



# REQUEST FOR QUOTATION (RFQ)

## FOR SERVICES

<b>Project Title:</b>	<b>Event Based Surveillance (EBS) System upgrade</b>
<b>Nature of the services</b>	Develop a web and social media monitoring tool for event-based surveillance
<b>Location:</b>	Pacific Community, Noumea, New Caledonia
<b>Date of issue:</b>	14/10/2024
<b>Closing Date:</b>	28/10/2024
<b>SPC Reference:</b>	RFQ24-7210

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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).

Our unique organisation covers more than 20 sectors and is renowned for knowledge and innovation in such areas as fisheries science, public health surveillance, geoscience and conservation of plant genetic resources for food security.

For more information about SPC and the work that we do, please visit our website: <https://www.spc.int/>.

### 1.2 SPC's procurement activities

SPC's procurement activities are guided by the principles of high ethical standards, value for money, open competition and social and environmental responsibility and are carried out under our Procurement Policy.

For further information or enquiries about SPC's procurement activities, please visit the procurement pages on our website: <https://www.spc.int/procurement> or email: [procurement@spc.int](mailto:procurement@spc.int)

### 1.3 SPC's Request for Quotation (RFQ) Process

At SPC, procurement valued at more than EUR 2,000 and less than or equal to EUR 45,000 requires an evaluation of at least three quotations to determine the offer that provides the best value for money through a Request for Quotation (RFQ) process.

This RFQ sets out SPC's requirements for a project and it asks you, as a bidder, to respond in writing in a prescribed format with pricing and other required information.

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

## Part 2: INSTRUCTIONS TO BIDDERS

### 2.1 Background

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

SPC has compiled these instructions to guide prospective bidders and to ensure that all bidders are given equal and fair consideration. Please read the instructions carefully before submitting your bid. For your quotation to be considered, it is important that you provide all the prescribed information by the closing date and in the format specified.

### 2.2 Submission Instructions

You must **submit your quotation and all supporting documents** in English and as an attachment to an email sent to [thibautd@spc.int](mailto:thibautd@spc.int) and with the subject line of your email as follows: **Submission RFQ24-7210 – EBS System Upgrade**. The email should also be copied to [rfq@spc.int](mailto:rfq@spc.int).

The supporting documents expected in this RFQ are:

- [The Conflict-of-Interest Declaration form](#) completed
- Your technical proposal including:
- A description of your company and teams involved in the project

- Description of the proposed solution
- 3 samples of similar projects in the past 5 years (please provide contact of your client for reference checks)
- Workplan (if required/necessary)
- Any other document to support your proposal
- Your quote in EUR (lumpsum for one year)

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

Bids will be evaluated on the basis of information received by **8am Noumea time (GMT + 11) on 28/10/2024**.

### 2.3 Evaluation & Contract Award

Each quotation validly received will be assessed against the evaluation criteria matrix set out in [Part 4](#). Any changes in the evaluation criteria will result in the RFQ process being re-issued.

SPC may award the contract once it has determined that a bidder has met the prescribed requirements and the bidder’s proposal has been determined to be substantially responsive to the RFQ documents, provide the best value for money (highest cumulative score) and best serve the interests of SPC.

In the event of a bid being accepted, procurement will take place under SPC’s [General Terms and Conditions of Contract](#) and depending on the value or nature of the procurement, the award will be made by issuing a purchase order or a signed and dated contract, or both.

### 2.4 Key Contacts

Please contact SPC should you have any doubt as to what is required or if we can help answer any questions that you may have.

SPC’s PHD Surveillance and Research Officer will be your primary point of contact for this RFQ and can be contacted at [thibautd@spc.int](mailto:thibautd@spc.int). You should copy any communications into [rfq@spc.int](mailto:rfq@spc.int).

Details will be kept of any communications between SPC and bidders. This assists SPC to ensure transparency of the procurement process. While SPC prefers written communication in the RFQ process, at any point where there is phone call or other conversation, SPC expects to keep a file note of the exchange, with all forms of communication with prospective bidders to be retained as source documents for the procurement of the services.

### 2.5 Key Dates

Please see the proposed procurement timetable in the table below. This timetable is intended as a guide only and while SPC does not intend to depart from the timetable, it reserves the right to do so at any stage.

STAGE	EXPECTED DATE
<b>RFQ sent to potential vendors</b>	14/10/2024
<b>RFQ Closing Date</b>	28/10/2024
<b>Award of Contract</b>	31/10/2024
<b>Commencement of Contract</b>	4/11/2024
<b>Conclusion of Contract</b>	4/11/2025

## 2.6 Legal and compliance

**Confidentiality:** Unless otherwise agreed by SPC in advance or where the contents of the RFQ are already in the public domain when shared with the bidder, bidders shall at all times treat the contents of the RFQ and any related documents as confidential. SPC will also treat the information it receives from the bidders as confidential.

**Conflict of interest:** Bidders must take all necessary measures to prevent any situation of conflict of interest. You must notify SPC in writing as soon as possible of any situation that could constitute a conflict of interest during the RFQ process. If you have any familial connection with SPC staff, this must be declared, and approval will then be sought for you to engage in the RFQ process. **In support of your response to this RFQ, you must submit to SPC [the Conflict-of-Interest Declaration form](#) available on our procurement page website: <https://spc.int/procurement>.**

Breach of this requirement can result in SPC terminating any contract with a successful bidder.

**Currency, validity, duties, taxes:** Unless specifically otherwise requested, all proposals should be in EURO and must be net of any direct or indirect taxes and duties, and shall remain valid for 120 days from the closing date. The successful bidder is bound by their proposal for a further 60 days following notification they are the preferred bidder so that the contract may be awarded. No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during this period.

**No offer of contract or invitation to contract:** This RFQ is not an offer to contract or an invitation by SPC to enter into a contract with you.

**Privacy:** The bidder is to comply with the requirements of applicable legislation and regulatory requirements in force for the use of personal data that is disclosed for the purposes of this RFQ. SPC will handle any personal information it receives under the RFQ in line with its [Privacy Policy](#), and the [Guidelines for handling personal information of bidders and grantees](#).

**Warranty, representation, assurance, undertaking:** The bidder acknowledges and agrees that no person has any authority to give any warranty, representation, assurance or undertaking on behalf of SPC in connection with any contract which may (or may not) follow on from this RFQ process.

## 2.7 Complaints process

Bidders that consider they were not treated fairly during any SPC procurement process may lodge a protest. The protest should be addressed to [complaints@spc.int](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

Over the past decade, the Surveillance Preparedness and Response Programme (SPRP) of the Pacific Community (SPC) has developed a regional epidemic intelligence (EI) system. This system provides accurate, comprehensive, and timely information on epidemic and emerging disease alerts across the Pacific region. The system comprises two key components: Indicator-Based Surveillance (IBS) and Event-Based Surveillance (EBS). The EBS component plays a crucial role by collecting unstructured data from sources such as PacNet, social media, media reports, and ProMed-Mail to identify disease threats.

Currently, the EBS system involves manual daily monitoring of more than 300 sources, including websites and social media platforms, to detect key disease threats. To improve efficiency and timeliness, SPC seeks to enhance the EBS system by reducing the manual workload and expanding the number of validated sources through the adoption of automated tools such as web scraping and AI-driven content aggregation.

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

The primary objective of this project is to upgrade the EBS system to enable the SPC team to monitor and respond to epidemic alerts more efficiently. The contractor will be responsible for:

- Implementing a web-based tool or service to centralize information from various sources, including websites and social media platforms.
- Developing an automated solution to process and classify data relevant to epidemic threats.
- Providing a solution that generates automatic daily newsletters, can operate during weekends and holidays, and offers features such as API access for data extraction.
- Ensuring that the system integrates with existing platforms, including the EBS database, and complies with data security standards.
- Training SPC staff on how to manage and utilize the new system.

Key activities include:

- Implementing a solution that tracks both structured and unstructured data.
- Providing a working solution that collects, aggregates, and filters relevant information in real-time or near real-time (every 2 hours or less).
- Including artificial intelligence (AI) features for summarizing and translating articles, where applicable.
- Offering regular maintenance, support, and troubleshooting for the deployed solution.

### C. Timelines

The project is expected to commence on November 2024 and should be completed by November 2025. Key milestones include:

- **Week 1:** Implementation of the initial version of the enhance surveillance system.
- **Week 3-4:** Full deployment and testing of the solution.

- **Ongoing:** Monthly maintenance and support, including system updates.

#### D. Reporting and contracting arrangements

SPC primary contacts for this contract will be the Team Leader of the Surveillance, Preparedness and Response Programme and the Surveillance and Research Officer.

Quarterly evaluations will take place to discuss performance and potential areas for improvement.

#### E. Skills and qualifications

The contractor must have the following qualifications:

- At least 5 years of experience in web-based monitoring and data scraping:
  - Capability to gather Information from Social Media (e.g., Facebook, Instagram, TikTok)
  - Allow continual addition of sources to strengthen and widen surveillance of the region
- Expertise in web content aggregation and familiarity with current available platforms:
  - Centralization of Information and Timeliness of Information Access
  - Ability to Track RSS and Non-RSS Websites
- Experience in integrating AI-driven solutions for summaries, translations and generation of Newsletters
- Customer support and training

Ability to work with regional or international organizations and background in epidemic intelligence systems will also be taken into consideration.

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

Service and all requirements included in quote for full service – please provide the necessary payment structure if it varies from the noted contract information below.

Milestone/deliverables	Deadline	% payment
<b>Implementation:</b> of the initial version of the enhance surveillance system	11 November 2024	20 %
<b>Development and Testing Phase:</b> integration of the sources, search query development, training, testing, and quality assurance are all included in the development and testing phase.	25 November 2024	50 %
<b>Post-Launch assistance and Maintenance:</b> Consists of training, continual updates, reporting, and analytics, as well as post-launch assistance	Until November 2025	30 %
<b>TOTAL</b>		

## Part 4: PROPOSAL EVALUATION MATRIX

### 4.1 Competency Requirements & Score Weight

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

Evaluation criteria	Score Weight	Points obtainable
<b>Mandatory requirements</b>		
<ol style="list-style-type: none"> <li>1. Information on the company details, including its legal status and identification numbers.</li> <li>2. Financial evidence demonstrating stability.</li> <li>3. Document proving conformity for insurance and license.</li> </ol>	<b>Mandatory requirements.</b> Bidders will be disqualified if any of the requirements are not met	
<b>Technical requirements (maximum 700 points)</b>		
At least 5 years of experience in web-based monitoring and data scraping: <ul style="list-style-type: none"> <li>- Capability to gather Information from social media (e.g., Facebook, Instagram, TikTok)</li> <li>- Allow continual addition of sources to strengthen and widen surveillance of the region</li> </ul>	35 %	350
Expertise in web content aggregation and familiarity with current available platforms: <ul style="list-style-type: none"> <li>- Centralization of Information and Timeliness of Information Access</li> <li>- Ability to Track RSS and Non-RSS Websites</li> </ul>	20 %	200
Experience in integrating AI-driven solutions for summaries, translations and generation of Newsletters	10 %	100
Customer support and training	5 %	50
<b>Financial Requirement (maximum 300 points)</b>		
Financial Proposal score = (Lowest Price / Price of the submitted offer) x 300	30 %	300
<b>Total Score</b>	<b>100 %</b>	<b>1000</b>