An application to raise payment requests for approval

Apart from the Reporting module in Dynamics NAV, SSRS and Jet Reports are the other reporting tools used for Finance for extracting data and analysis

SharePoint document library is used as file placement for the system where a link is attached to a system record on Purchase, Customer and Vendor modules. User permissions are granted based on Division.

## 3. Workflow

Approval workflows are configured for Purchase Order/Invoice approval. It is multi layered and based on Approval Limits. A notification email is sent out to the Approval Managers for new approval requests and the requestor also receives a notification once the request is approved.

## **B. Purpose, objectives, scope of services**

This specification presents SPC's expectations regarding general technical assistance for the operation of NAVISION, covering various services.

This assistance will take the form of:

- A firm tranche consisting of a fixed annual service;
- A tranche of optional services called "purchase orders" covered by a framework contract.

Indeed, the SPC wishes to define a framework allowing it to place additional orders in the same field of assistance.

The candidates' answers will relate to the firm tranche and/or the optional tranches.

The service should be carried out by persons with proven expertise and experience with NAVISION.

The purpose of this invitation to tender is to obtain technical assistance from an external company, including the following services:

1. Remote assistance;
2. Management of server and infrastructure incidents;
3. On-site technical assistance: on-site technical interventions on client workstations to support the ICT team. This assistance takes the form of technician days at a rate of 10 days per year for the annual fixed price service;
4. On-site system and network administrator assistance: 10 days of network administrator days per year, to be distributed according to needs for the annual fixed price service;
5. Consulting: 10 days per year of expert advice to be allocated as needed for the annual fixed price service.

All of these services must be presented and commented on at quarterly intervals to the SPC in order to validate the provider's commitments and the proper execution of the mission.

The on-site assistance and consulting services (3, 4 and 5), requested under the annual fixed price tranche and the optional tranches, are of the same nature.

They correspond to interventions planned throughout the year and aiming at reinforcing and optimizing the use of Navision by SPC and the operation/maintenance provided by the ICT department.

They will have to be followed and planned by a unique interlocutor proposed by the service provider.

The organisation of these contracts will allow SPC to face the necessity of an intensification, or an extension of duration, or finally of a specialization of these same services.

There are several customisations on the existing Dynamics NAV objects by vendor.

All customisations must be supported for at least 3 years after acceptance, no matter the number of upgrades of the core system(s). Any customisations fall under the agreed SLA and as such, are supported to the same service level as the core, off the shelf system.

All the source codes are a property of the organization.

## Remote assistance

The aim is to offer, on the whole of the technical perimeter described above, an assistance service (curative or other nature) in the case of an incident whose cause is badly identified or

the solution is not mastered by ICT:

- Remote support service;
- Unlimited number of requests;
- Recording of the incident from 9am to 6pm (Fiji and Noumea time) on working days from Monday to Friday and handling of the call within a maximum of 2 hours;

The service provider will specify the methods of monitoring incidents, the report of which will be at least quarterly.

The remote assistance concerns level 1 maintenance (easy actions but necessary to the operation, non-blocking incident), or level 2 (disturbing or even blocking incident involving advanced research).

The bidder specifies in its financial offer the level 1 and 2 maintenance operations covered by this assistance. This assistance is quantified via a monthly fixed price.

Any service outside the scope defined above will be subject to a quotation request and will be subject to prior validation by SPC before implementation

## Management of server / infrastructure incidents

The objective of this service is to restore the systems supporting Navision in the event of a hardware failure or malfunction.

These critical systems must be maintained including the following services, whether on hardware under warranty or out of warranty manufacturer:

- Recording of the incident from 9:00 a.m. to 6:00 p.m. (Fiji and Noumea time) on working days from Monday to Friday and handling the call within a maximum of 2 hours.
- Replacement of defective equipment as well as restoration of the configuration and operational functioning of this equipment and integrated software.
- The data affected by these interventions will have to be put back online, as well as the applications and associated services.

The failure or malfunction is considered solved when both parties agree (closing the ticket).

In case of a specific intervention, a report will be provided to SPC within 5 business days following the resolution of the problem.

To remind, support is focused on the following areas:

- NAV Service configuration on the server - Create new or modify existing NAV server instance as per requirement.
- IIS Web Server configuration - Create new or modify existing web clients on IIS web server.
- SSRS Report Server - Create and modify existing Report Server configurations on the report server.
- SQL DB instance and configuration – Create and modify existing instance of SQL Server configurations

## **Option for failure and malfunction resolution guarantee:**

- Option for D +1 resolution time.
- Option for a resolution time of D+2.
- Option for continuity of effort beyond business hours at the request of SPC: Separate costing at hourly rate.

The bidder shall present in its financial offer the hourly costs of the skills required to respond to the support requests mentioned.

It shall specify the designation of each function likely to be requested.

Each request for intervention will be subject to a specific quotation based on the rates mentioned in this contract.

### On-site technical assistance

This involves on-site intervention (10 days) on working days from Monday to Friday and during office hours (9am to 6pm, Fiji and Noumea time) by a technician who will ensure:

- The treatment of incidents that cannot be handled by the ICT department, listed and assigned to the service provider: troubleshooting,
- Advice to users, software installation.

These interventions will be planned and prioritized by the CPS (and can be realized on the sites of Noumea and Suva)

The bidder shall present in its financial offer the hourly costs of the skills required to respond to the support requests mentioned.

It shall specify the designation of each function likely to be requested.

Each request for intervention will be subject to a specific quotation based on the rates mentioned in this contract.

The offer will also specify the costs associated with travel to the 2 sites in the form of a lump sum for travel expenses and a daily lump sum for accommodation and meals.

### System and network administrator assistance on site

It is a question of making intervene on site (10 days) the working days from Monday till Friday and in the office hours (9 am till 6 pm, Fiji and Noumea time) a system and network administrator.

This service, whose rhythm will be defined by the CPS according to its needs (15 days notice), aims to assist ICT (in Noumea & Suva), in particular on:

- System updates.
- System or data restorations.
- The parameterizations of safeguards.
- The installation, the virtualization and the parameter setting of new servers, working environments.
- The definition of new settings and securing of existing servers.

During these operations, the provider will ensure the drafting of a documentation and a transfer of skills.

In case of a specific intervention, a report will be provided to the SPC within 5 working days following the resolution of the problem.

The bidder shall present in its financial offer the hourly costs of the skills required to respond to the support requests mentioned.

It shall specify the designation of each function likely to be requested.

Each request for intervention will be subject to a specific quotation based on the rates mentioned in this contract.

The offer will also specify the costs associated with travel to the 2 sites in the form of a lump sum for travel expenses and a daily lump sum for accommodation and meals.

## Consulting

This is an expert consulting service (on site during office hours from 9am to 6pm, Fiji and Noumea time) for the construction and/or evolution of Navision.

Within the framework of the expertise services, it will be necessary to:

- Carry out audits to improve the use and performance of the application / Ensure the technological coherence of the evolutions with the infrastructure in place.
- Provide the SPC with a watch on application developments.
- Recommend a strategy for securing the application and data in consultation with the CPS.

The consulting service will result in a report provided by the service provider, the content of which and the deadline for its provision will be specified with CPS.

The consultant must propose, according to his experience, for each of the tasks mentioned above, the estimated number of days necessary to carry out the missions mentioned above (this estimate is not contractual and is given as an indication).

### **Specific projects to be conducted under the optional consulting service:**

1. **Option 1:** Interface / integration
  - **Power BI** is the future of reports and there is a growing interest within the team for Power BI reports and it is expected to be the dashboard platform for the system.  
SPC is required by its stakeholders to provide periodic project and financial reports.  
  
SPC asks bidders to consider how SPC could efficiently meet its financial reporting obligations and gain insights into performance against strategic objectives.
  - **Access to applications such as Centralised Contacts Management / Relationship database (CRM) and Project Management tools** that are either in built or integrated applications and ensuring that Navision platform provides for these applications to be integrated in the future.
  - Integration and migration of data from any external platforms including travel management platform set up by SPC's preferred Travel Service Provider.

For each interface, the bidder must detail in its answer the methodology envisaged to carry out this audit, the duration of this mission and the mobilized competences (Separate costing at hourly / daily rate for each position required).

Current integrations with other systems should be maintained. In the event that, as a result of a Navision version upgrade, the interface document needs to be updated, this will be included in a task order under this contract.

2. **Option 2:** Budget versioning

Budget versioning needs to be captured and it is one of the major areas that require additional work.

3. **Option 3:** Mobility

The need for mobility and accessibility on major devices such as mobile and tablets is also a requirement that needs to be fulfilled on the current platform.

Furthermore, workflow approvers need access to a better approval engine that can work on mobile and tablet devices especially when they are not in office.

The bidder will have to carry out a study of the possible solutions of mobilities according to our global data-processing, to our constraints in terms of harmonization of devices and applicative configuration.

He will have to study all the technical and security constraints associated with the implementation of this mobility package.

The bidder must detail in its answer the methodology envisaged to carry out this part, the duration of this mission and the mobilized competences (Separate costing at hourly /daily rate for each position required).

4. **Option 4:** Optimization of the existing system

- Enhancement of currently used functions with automation to improve efficiencies and implement modules that are currently not being used as when required (E.g: Automatization of the cost recovery calculations and application to Job Lines, centralisation of databases for ease of tracking and monitoring depending on business needs...).
- Streamlined processes such as purchases processes to improve end-to-end purchasing & procurement process & vendor relationships.
- Improve job related data entry by updating permissions/roles, screens layout/filters & training to improve first time data accuracy leading to less investigation & correction time

For each optimization mission, the supplier must consider the skills that could be solicited and define the hourly / daily rate applicable to the various positions required.

Each mission will be the subject of a specific request detailing the need and the scope, for which a dedicated technical and financial proposal will be established by the provider (delivery of a price list accordingly).

5. **Option 5:** Documentation and skill transfer / Methods

As part of its consulting and expertise mission, the provider may be asked to perform the following actions (services on schedule):

- Provide a work plan citing response time, support procedures, support team and defined escalation procedures
- Document any work done in the system (any changes or new objects created in the Dynamics NAV environment).
- Ensure communication to key divisions (Finance, ICT, Procurement).
- Write the necessary user manuals.
- Train and ensure skills transfer (regular training of ICT staff and users): New features, upgrades....
- Customization and re-customization of reports when needed.

6. **Option 6:** System Upgrades.

The term upgrade refers to the any of the following tasks:

- **Software Upgrade:**
  - On-Prem upgrade: Updating from Microsoft Dynamics 2017 to the latest on-premises version.
  - Cloud upgrade: Updating from Microsoft Dynamics 2017 to the latest version of Business Central.
- **Infrastructure Upgrade:** This may only apply for On-Prem solution platform. Any upgrade on the host servers by the SPC ICT's infrastructure team will require software installations and configuration on the new servers by the support vendor.

For each kind of upgrade:

- The tenderer and SPC will jointly carry out review and the assessment of the current scope/installations and challenges to avoid unnecessary costs and time wastage.
- SPC and the selected partner must agree before the upgrade if this one will be done with plain vanilla solution or an AS-IS platform.

- Upgrading partner might be required to be present on-site (Suva/Noumea offices) during the upgrade implementation. In case, the upgrade will be done remotely, the partner must work within the Pacific time zone especially for Noumea and Suva offices
- Bidder must provide a work plan, escalation procedures, roll-back plan, support procedures, support team and defined escalation procedures.

For each of these missions, the service provider must consider the required skills and specify in its financial offer the costs of the requested profiles.

### Support expectations

In general, the provider is expected to:

- Prepare a test environment (provided by SPC) and formulate and test solutions in the test environment before uploading to the real environment.
- Provide professional project management,
- Track issues and problems and resolutions as a Service Level Agreement (SLA).
- Adhere to the priorities of system requests as per user requirements.
- Preparation of master list of issues and categorization based on urgency and complexity.
- Provide qualified and competent services to address the contemplated change process.
- Provide and adhere to the quality standards of the profession.

Qualified personnel listed in the solicitation document must be retained for the duration of the contract or replaced with personnel of equal or greater experience.

### C. Timelines

The contracts takes effect on the day of signature.

The bidder must meet the stringent timelines required in handling support issues.

Some activities will be conducted remotely from the contractor's location and others will be conducted at SPC campuses.

**Option that will be considered:** If the vendor time zone is not matching the Pacific time zone, an arrangement will be done by the vendor to provide either one of the following:

1. Resources to be available remotely to cover our time zone.
2. Resources to be physically available on the premise for at least 50% of the time.

### D. Reporting and contracting arrangements

A quarterly contract monitoring meeting will be implemented to:

- Validate any deliverables received during the completed period
- Validate jointly the invoicing for the past period
- Identify/validate/schedule future service.
- Submit to SPC all the gaps and underutilization of the system identified.

For each Scheduled (except Remote assistance) service or specific assignment performed:

- A project manager within SPC will be appointed and will serve as the point of contact for all project related activities.
- The vendor will be required to submit a quotation. Once approved, a purchase order/contract will be issued.
- The selected service providers will be expected to work with SPC's finance, ICT, and possibly project management staff.

Any communication with independent contractors based in the Pacific Islands must be cleared in advance with the SPC Project Manager.

#### **E. Scope of Bid Price and Schedule of Payments**

In accordance with the price schedule, the proposal will distinguish between services that will result in a annual lump sum contract and purchase order services, as well as any options requested.

##### **Price Variation**

The prices of the services will be firm for the entire duration of the assignment, except in the case of a possibility of revaluation/discounting provided for in the contract.

The applicant shall specify, in his financial offer, the appropriate calculation formula and the reference index, as well as its evolution over the last 5 years.

##### **Fees and allowances**

The remuneration of the present consultation is exclusive of any indemnity or reimbursement of expenses for the benefit of the contractor, who shall be responsible for all charges and the contractor is responsible for all charges and expenses incurred in the performance of this contract.

##### **Terms of payment**

SPC shall pay the Contractor, on presentation of a quarterly summary statement drawn up by the Contractor, the sums due to the Contractor by transfer to the account opened in the Contractor's name and named in the Contractor's reply to this invitation its response to this invitation to tender.

##### **Payment deadlines**

A maximum payment term of 30 days end of month from the date of receipt of the request for payment will be applied.

## F. Composition of the offer

The candidate's proposal, written in French or English, will consist of the following documents:

- A technical memo presenting the means implemented by the contractor to meet the present specifications and describing in particular:
  - How the contractor is able to ensure consistency in the Navision technical scope and monitoring of its evolution within the framework of the service.
  - The organization of the technological watch at the provider
  - The method of documentary management proposed by the provider of the interventions carried out.
  - The modalities of activity report with regard to the expectations of the requested service
  - How the service provider is able to ensure continuity of service in the event of an incident on its premises (fire type)
  - Procedures and human resources.
  - The profile and qualifications of the proposed contributors according to the various services expected and the number of similar profiles available in the company.
  - Its demonstrated experience of past Dynamics NAV upgrade implementations into organisation like SPC.
  - In the case of a co-contracting or subcontracting of all or part of the service, the details of the distribution of the missions must be specified.
  - Emphasis will be placed on experience related to the expected services.

This technical memo should present clearly the expected timelines, deliverables, milestones and manpower requirements.

The bidder shall state its SLAs, especially on the "Remote Assistance" and "Management of server/infrastructure incident" parts, as well as its indicative turnaround times or availability to provide adequate support and guidance to SPC upon request.

Finally, the bidder will detail the responsibilities of each of the parties involved with respect to the contract deliverables.

- The references of the candidate specifying the name and the coordinates of contacts who will be able to be solicited within companies for which the candidate provided similar services.
- The completed and signed price list for all services requested.
- Any additional documents that the service provider deems useful to complete its proposal.
- The completed Due Diligence form.

## Part 4: PROPOSAL EVALUATION MATRIX

### 4.1 Evaluation criteria & Score Weight

A two-stage procedure will be utilised to evaluate the proposals, with evaluation of the **Technical proposal** being completed prior to any **Financial proposal** being opened and compared.

The competencies which will be evaluated are detailed in [Part 3](#).

The evaluation matrix below also 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.

The technical component, which has a total possible value of 700 points, will be evaluated using the following criteria.

Evaluation Criteria	Score weight (%)	Points obtainable
<b>Mandatory requirements</b> Ability to provide live support during local working hours and after hours when required		
<b>Expertise of Firm / Organisation submitting Proposal:</b>		
<ul style="list-style-type: none"> <li>• Proof of projects handled of similar nature and size with at least three (3) public or private organizations of similar magnitude to SPC</li> </ul>	10%	70
<ul style="list-style-type: none"> <li>• Ability to work in English and French working environment</li> </ul>	10 %	70
<ul style="list-style-type: none"> <li>• Microsoft Gold Certified Partner</li> </ul>	5 %	35
<b>Proposed Work Plan and Approach:</b>		
Ability of the bidder's proposed team to demonstrate that: They have a structured approach to meet the requirements of the Terms of Reference for each parts defined below:		
<ul style="list-style-type: none"> <li>• Remote assistance</li> <li>• Management of server / infrastructure incidents</li> <li>• On-site technical assistance</li> <li>• System and network administrator assistance on site</li> <li>• Consulting</li> </ul>	25%	175
Overall work plan presentation & methodology project plan to include timeframes, deliverables, milestones manpower requirements	10%	70
SLAs and indicative turnaround time and availability to provide adequate support and advice to SPC upon demand	10%	70
Detailed chart of responsibilities for the deliverables by stakeholder(s).	5%	35

Evaluation Criteria	Score weight (%)	Points obtainable
<p><b>Personnel:</b> Give company structure clearly indicating the rank and qualifications of the key personnel to be handling the assignment.</p> <p>Please attach all the certificates of each personnel (Identifying own and subcontracted staff, detailing their experience of similar projects): Formal qualification of key staff, location, and relevant experience, including personnel from a partner organisation Proven experience with similar projects handled in the Pacific Region.</p>	25%	175
<b>TOTAL</b>	<b>100%</b>	<b>700</b>
<b>Qualification Score</b>	<b>70%</b>	<b>490</b>

#### 4.2 Financial evaluation

The supplier must complete the attached price schedule by filling in:

- The description of the positions/skills engaged to perform the activities.
- Unit prices (lump sum, hourly rates or daily rates depending on the unit specified)

The financial component of the proposal will be scored based on the unit costs for the various services required and the financial incentives and benefits offered to SPC.

Each package will be evaluated individually, and the best financial proposal will be awarded a maximum score of 300 points.

Other offers will be awarded points according to the following formula:

$$\text{Financial Proposal Score} = (\text{Best Bid Price} / \text{Bid Price under consideration}) \times 300$$

## Part 5: PROPOSAL SUBMISSION FORMS

### Annex 1: BIDDER'S LETTER OF APPLICATION

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 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 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 on the basis of 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]*

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

## Annex 2: CONFLICT OF INTEREST DECLARATION

### INSTRUCTIONS TO BIDDERS

#### What is a conflict of interest?

A conflict of interest may arise from economic or commercial interests, political, trade union or national affinities, family, cultural or sentimental ties, or **any other type of relationship or common interest between the bidder and any person connected with the contracting authority** (SPC staff member, consultant or any other expert or collaborator mandated by SPC).

#### Always declare a conflict

The existence of a potential or apparent conflict of interest does not necessarily prevent the bidder concerned from taking part in a tender process. **However, the declaration of the existence of such a conflict by the persons concerned is essential and allows SPC to take appropriate measures to mitigate it and prevent the associated risks.**

Bidders are therefore invited to declare any situation, fact or link which, to their knowledge, could generate a real, potential or apparent conflict of interest.

#### Declaration at any time

Conflicts of interest may arise at any time during the procurement process or the implementation of a contract (e.g. new partner in the project) or as a result of a change in personal life (e.g. marriage, inheritance, financial transaction, creation of a company). If such a relationship is found and could be perceived by a reasonable person as likely to influence a decision, a declaration of the situation is necessary. In case of doubt, a conflict situation must be declared.

#### Declaration for any person involved

A declaration must be completed for each person involved in the tender (principal representative of the bidder, possible subcontractors, consultant, etc.)

#### Failure

Failing to declare a potential conflict of interest may result in the bidder being refused a contract or placed on SPC's list of non-responsible suppliers.

## DECLARATION

I, the undersigned, *[name of the representative of the Bidder]*, acting in the name and on behalf of the company *[name of the company]*, declare that:

<input type="checkbox"/>	To my knowledge, I am not in a conflict-of-interest situation
<input type="checkbox"/>	There is a potential conflict of interest with regard to my <i>[Choose an item]</i> . relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>position/role/personal or family link with the person concerned</i> , although, to the best of my knowledge, this person is not directly or indirectly involved in any stage of the procurement process
<input type="checkbox"/>	I may be in a conflict of interest with regard to my <i>[Choose an item]</i> relationship with <i>[name of the person concerned]</i> in his or her capacity as <i>position/role/personal or family link with the person concerned</i> , as this person is, to the best of my knowledge, directly or indirectly linked to the procurement process
<input type="checkbox"/>	To my knowledge, there is another situation that could potentially constitute a conflict of interest: <i>[Describe the situation that may constitute a conflict of interest]</i>

In addition, I undertake to:

- declare, without delay, to SPC any situation that constitutes a potential conflict of interest or is likely to lead to a conflict-of-interest;
- not to grant, seek, obtain or accept any advantage, whether financial or in kind, to or from any person where such advantage constitutes an unfair practice or an attempt at fraud or corruption, directly or indirectly, or constitutes a gratuity or reward related to the award of the contract;
- to provide accurate, truthful and complete information to SPC in connection with this procurement process.

I acknowledge that I and/or my company and/or my business partners who are jointly and severally bidding on the RFP *[SPC Reference]* may be subject to sanctions such as being placed on SPC's list of non-responsible vendors, if it is established that false statements have been made or false information has been provided.

**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]*

### Annex 3: INFORMATION ABOUT THE BIDDER AND DUE DILIGENCE

Please complete the following questionnaire and provide supporting documents where applicable.

VENDOR INFORMATION				
Are you already registered as an SPC vendor?			<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>1. Please provide information related to your entity.</b>				
Company name	[Enter company name]	Address	[Enter address]	
Director/CEO	[Enter name of the executive person]	Position	[Enter position of the executive person]	
Business Registration/License number	[Enter company registration/license number (or tax number)]			
Date of business registration	[Enter date of business registration]			
Country of business registration	[Enter country of business registration]			
<b>Status of the entity:</b>				
<input type="checkbox"/> For-profit entity (company), <input type="checkbox"/> NGO, <input type="checkbox"/> International organisation, <input type="checkbox"/> Government body, <input type="checkbox"/> University, <input type="checkbox"/> Association, <input type="checkbox"/> Research Institute, <input type="checkbox"/> Other: [insert details]				
<b>2. Please provide relevant documentation to support and verify the legal existence of the entity, the authority of its officer and proof of its address, such as:</b>				
<input type="checkbox"/> Delegation of authority or power of attorney document <input type="checkbox"/> Certificate of business registration/license <input type="checkbox"/> Memorandum, Articles or Statutes of Association <input type="checkbox"/> Telephone, water, or electricity bill in the name of the entity <input type="checkbox"/> Bank account details bearing the name of the entity				
<b>3. How many employees does your company and its subsidiaries have?</b>			[provide answer]	
<b>4. Do you have professional insurance against all risks in respect of your employees, sub-contractors, property and equipment?</b>			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'No', what type of business insurance do you have?			[provide answer]	
<b>5. Are you up to date with your tax and social security payment obligations?</b>			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'No', please explain the situation:			[Provide details]	
<b>6. Is your entity regulated by a national authority?</b>			<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please specify the name:			[Insert name of the national regulation authority]	
<b>7. Is your entity a publicly held company?</b>			<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>8. Does your entity have a publicly available annual report?</b>			<input type="checkbox"/> Yes	<input type="checkbox"/> No
Please send SPC your audited financial statement from the last 3 financial years if available				

DUE DILIGENCE					
<b>9. Does your entity have foreign branches and/or subsidiaries?</b>			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If you answered 'yes' to the previous question, please confirm the branches:					
• Head Office & domestic branches			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• Domestic subsidiaries			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• Overseas branches			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
• Overseas subsidiaries			<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>10. Does your entity provide financial services to customers determined to be high risk including but not limited to:</b>					
Foreign Financial Institutions	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Casinos	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cash Intensive Businesses	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Foreign Government Entities	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Non-Resident Individuals	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Money Service Businesses	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Other, please provide details:			[Provide details]		
<b>11.If you answered 'yes' to any of the boxes in question 10, does your entity's policies and procedures specifically outline how to mitigate the potential risks associated with these higher risk customer types?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please explain how:			[Provide explanation]		
<b>12.Does your entity have a written policy, controls and procedures reasonably designed to prevent and detect fraud, corruption, money laundering or terrorist financing activities?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please send SPC your policy in English.					
If 'No', what process does your entity have in place to prevent and detect money laundering or terrorist financing activities?				[provide answer]	
<b>13.Does your entity have an officer responsible for anti-corruption, or anti-money laundering and counter-terrorism financing policy?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please state that officer's contact details:			[Insert name and contact details]		
<b>14.Has your entity or any of its current or former directors or CEOs ever filed for bankruptcy?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please provide details:			[Provide details]		
<b>15.Has your entity or any of its current or former directors or CEOs ever been the subject of any investigations or had any regulatory or criminal enforcement actions resulting from violations of any laws or regulations, including those relating to money laundering or terrorism financing?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please provide details:			[Provide details]		

## SOCIAL AND ENVIRONMENTAL RESPONSIBILITY (SER)

<b>16.Does your entity have a written policy, controls and procedures to implement its Social and Environmental Responsibility (SER) commitments?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please send SPC your policy in English.					
If 'No', what process does your entity have in place to ensure your social and environmental responsibility?				[provide answer]	
<b>Does your Policy or Process cover the followings?</b>					
<input type="checkbox"/> Child protection <input type="checkbox"/> Human rights <input type="checkbox"/> Gender equality <input type="checkbox"/> Social inclusion <input type="checkbox"/> Sexual harassment, abuse or exploitation <input type="checkbox"/> Environmental responsibility					
Please, outline the major actions you have undertaken in these areas:			[provide answer]		
<b>17.Does your entity have an officer responsible for Social and Environmental Responsibility (SER)?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please state that officer's contact details:			[Insert name and contact details]		

## SUPPORTING DOCUMENTS (where relevant)

• Business registration/license proof	<input type="checkbox"/>
• Bank account details document	<input type="checkbox"/>
• Address of the entity and Authority of officer proofs	<input type="checkbox"/>
• Audited financial statement from the last 3 financial years	<input type="checkbox"/>
• Fraud, corruption, anti-money laundering and counter terrorist financing Policy	<input type="checkbox"/>
• SER Policy	<input type="checkbox"/>

I declare that the particulars given herein above are true, correct and complete to the best of my knowledge, and the documents submitted in support of this form are genuine and obtained legally from the respective issuing authority.

I declare that none of the funds received or to be received by my company will be used for criminal activities, including financing terrorism or money laundering.

By sending this declaration to SPC, I agree that my business and personal information may be used by SPC for due diligence purposes. I also understand and accept that SPC will treat any personal information it receives in connection with my proposal in accordance with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

**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]*

## Annex 4: TECHNICAL PROPOSAL SUBMISSION FORM

References	
<p>Please give details relating to the following:</p> <p>Projects handled of similar nature and size with at least three (3) public or private organizations of similar magnitude to SPC;</p> <p><i>Please attach copy of award letters, LPOs, or contracts (listing of previous experience without any evidence will not be considered). Please indicate the value of the contract for each project, time undertaken, completion status, clients' contacts and any other information deemed necessary.</i></p>	<b>Details for three references</b>
	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>
Ability to work in English and French working environment.	<i>[Bidder's answer]</i>
Ability to provide live support during local working hours and after hours when required.	<i>[Bidder's answer]</i>

**Please add the following document to support your proposal (in French or English):**

- A technical memo presenting the means implemented by the contractor to meet the present specifications and describing in particular:
  - How the contractor is able to ensure consistency in the Navision technical scope and monitoring of its evolution within the framework of the service.
  - The organization of the technological watch at the provider
  - The method of documentary management proposed by the provider of the interventions carried out.
  - The modalities of activity report with regard to the expectations of the requested service

- How the service provider is able to ensure continuity of service in the event of an incident on its premises (fire type)
- Procedures and human resources.
- The profile and qualifications of the proposed contributors according to the various services expected and the number of similar profiles available in the company.
- Its demonstrated experience of past Dynamics NAV upgrade implementations into organisation like SPC.
- In the case of a co-contracting or subcontracting of all or part of the service, the details of the distribution of the missions must be specified.
- Emphasis will be placed on experience related to the expected services.

This technical memo should present clearly the expected timelines, deliverables, milestones and manpower requirements.

The bidder shall state its SLAs, especially on the "Remote Assistance" and "Management of server/infrastructure incident" parts, as well as its indicative turnaround times or availability to provide adequate support and guidance to SPC upon request.

Finally, the bidder will detail the responsibilities of each of the parties involved with respect to the contract deliverables.

- The certificates of each personnel (Identifying own and subcontracted staff, detailing their experience of similar projects) - Non-nominal resumes.
- Any additional documents that the service provider deems useful to complete its proposal.

**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]*

## Annex 5: FINANCIAL PROPOSAL SUBMISSION FORM

### INSTRUCTIONS TO BIDDERS

#### General Informations

In their financial proposal, bidders should detail as much as possible the price requested in response to the technical specifications.

The contract to be concluded with the selected bidder must mention all the costs incurred for the execution of the assignment entrusted to him. No additional costs can be claimed from SPC after the contract has been signed. Bidders must mention in their financial proposal all additional costs foreseen for the execution of the contract (material, equipment, travel, etc.). These costs will either be included in their fees, paid or reimbursed by SPC upon presentation of supporting documents. In any case, they must be estimated by the bidder in its financial proposal and will form an integral part of SPC's evaluation of proposals.

Bidders must also mention any special conditions relating to the amount of their proposal or the terms of payment.

The financial proposal must be submitted Inclusive taxes in accordance with the applicable legislation. However, the final amount of the awarded contract may be paid to the successful bidder inclusive or exclusive of taxes, depending on the tax exemptions enjoyed by SPC as an intergovernmental organisation in its member countries and territories.

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, taking into account 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.

#### Specific instructions

The supplier must complete the attached price schedule by filling in:

- The description of the positions/skills engaged to perform the activities.
- Unit prices (lump sum, hourly rates or daily rates depending on the unit specified)
- The estimated number of days for the consulting part.

Any request for changes to the attached price schedule must be submitted to SPC for validation during the clarification request period

## Price update clause

The tenderer shall detail here the proposed price discounting clause, specifying the reference index and its evolution over the last 5 years.

*Insert the price update formula here.*

**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]*