**RFP23-5275**

# FINANCIAL PROPOSAL SUMBISSION FORM – SERVICES

##### **INSTRUCTIONS TO BIDDERS**

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

Wherever possible, this should be stated as a lump sum and then as a total amount (e.g. lump sum can be: daily rate for a consultant, a project manager, a developer, a scientist, lump sum for the organisation of an event, price of a consultation and total amount can be: number of days of drafting required to produce the report, number of meetings required, number of conferences, workshops, etc.).

Good detail in their financial proposal helps bidders to give clarity and transparency to their proposal and makes it easier for SPC to score the proposals received.

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 *[Choose between inclusive or exclusive of 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.

The following form is given as an indication, the bidder may submit its financial proposal to SPC in another format, provided that it complies with the instructions detailed in this RFP/RFQ and in particular:

*[Instructions to be inserted by SPC for bidders to better understand SPC's requirements for their financial proposal (including all costs for which a financial proposal is expected from the bidder: insurance, etc.)]*

##### **BIDDER’S FINANCIAL PROPOSAL – SERVICES**

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| **BIDDER’S FINANCIAL PROPOSAL – SERVICES** |
| Services description | Key Personnel Required  | Estimated Time | Hourly Rate *[Currency]* |
| Review the Architecture of Existing ServiceNow Implementation and Provide Recommendations through: * discovery exercise of current environment
* Assessment of proposed process improvements provided in an independent report.
* Analyse data available on existing ICT requests and proposing additional catalogue items to be developed.
 |  |  |  |
| Expansion/Enhance to existing ServiceNow System * Implementation of recommendations on the existing ServiceNow architecture
* Work with the remaining department to implement their service desk into Service Now using workflows that have been developed as part of another project.
* Further enhance the existing ICT Services through the development of additional catalogue items proposed.
* Integrate chat into Service Now
* Integrate all the Catalogue items for other departments into the Self-Service Portal
* Redesign the Self-Service Portal Customer View to integrate all other Departments.
* Provide project management and change management services to ensure the launch of the new helpdesks are effective throughout the organisation.
* Provide relevant training to teams on the use of the new system.
 |  |  |  |
| **Total Package**  | *[Total 1]* |

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| Other costs |
| Item description | Unit Price *[Currency]* | Total quantity | Total Amount *[Currency]* |
| Outline any one-off implementation costs  | *[unit price]* | *[quantity]* | *[total amount]* |
| Any other costs  | *[unit price]* | *[quantity]* | *[total amount]* |
| **Total Other costs** | *[Total]* |

|  |  |
| --- | --- |
| Total amount |  |
| Total other costs  | *[total other costs]* |
| **GRAND TOTAL** |  |

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.

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| **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]* |