



# REQUEST FOR PROPOSAL (RFP)

## FOR GOODS

<b>Project Title:</b>	<b>ICT OMD</b>
<b>Nature of the goods</b>	Door Access Control System for SPC Offices (Fiji) and maintenance – Preferred supplier agreement
<b>Location:</b>	Across all SPC sites in Fiji (Suva)
<b>Date of issue:</b>	5/06/2023
<b>Closing Date:</b>	3/07/2023
<b>SPC Reference:</b>	RFP23-5434

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## 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 quotations; 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 goods 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 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 (Annex4);
- e) Financial proposal submission form (Annex 5).

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 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 Bidders' local currency. 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 RFP23-5434**.

Your proposal must be received no later than **3/07/2023** by **11.59pm Fiji 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.

### 2.3 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 RFP23-5434**. The deadline for submission of clarifications is **19/06/2023** by 11.59pm .

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.

## 2.4 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, these could include educational qualification, professional accreditation or certification, licensing, experience and expertise.

### 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 is to be inclusive of any taxes and is not subject to revision.

## 2.5 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.

## 2.6 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>	5/06/2023
<b>Pre-bid meeting/site visit</b>	12/06/2023
<b>Deadline for seeking clarification</b>	19/06/2023
<b>RFP Closing Date</b>	3/07/2023

<b>Award of Contract</b>	4/09/2023
<b>Commencement of Contract</b>	11/09/2023
<b>Conclusion of Contract</b>	30/09/2024

## 2.7 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 quotations:** 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 bidders local currency 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.

## 2.8 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: Specification of Goods

### A. Background/context

The Pacific Community (SPC) is keen to appropriately manage and optimise costs associated with its door access system and expanding this to all doors across all of its location in Suva and other offices at a later date. Implementing a Door Access Control System solution moves the operational accountability and responsibility for the devices to a vendor, with the overall objectives being as follows:

- Lower SPC's total cost of ownership
- Improve employee reporting on employee access
- Facilitate improved governance and compliance

The three main results expected to be achieved are:

- a) Overall reduction in the cost of ownership and ongoing management of a door access system
- b) Overall reduction in number RFID devices used by staff
- c) Increased coordination through creating effective partnerships with suitable vendors.

SPC currently has a large of existing door access controls which it expects the vendor to remove and dispose of.

Successful vendor(s) will be required to proactively partner with SPC to provide education and training on the effective utilisation of the system.

A preferred service provider contract will be done for the installation of door access controls and maintenance after the implementation period.

### B. Solution Requirements

- Solution requirements are classified as Technical and Non-technical requirements and are categorised as mandatory and optional.
- The solution architecture needs to incorporate all the mandatory technical and optional requirements.
- The proposal should not take into account any hybrid system. It will however have to take into account that any new system will have to work alongside any older access systems while the new system is being installed.
- Details of each site and existing doors will be provided upon request.
- **SPC is seeking** a solution capable of interfacing with our active directory system. All users who are added to and removed from AD should also be added or removed from the door access system automatically. This could be via a synchronisation process that runs periodically (for.e.g., hourly, daily)

a) Technical specification

Requirement No.	Category	Description	Requirement included in service offering (yes, no, or comment)
TR.01	Mandatory	RFID cards should be credit card sized and able to interface with SPC printers for follow me printing.	
TR.02	Mandatory	RFID cards should be printable so they can double as SPC ID Cards	
TR.03	Mandatory	Door devices should be self-powered so that in the event of a power cut doors remain locked for an extended period of time.	
TR.04	Mandatory	During a power or network cut doors should be able to hold access information offline for uploading when connection returns	
TR.05	Mandatory	Door should still allow access during a power cut by locally storing user access rights	
TR.06	Mandatory	Outline the method of communication between door access controls and central database	
TR.07	Optional	If wi-fi used for backbone communications, it must not interfere with or be interfered with by the SPC wi-fi system	
TR.08	Mandatory	Outline how alerts will be issued for systems that are not functioning or offline	
TR.09	Mandatory	Outline total networking requirements in terms of ports required per building / floor etc	
TR.10	Optional	Outline if any existing goods can be integrated into proposed solutions	
TR.11	Mandatory	Active Directory Integration – System must have the ability to import users and groups, automatically door access automatically disabled if AD account is disabled and have the ability to assign access to either an individual or an AD Group	
TR.12	Mandatory	Active Directory Integration - The management system should have various levels of access, for example  <ol style="list-style-type: none"> <li>1. Super User</li> <li>2. Report Reader</li> <li>3. Grant and remove access</li> <li>4. Set a door open</li> </ol> (These are just examples)	
TR.13	Mandatory	It should be possible to allow a door to be set open for a period of time (schedule profiles), this may be needed for example during a meeting with outside guests, Publish Holidays etc	

TR.14	Mandatory	The management software should be multiuser in that it should be a client server system where access is defined in active directory and the client software can be installed on user workstations	
TR.15	Mandatory	The management software should be able to be run on a virtual machine (server part)	
TR.16	Mandatory	Door access control devices should be able to be retrofitted to existing doors as much as possible.	
TR.17	Mandatory	In the event that an SPC division moves to another location, the vendor shall ensure that the devices are capable to moved accordingly. Provide details of how this would be accomplished	
TR.18	Mandatory	The system should be easily extendable to new building or doors as they are added, explain how this would be achieved	
TR.19	Mandatory	The vendor shall supply the hardware MAC addresses to SPC for the devices to be configured to the dynamic host configuration protocol. If you will be using fixed IP's or system supplied IP's explain how this will be segregated from the SPC network.	
TR.20	Mandatory	Ability to exit the office in cases where there is a system failure or configuration issue, pending vendor resolution, e.g., Emergency Exit button	
TR.21	Optional	Availability of Mobile Interface with the proposed solution to able remote support and monitoring.	
TR.22	Mandatory	Provision of User Interface Device Management - this will should include the use of a card enrolment card reader device, badge printer, web camera, etc.	
TR.23	Optional	Ability to integrate CCTV Video into Solution should the need arise in the future.	
TR.24	Optional	Parking Management for carparks that may be made available to SPC	
TR.25	Mandatory	Ability to Integrate with an Emergency Management System.	
TR.26	Mandatory	Ability to provide Realtime reports and historical reports	
TR.27	Mandatory	Door should allow open form inside without any requirements to tap on an exit system, similar to doors installed in most hotel room (only requires swipe on entry).	

## b) Non-Technical Requirements

Requirement No.	Category	Description	Requirement included in service offering (yes, no, or comment)
NTR.01	Mandatory	The vendor shall be the primary point of contact for SPC and provide helpdesk support for all aspects of the service regardless of whether they use external partners.	
NTR.02	Mandatory	The vendor shall provide a single telephone number and a single email address that can be used by SPC end users for helpdesk support.	
NTR.03	Mandatory	The vendor to configure notification alerts and notify SPC immediately by email for any security events including, events where a door is jammed, latched, or kept open for an extended period.	
NTR.04	Mandatory	The vendor shall not disclose any personal information of end users who use the devices to external entities.	
NTR.05	Mandatory	The vendor shall provide the following options to SPC for hosting components of the door access system: -on-premises - private cloud	
NTR.06	Mandatory	The end-user documentation for the devices provided by the vendor shall be easy to understand and utilise for all end users.	
NTR.07	Mandatory	The Contractor will be required to facilitate continuous improvement by gathering customer feedback where appropriate, as well as during monthly review meetings, and will be required to demonstrate how such feedback has facilitated a change/improvement in the delivery of the service.	
NTR.08	Mandatory	The successful vendor needs to provide a project management plan, outlining the deployment approach, communication plan, training plan, and project timeframe.	

## E. Delivery Requirements

Within the 6 weeks of issuance of the Contract. The equipment will need to be delivered to the location of the installation in Suva, Fiji. Implementation to be completed within 12 months of the issuance of the contract.

Any maintenance/trouble shooting during the implementation will be part of this contract. Maintenance after the implementation phase will be engaged separately.

## F. Environmental Requirements

Please provide environmentally responsible solutions such as recycled cards, detail on sourcing of the material, reverse logistics for environmentally friendly disposal of equipment and cards...

## G. Warranty Requirements

- The vendor shall ensure that a full set of spare parts are maintained for each device.
- The vendor shall provide end-user training, as part of the change management process in relation to the use of the door access system to maximise the benefits of the solution.
- The vendor shall provide ongoing preventive maintenance, and ensure corrective maintenance occurs within four (4) hours of a fault being detected.

## H. Reporting Arrangements

- The vendor shall provide monthly monitoring reports of devices to SPC by email.
- The vendor to configure notification alerts and notify SPC immediately by email for any security events including, events where a door is jammed, latched, or kept open for an extended period of time.
- The Contractor will be required to facilitate continuous improvement by gathering customer feedback where appropriate, as well as during monthly review meetings, and will be required to demonstrate how such feedback has facilitated a change/improvement in the delivery of the service.

## I. Scope of Bid Price and Schedule of Payments

- Quoted costs to identified locations should include freight, insurance, duties and any costs related to door-to-door delivery.
- SPC is not responsible for any additional cost's vendors incur. If additional countries are added in the future, SPC agrees to negotiate with the successful vendor to identify appropriate costs for that specific country without prejudicing or affecting any existing country costs.
- Please provide your quote including VAT only as SPC is exempted of other taxes in Fiji.
- Payments will be made when outlined milestones are achieved:

Milestone/deliverables	Deadline	% payment	Amount in [insert currency]
Implementation Plan submitted and accepted		10%	
Phase 1 Implementation – 2 of 4 Sites		35%	
Phase 2 Implementation – 2 of 4 Sites		35%	
Project Documentation Handover and Project Closure		20%	
<b>TOTAL</b>		100%	

- The maintenance after the implementation period will be paid as per SPC standard procedures of issuance of a PO, maintenance carried out, acceptance of the service and invoice and payment.

## J. Annexes to the Specification of Goods

While SPC acknowledges that bidders may require undertaking an on-site discovery assessment in order to prepare their tender response, details of each site and existing doors will be provided upon request to [procurement@spc.int](mailto:procurement@spc.int) with the subject line: **Details doors RFP23-5434**.

## 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>Organisational requirements</b>		
Part A: <b><u>Corporate history, culture, structure, and business expertise</u></b>		
<ul style="list-style-type: none"> <li>A registered and recognised supplier of door access control systems support and maintenance services.</li> <li>Having sound financial statements (audited) over the last 3 years.</li> <li>Demonstrated experience, ability, and confidence in delivering service and support to large clients across multiple sites and locations (3 client referees' reports attached).</li> <li>Current structure, facilities and service culture demonstrate capacity to propose and deliver a solution that meets SPC's requirements.</li> </ul>		<b>Mandatory requirements</b> Bidders will be disqualified if any of the requirements are not met
<ul style="list-style-type: none"> <li>Demonstrated corporate values and culture of environmental responsibility and sustainability.</li> </ul>		<b>Optional Requirement</b>
<b>Technical requirements</b>		
<b>Capacity to delivery an Optimal Door Access Control Solution</b>		
<ul style="list-style-type: none"> <li>Ability to deliver hardware options that support either an</li> </ul>	<b>30%</b>	<b>210</b>

<p>increase or reduction in the numbers of doors across SPC sites.</p> <ul style="list-style-type: none"> <li>• Ability to deliver an effective, and efficient door scanning solution that can be integrated into Active Directory</li> <li>• Demonstrably robust software that allows solution management, maintenance, and analytical reporting, while ensuring data ownership is retained by SPC.</li> <li>• Ability to provide effective after sales support solutions including agreed service level agreement on response, and resolution of incidents.</li> </ul>		
<b>Capacity to ensure security of Door Access Control Solution</b>		
<ul style="list-style-type: none"> <li>• Has a proven track record to ensure effective security and confidentiality of SPC data.</li> <li>• Ability for the solution to incorporate integrate with other solution using RFID Cards, for e.g., Printing Management Solutions, Identity Management</li> <li>• A well-regarded reputation in delivering and implementing <i>secure systems</i> in the Pacific</li> </ul>	30%	210
<b>Service policies and support strategies</b>		
<ul style="list-style-type: none"> <li>• Demonstrated proof of a well-defined customer-centric support model in place.</li> <li>• Proof of any Quality assurance (QA) certifications achieved.</li> <li>• Active account management plans developed to ensure regular contract performance reviews.</li> <li>• Details of proposed Service level agreements (SLA)/ key performance indicators (KPIs).</li> <li>• Depth of experience in the transition, implementation, and training plans for large scale access control projects.</li> </ul>	30%	210
<b>Reporting Capabilities</b>		
<ul style="list-style-type: none"> <li>• Show the ability to run reports by device and individual users.</li> <li>• Demonstrate the ability to run analytical reports on device/user trends.</li> </ul>	10%	70
<b>Total Score</b>	<b>100%</b>	<b>700</b>
<b>Qualification score</b>	<b>70%</b>	<b>490</b>

#### 4.2 Financial evaluation

The financial component of the proposal will be scored on the basis of overall costs for the delivery of the goods and financial incentives and benefits provided to SPC. The lowest financial proposal will be awarded maximum 300 points and other financial offers and incentives will be awarded points as per the formula below:

$$\text{Financial Proposal score} = (\text{Lowest Price} / \text{Price under consideration}) \times 300$$

## 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 goods 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
If 'No', please complete the form. If 'Yes', do you have any information to update?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If 'Yes', please complete the form. If 'No', sign directly the form without completing it			
<b>1. Please provide information related to your entity.</b>			
Company name	<i>[Enter company name]</i>	Address	<i>[Enter address]</i>
Director/CEO	<i>[Enter name of the executive person]</i>	Position	<i>[Enter position of the executive person]</i>
Business Registration/License number	<i>[Enter company registration/license number (or tax number)]</i>		
Date of business registration	<i>[Enter date of business registration]</i>		
Country of business registration	<i>[Enter country of business registration]</i>		
<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: <i>[insert details]</i>			
<b>2. Please provide the following documents (or any other relevant documents according to your national legislation) to verify the legal existence of the entity, the authority of its officer and proof of its address:</b>			
<input type="checkbox"/> Evidence of the power of attorney or board resolution granted to the officer to transact business on its behalf or any other document delegating authority <input type="checkbox"/> Certificate of business registration/license <input type="checkbox"/> Memorandum, Articles or Statutes of Association <input type="checkbox"/> Telephone or electricity bill in the name of the entity <input type="checkbox"/> Bank statement bearing the name of the entity			
<b>3. How many employees does your company and its subsidiaries have?</b>		<i>[provide answer]</i>	
<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
<b>5. If 'no', what type of business insurance do you have?</b>		<i>[provide answer]</i>	
<b>6. Are you up to date with your tax and social security payment obligations?</b>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>7. Is your entity regulated by a national authority?</b>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If you answered 'yes', please specify the name:</i>		<i>[Insert name of the national regulation authority]</i>	
<b>8. Is your entity a publicly held company?</b>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>9. Does your entity have a publicly available annual report?</b>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>Please send SPC your audited financial statement from the last 3 financial years if available</i>			

DUE DILIGENCE			
<b>10. Does your entity have foreign branches and/or subsidiaries?</b>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<i>If you answered 'yes' to the previous question, please confirm the branches.</i>			
• 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>11. Does your entity provide financial services to customers determined to be high risk including but not</b>			

<b>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>12.If you answered 'yes' to any of the boxes in question 11, 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 you answered 'yes', please explain how:			[Provide explanation]		
<b>13.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.					
<b>14.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 of your officer in charge]		
If 'no', what process does your entity have in place to prevent and detect money laundering or terrorist financing activities?				[provide answer]	
<b>15.Has your entity or any affiliated entity ever filed for bankruptcy?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>16.Have any of the entity's current or former directors or CEO filed for bankruptcy?</b>				<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>17.Has your entity 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 you answered 'yes', please provide details:			[Provide details]		
<b>18.Has the director or CEO of your entity 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 you answered 'yes', please provide details:			[Provide details]		

## SOCIAL AND ENVIRONMENTAL RESPONSIBILITY (SER)

<b>19.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.					
<b>Does your Policy 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>20.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 of your officer in charge]		
If 'no', what process does your entity have in place to ensure your social and environmental responsibility?				[provide answer]	

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

Technical Requirements	
<i>Evaluation criteria</i>	<i>Response by Bidder</i>
<b>Organizational Requirements (Mandatory)</b>	
<b>Corporate history, culture, structure, and business expertise</b>	
A nationally registered and recognised supplier of door access control systems support and maintenance services.	<i>[Bidder's answer]</i>
Demonstrated experience, ability, and confidence in delivering service and support to large clients across multiple sites and locations (client referees' reports attached).	<i>[Bidder's answer]</i>
Current structure, facilities and service culture demonstrate capacity to propose and deliver a solution that meets SPC's requirements.	
Demonstrated corporate values and culture of environmental responsibility and sustainability	
<b>Technical Requirement</b>	
<b>Capacity to delivery an Optimal Door Access Control Solution</b>	
Ability to deliver hardware options that support either an increase or reduction in the numbers of doors across SPC sites	<i>[Bidder's answer]</i>
Ability to deliver an effective, and efficient door scanning solution that can be integrated into Active Directory	<i>[Bidder's answer]</i>
Demonstrably robust software that allows solution management, maintenance, and analytical reporting, while ensuring data ownership is retained by SPC.	<i>[Bidder's answer]</i>
Ability to provide effective after sales support solutions including agreed service level agreement on response, and resolution of incidents	<i>[Bidder's answer]</i>
<b>Capacity to ensure security of Door Access Control Solution</b>	
Has a proven track record to ensure effective security and confidentiality of SPC data	<i>[Bidder's answer]</i>
Ability for the solution to incorporate integrate with other solution using RFID Cards, for e.g., Printing Management Solutions, Identity Management	<i>[Bidder's answer]</i>
A well-regarded reputation in delivering and	<i>[Bidder's answer]</i>

implementing <i>secure systems</i> in the Pacific	
<b>Service Policies and Support Strategies</b>	
Demonstrated proof of a well-defined customer-centric support model in place	[Bidder's answer]
Proof of any Quality assurance (QA) certifications achieved.	[Bidder's answer]
Active account management plans developed to ensure regular contract performance reviews	[Bidder's answer]
Details of proposed Service level agreements (SLA)/ key performance indicators (KPIs).	[Bidder's answer]
Depth of experience in the transition, implementation, and training plans for large scale access control projects	[Bidder's answer]
<b>Reporting Capabilities</b>	
Show the ability to run reports by device and individual users.	[Bidder's answer]
Demonstrate the ability to run analytical reports on device/user trends.	[Bidder's answer]

**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

### BIDDER'S FINANCIAL PROPOSAL

The financial proposal must be submitted **exclusive of tax** 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.

Services description	Lump sum Price [Currency]	Total quantity	Total Amount [Currency]
Hardware cost for all required equipment (unit cost -indicative freight cost included to Suva)	[unit price]	[quantity]	[total amount]
Installation Cost	[unit price]	[quantity]	[total amount]
Hourly rate for Consultancy cost	[unit price]	[quantity]	[total amount]
Warranty	[unit price]	[quantity]	[total amount]
Training Cost	[unit price]	[quantity]	[total amount]
<b>Total Cost</b>			

Services description	Lump sum Price [Currency]	Total quantity	Total Amount [Currency]
Maintenance Cost after the implementation period	[unit price]	[quantity]	[total amount]

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.

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.

**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]*