

REQUEST FOR TENDERS

RFT: 2024/009
File: AP_9/7/3/7
Date: 08 March 2024
To: Interested consultants or firms
From: Christian Slaven, IT Manager

Subject: Request for tenders (RFT): Project Consultant to assist with the design and delivery of the new Integrated Enterprise Management System (IEMS)

1. Background

- 1.1. The Secretariat of the Pacific Regional Environment Programme (SPREP) is an intergovernmental organisation charged with promoting cooperation among Pacific islands countries and territories to protect and improve their environment and ensure sustainable development.
- 1.2. SPREP approaches the environmental challenges faced by the Pacific guided by four simple Values. These values guide all aspects of our work:
 - We value the Environment
 - We value our People
 - We value high quality and targeted Service Delivery
 - We value Integrity
- 1.3. For more information, see: sprep.org

2. Specifications: statement of requirement

- 2.1. SPREP wishes to call for tenders from qualified and experienced consultants or firm who can offer their services to assist with the successful delivery of a new Integrated Enterprise Management System from design to implementation.
- 2.2. The Terms of Reference of the consultancy are set out in Annex A.
- 2.3. The successful consultant must supply the services to the extent applicable, in compliance with SPREP's Values and Code of Conduct: <https://library.sprep.org/sites/default/files/sprep-organisational-values-code-of-conduct.pdf>. Including SPREP's policies on Child Protection, Environmental and Social Safeguards, Fraud Prevention & Whistleblower Protection and Gender and Social Inclusion.
- 2.4. SPREP Standard Contract Terms and Conditions are non-negotiable

3. Conditions: information for applicants

- 3.1. To be considered for this tender, interested consultants must meet the following conditions:
 - i. Submit a detailed Curriculum vitae detailing qualification and previous relevant experience for each proposed personnel;
 - ii. Provide three referees relevant to this tender submission, including the most recent work completed;

- iii. Complete the **tender application form** provided (*Please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to your CV. Failure to do this will mean your application will **not** be considered*).
Provide examples of past related work outputs
For the Technical and Financial proposals you may attach these separately.
 - iv. Must meet local registration requirements.
- 3.2 Tenderers must declare any areas that may constitute conflict of interest related to this tender and sign the **conflict of interest form** provided.
- 3.3 **Tenderer is deemed ineligible due to association with exclusion criteria, including** bankruptcy, insolvency or winding up procedures, breach of obligations relating to the payment of taxes or social security contributions, fraudulent or negligent practice, violation of intellectual property rights, under a judgment by the court, grave professional misconduct including misrepresentation, corruption, participation in a criminal organisation, money laundering or terrorist financing, child labour and other trafficking in human beings, deficiency in capability in complying main obligations, creating a shell company, and being a shell company.
- 3.4 Tenderer must sign a declaration of **honour form** together with their application, certifying that they do not fall into any of the exclusion situations cited in 3.3 above and where applicable, that they have taken adequate measures to remedy the situation.

4. Submission guidelines

- 4.1. Tender documentation should demonstrate that the interested consultant satisfies the conditions stated above and in the Terms of Reference and is capable of meeting the specifications and timeframes. Documentation must also include supporting examples to address the evaluation criteria.
- 4.2. Tender documentation should be submitted in English and outline the interested consultant's complete proposal:
- a) **SPREP Tender Application form and conflict of interest form.** (*Please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to your CV. Failure to do this will mean your application will **not** be considered*).
Provide examples of past related work outputs
For the Technical and Financial proposals you may attach these separately.
 - b) **Honour form**
 - c) **Curriculum Vitae** of the proposed personnel to demonstrate that they have the requisite skills and experience to carry out this contract successfully.
 - d) **Technical Proposal** which contains the details to achieve the tasks outlined in the Terms of Reference.
 - e) **Financial Proposal** – provide a detailed outline of the costs involved in successfully delivering this project submitted in United States Dollars (USD) and inclusive of all associated taxes.
 - f) Where relevant provide:
 - i. Business registration/license (For Entities/ Individual consultant's as per relevant national legislations)
 - ii. Tax Identification Number (TIN) Letter (If applicable for Individual consultant's as per relevant national legislations)

- 4.3. Provide three referees relevant to this tender submission, including the most recent work completed.
- 4.4. Tenderers/bidders shall bear all costs associated with preparing and submitting a proposal, including cost relating to contract award; SPREP will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 4.5. The tenderer/bidder might be requested to provide additional information relating to their submitted proposal, if the Tender Evaluation Committee requests further information for the purposes of tender evaluation. SPREP may shortlist one or more Tenderers and seek further information from them.
- 4.6. The submitted tender proposal must be for the entirety of the Terms of Reference and not divided into portions which a potential tenderer/bidder can provide services for.
- 4.7. The Proposal must remain valid for 90 days from date of submission.
- 4.8. Tenderers must insist on an acknowledgement of receipt of tender.

5. Tender Clarification

- 5.1. a. Any clarification questions from applicants must be submitted by email to procurement@sprep.org before 20 March 2024. A summary of all questions received complete with an associated response posted on the SPREP website www.sprep.org/tender by 22 March 2024.
- b. The only point of contact for all matters relating to the RFT and the RFT process is the SPREP Procurement Officer.
- c. SPREP will determine what, if any, response should be given to a Tenderer question. SPREP will circulate Tenderer questions and SPREP's response to those questions to all other Tenderers using the SPREP Tenders page (<https://www.sprep.org/tenders>) without disclosing the source of the questions or revealing any confidential information of a Tenderer.
- d. Tenderers should identify in their question what, if any, information in the question the Tenderer considers is confidential.
- e. If a Tenderer believes they have found a discrepancy, error, ambiguity, inconsistency or omission in this RFT or any other information given or made available by SPREP, the Tenderer should promptly notify the Procurement Officer setting out the error in sufficient detail so that SPREP may take the corrective action, if any, it considers appropriate.

6. Evaluation criteria

- 6.1. SPREP will select a preferred consultant on the basis of SPREP's evaluation of the extent to which the documentation demonstrates that the tenderer offers the best value for money, and that the tender satisfies the following criteria:
- 6.2. A proposal will be rejected if it fails to achieve 70% or more in the technical criteria and its accompanying financial proposal shall not be evaluated.

I. Technical Score – 80%

Criteria	Detail	Weighting
Experience	A qualification(s) from a recognised tertiary institution in Information and Communications Technology (ICT) or a related field with Relevant certifications and experience in <ul style="list-style-type: none"> • Finance and Accounting Management • Human Resource Management • Budget management • Project and Risk Management • Enterprise solutions Architecture and software design • Business Analysis and Business intelligence • System Integration technologies and methodologies • Digital transformation Strategies 	15
	Be a reputable individual or a group with at least 5 years of prior experience designing and implementing large integrated Enterprise Business solutions with familiarity with Finance, HR, Procurement/Contract and Project information systems and related applications.	20
	Expertise in Project management, developing systems specifications documentation and tender documents for the procurement of the new IEMS as well as redevelopment of existing applications for integration.	15
Technical Proposal / Methodology	a. recommended approach to deliver scope of work in the attached terms of reference; b. key sources/data to inform the assignment and relevant stakeholders; c. detailed work plan clearly outlining milestones and delivery timelines.	30

II. Financial Score – 20%

The following formula shall be used to calculate the financial score for ONLY the proposals which score 70% or more in the technical criteria:

$$\text{Financial Score} = a \times \frac{b}{c}$$

Where:

a = maximum number of points allocated for the Financial Score

b = Lowest bid amount

c = Total bidding amount of the proposal

7. Variation or Termination of the Request for Tender

- 7.1 a. SPREP may amend, suspend or terminate the RFT process at any time.
- b. In the event that SPREP amends the RFT or the conditions of tender, it will inform potential Tenderers using the SPREP Tenders page (<https://www.sprep.org/tenders>).
- c. Tenderers are responsible to regularly check the SPREP website Tenders page for any updates and downloading the relevant RFT documentation and addendum for the RFT if it is interested in providing a Tender Response.

- d. If SPREP determines that none of the Tenders submitted represents value for money, that it is otherwise in the public interest or SPREP's interest to do so, SPREP may terminate this RFT process at any time. In such cases SPREP will cancel the tender, issue a cancellation notice and inform unsuccessful bidders accordingly.

8. Deadline

- 8.1. **The due date for submission of the tender is: 05 April 2024, midnight (Apia, Samoa local time).**
- 8.2. Late submissions will be returned unopened to the sender.
- 8.3 Please send all tenders clearly marked 'RFT 2024/009: **Project Consultant to assist with the design and delivery of the new Integrated Enterprise Management System (IEMS)**'

Mail: SPREP

Attention: Procurement Officer

PO Box 240

Apia, SAMOA

Email: tenders@sprep.org (MOST PREFERRED OPTION)

Fax: 685 20231

Person: Submit by hand in the tenders' box at SPREP reception,
Vailima, Samoa.

Note: Submissions made to the incorrect portal will not be considered by SPREP. If SPREP is made aware of the error in submission prior to the deadline, the applicant will be advised to resubmit their application to the correct portal. However, if SPREP is not made aware of the error in submission until after the deadline, then the application is considered late and will be returned unopened to the sender.

SPREP reserves the right to reject any or all tenders and the lowest or any tender will not necessarily be accepted.

SPREP reserves the right to enter into negotiation with respect to one or more proposals prior to the award of a contract, split an award/awards and to consider localised award/awards between any proposers in any combination, as it may deem appropriate without prior written acceptance of the proposers.

A binding contract is in effect, once signed by both SPREP and the successful tenderer. Any contractual discussion/work carried out/goods supplied prior to a contract being signed does not constitute a binding contract.

For any complaints regarding the Secretariat's tenders please refer to the Complaints section on the SPREP website <http://www.sprep.org/accountability/complaints>

Annex A: Terms of Reference

Project Consultant to assist with the design and delivery of the new Integrated Enterprise Management System

a) Background

SPREP is working to **modernise and digitally transform** its processes, including a range of manual and time-consuming processes which continue to be inefficient and not fit for purpose for a mobile and geographically dispersed workforce, impacting on deadlines, planning and decision making.

As set out in SPREP's IT Strategy, the **objectives** of a new Integrated Enterprise Management System (IEMS) would be to enable:

- comprehensive integrated data input, storage and processing, providing valuable and timely information for analysis and decision making
- real-time multidisciplinary management and reporting – Financials, HR, projects, procurement and contracts etc.
- strengthened internal controls and security controls as well as an and centralised backups and recovery
- elimination of manual and paper-based processes through digitisation and automation
- secure-by-design solution that allows secure remote access and operations from geographically dispersed office locations and integration with business partner systems

This Project is part of SPREP's institutional strengthening initiative funded by NZ Climate Fund. The funding is for Phase 1 of a new Integrated Enterprise Management System (IEMS) which is essential to the effective and efficient management and delivery of SPREP services, project activities, outcomes and results.

Phase 1 will setup the foundational elements of the IEMS concentrating on priority functions of Financial Management and Human Resource Management. Key supporting elements to be incorporated would include seamless integration with a central records and document management system. Architecture and design of the system is critical to ensure it allows for expansion and integration of additional functionality in subsequent Phases.

b) Current Status

At present, SPREP operates a network of 150 endpoints not including servers and supports a VMware virtualised data center with network storage devices. The campus consists of 8 separate building structures connected via fiber optics to service wired and wireless internet connections. SPREP has remote offices in Fiji and Vanuatu.

SPREP's financial and Human Resource systems are proprietary on-premise installations implemented by different vendors. The accounting software is provided by TechnologyOne's OneGovernment and HR payroll provided by Eclipse Fiji Ltd, Payglobal. For document and records management, SPREP uses an opensource platform Alfresco and Microsoft Exchange Public folders for email correspondences. The disparate systems are not integrated and SPREP's changing business requirements and operations demands flexibility and improved accessibility.

SPREP through this project is looking to implement a robust, modern, fully fledged and integrated Enterprise business solution to meet its core business needs with specific focus on Finance and accounting functions, Project and Human Resource.

c) Scope of Works

The Project consultancy services is for an estimated period as outlined in Table 1 below and will be provided partially on site and remotely with functions that will be performed as follows:

1. Manage the daily activities and delivery of planned and agreed project deliverables.
2. Develop all the project planning documents with support from the SPREP Project Manager and Project team. These plans include but are not limited to the project design, system testing, staff training, system changeover and communication plans.
3. Ensure that the tasks in the project planning documents are carried out in a timely manner to the required quality.
4. Contribute and support the development and confirmation of the design of the IEMS.
5. Manage scope creep, assist with decision making regarding requirements within the scope of the agreed responsibility, ensuring any critical issues are escalated in a timely manner to the SPREP Project Manager and Project team.
6. Ensure all aspects of the IEMS solution are transparent by the vendors and considered in evaluations especially in regard to licensing and operational costs
7. Ensure UAT and Product Quality Reviews are carried out prior to endorsement and acceptance of key deliverables and products from the IEMS vendor(s) and/or the IEMS project team.
8. Agree and plan task assignments with those specialist resources both internal and/or external who are responsible for executing the work.
9. Own, monitor and manage assigned risks including the development of contingency and mitigation plans and updating the project's Risk Log on a weekly basis.
10. Capture, review, resolve and escalate project issues, ensuring the project's Issue Log is kept up to date.
11. Report to the SPREP Project Manager and Project team on the progress and status of planned and completed tasks and deliverables.
12. Schedule, attend and support the IEMS project's weekly team meetings.
13. Attend Project meetings with Project Sponsors
14. Liaise with the SPREP Project Manager and Project team to confirm the overall direction and integrity of the project.
15. Ensure that the budget allocated to the project is being met according to the agreed Payment Schedule. This includes tracking and reporting on actual spend to date, forecast spend to completion and forecast outturn vs. approved spend.
16. Resolve any conflict in requirements and delivered solutions.
17. Produce Exception Reports (Change Controls) for consideration by the SPREP Project Manager and Project team and Project Sponsor immediately in the event of an exception situation.
18. Produce other ad hoc project reports as necessary.
19. Prime responsibility for ensuring that key deliverables are consistent with the project's functional and non-functional requirements.
20. Assist the Project team in ensuring an appropriate support agreement is negotiated with the vendor including value added services such as training and related costs.
21. Ensure the IEMS solution meets regulatory requirements and is in compliance with appropriate security frameworks and best practices.

Perform other project activities as agreed and assigned by the SPREP Project Manager, Project team and or Project Sponsor.

d) Proposed Sequence for implementation of IEMS

It is proposed that the Integrated Enterprise Management System (IEMS) be implemented in Stages.

The following 4 Stages would be considered:

- **Stage I – Systems Analysis & Requirements Documentation**

- a) Schedule initial Project Awareness workshops
- b) Conduct business needs and requirements gathering workshops. Consultations, with main stakeholder (SPREP as well as secondary stakeholders or donors), as will be advised accordingly by SPREP Project team.
- c) Analyse requirements and a thorough assessment of existing systems and processes and infrastructure which shall follow a detailed gap analysis;
- d) Evaluate and recommend latest technology and standards to adopt for IT equipment and infrastructure of the IEMS to ensure reliability, interoperability, upgradability, scalability and sustainability of the system, amongst others, in the long term;
- e) Submission of a detailed list of requirements and specifications including security and risk mitigating measures for the implementation and integration of a versatile, modular, user-friendly, upgradable and scalable (amongst others) online IEMS solution with the minimal functionality/modules as listed in Table 2
- f) Prepare the necessary technical specifications for the procurement of the IEMS, all hardware, software and ancillaries required for the IEMS in the form of a detailed Requirements Document which will be used in the Tender Document for procuring the necessary IT Supplier(s)/Sub-Contractor(s). Templates for the maintenance contracts for the software and hardware, and any other aspect of the IEMS, with the relevant suppliers will also need to be submitted;
- g) Submission of a detailed list of requirements for the creation of an electronic/web-based Document Repository and Management System (DRMS) as well as setting up of a proprietary File Coding System;

Note: Following the completion of Stage I, all procurement will be undertaken by SPREP with the assistance of the consultant.

- **Stage II –Procurement of Equipment and Solutions (To be undertaken by SPREP)**

Following recommendations from Stage I, the procurement of the equipment and services for the setting up of the IEMS will be undertaken by SPREP. The IEMS consultant will be involved as an adviser in the selection process to ensure compatibility with requirements.

- a) Organise product demonstrations and assist the Project team in evaluating and recommending choice of IEMS, technology and standards to adopt for IT (hardware and software) infrastructure for implementing the IEMS to ensure reliability, interoperability, upgradability, scalability and sustainability of the system, amongst others, in the long term;
- b) Assist software contractor analyse skills capacity needs and develop capacity building plan to support effective management and use of IEMS
- c) Support Design and configuration workshops conducted by Software contractor
Assist SPREP verify deliverables by software contractor – Solution Design Document, Solution implementation plan, UAT and training plan, SLA etc

- **Stage III – IEMS development and Implementation, Supervisory role**

An agile approach is recommended for implementing the priority modules/components of the IEMS noting several modules have been earmarked for Stage IV. Some of the activities below may be repeated as needed as based on the agile approach.

- a) The IEMS consultant will supervise the installation, testing and commissioning of all software and hardware, as carried out by any appointed sub-contractors under Stage II, to ensure adherence to all requirements and specifications in the Terms of References.
- b) Supervise and verify the installation and customisation of the IEMS by the Software Contractor based on SPREP technical requirements;
- c) Creation of an electronic/web-based Document Repository and Management System (DRMS) as well as setting up of a proprietary File Coding System

The IEMS consultant is expected to supervise the design, up-loading, testing and commissioning of any web-based interfaces, DRMS and integrations for IEMS.

Note:

- All software development and installation, licensing facility and set up of IEMS components will be completed by the Software contractor.
 - Supervision works will be carried out by the IEMS consultant.
- d) The IEMS consultant will supervise the migration of data across to the new IEMS and assist the project team in ensuring correct configuration and templates are setup
 - e) Following successful installation, commissioning and testing of the IEMS, a User Acceptance Test (UAT) is to be carried out (either as part of the commissioning or after) and a UAT report submitted for review and approval by the SPREP Project team. The IEMS consultant will assist the Project team in preparing the UAT scenarios document for UAT.
 - f) Support and verify successful completion of capacity building activities by software contractor according to plan for the management and use of IEMS
 - g) Submission of a comprehensive Operation and User - Maintenance Manual, Training/Capacity Building for the staff on the manual and IEMS, followed by handing over of the completed IEMS.

The IEMS consultant working together with the Software contractors to submit an Operation and Maintenance Manual for the operation of the overall IEMS

• **Stage IV – Complete Implementation and Post Implementation Review**

- a) Consultant to supervise the continuation of IEMS Implementation for remaining modules/functionality on Risk Management, integration of bespoke applications which may require redevelopment, and a secure online business portal for secure collaboration and transactions. Similar software development and implementation methodology as Stage III to be undertaken.
- b) Assist SPREP monitor system performance and review Service level agreement and SaaS arrangements (if applicable).
- c) Conduct the Post Implementation Review and final Project Completion Report.

Table 1 : Estimated Timeframe

Stage	Weeks
Stage I	12
Stage II	12
Stage III	54
Stage IV	50

Table 2 : Minimal IEMS modules/functions

Area	Description
Finance and Accounting	Financials, supply chain, budget, asset management, cash, CRM, Procurement, Travel, Contract, Project Management,
Human Resource	HRIS , Payroll, recruitment, application tracking, Self service portal
Strategic Planning & Reporting	Business intelligence, High level analytics and reporting integrating all areas
Records & Document Management	Modern and centralised integrated solution for effective and efficient management of all document and file types, must meet accessibility and regulatory requirements
Risk Management, Monitoring and Evaluation	Automating processes for the effective and efficient management of risks, effective monitoring and evaluation and reporting of all areas of the organisation
Online Business Portal	Secure portal to support quick interrogation and reporting of information provided by the IEMS
Bespoke applications	Review the need and redevelop/replace existing applications to be integrated with IEMS <ul style="list-style-type: none"> • Performance Development Plan(PDP) • Project Information Management system(PIMS) • Annual Work Plan Implementation database(AWPID) • People and Organisation database(POD)