



REQUEST FOR TENDERS

File: AP 9/7/7/2
Date: 14 October 2020
To: Interested Suppliers
From: Christian Slaven, IT Manager

Subject: Request for tenders: SPREP Mobile phone services

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: www.sprep.org.

2. Specifications: statement of requirement

- 2.1. SPREP would like to call for tenders from qualified and experienced locally registered Mobile Service Providers (MSP) who can provide modern Mobile technology and professional Mobile services to SPREP for a duration of 24 months.
- 2.2. The successful applicant will provide products and services as identified in the Terms of Reference (attached as Appendix 1) and in consultation with SPREP IT.

3. Conditions: information for applicants

- 3.1. To be considered for this tender, interested suppliers must meet the following conditions:
 - i. Operate at least a 4G Network
 - ii. Extensive coverage of the Samoa Islands
 - iii. Demonstrate financial stability
 - iv. Provide three references relevant to this tender submission, including the most recent work completed.
 - v. 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 or your Technical Proposal. Failure to do this will mean your application will **not** be considered*).
 - vi. Sign the Conflict of Interest form provided.



- vii. Offers would be valid for 60 days from the closing date of tenders.

4. Submission guidelines

- 4.1. Tender documentation should demonstrate that the interested supplier satisfies the conditions stated above and is capable of meeting the specifications and timeframes as outlined in the Terms of Reference. Documentation must also include supporting examples to address the evaluation criteria.
- 4.2. Tender documentation should outline the interested supplier's complete proposal: methods, products and services, personnel (and their skill sets/curricula vitae), timeframes and costs.
- 4.3. Tenderers/Bidders must insist on an acknowledgement of receipt of tenders/proposals/bids.

5. Tender Clarification

- 5.1. Any clarification questions from applicants must be submitted by email to procurement@sprep.org before 26 October 2020. A summary of all questions received with an associated response will be posted on the SPREP website www.sprep.org/tender by 28 October 2020.

6. Evaluation criteria

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 tenderer satisfies the following criteria:

- 6.1. SPREP will select a preferred supplier 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 tenderer satisfies the following criteria.
 - a) Proposed Mobile Plans that meet the minimum Technical specifications (Annex 1) (30%)
 - b) Proposed Handsets (fit for purpose) as outline in Annex 1 (15%)
 - c) Customer Service and Technical Support (10%)
 - d) Network quality (coverage, speed, reliability) (15%)
 - e) Additional features and value-added services (e.g. Mobile App, usage notifications, etc.) (10%)
 - f) Meet SPREP Billing and reporting requirements (10%)
- 6.2. The tender proposal will also be evaluated on these additional desirable criteria's
 - g) Proposed Mobile Plans and handset offers for SPREP staff (10%)

7. Deadline

- 7.1. **The due date for submission of the tender is: 05 November 2020, midnight (Apia, Samoa local time).**
- 7.2. Late submissions will be returned unopened to the sender.



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7.3 Please send all tenders clearly marked 'TENDER: **SPREP Mobile phone services**' to one of the following methods:

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.

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

**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 1: Terms of reference

Essential Requirements:

1. Propose a mobile service plan that
 - a. matches SPREP's current usage and minimum technical specifications.
 - b. provides handsets fit for purpose (see Technical Specifications below)
 - c. provides free calls amongst members in the User group
 - d. provide discounted rates and competitive data plans
 - e. includes allocation for international calls to other carriers
 - f. rollover unused plan allocation to next month
 - g. can topup credit for data, international and local calls by staff if monthly allocation has been utilised.
 - h. provides flexibility
2. Demonstrate capacity in providing Technical Support
3. Demonstrate extensive network coverage of the Samoa Islands
4. Demonstrate value-added services (e.g. Mobile App, usage notifications, etc.)
5. Demonstrate flexibility to meet SPREP Billing and reporting requirements
 - a. Online payments and receipting

Technical Specifications:

1. Average usage below from a typical month statistics for highest users
 - a. International Calls: **450mins**
 - b. Local Calls: **450mins**
 - c. Data: **15GB**
2. Handsets must work with the SPREP Mail System (MS Exchange 2016 and later), preferably android smartphones by reputable manufacturers (Samsung, HTC, Motorola)
3. Handsets must be unlocked and dual sim preferred
4. SPREP Mobile Phone User Classification

User Classification	Purpose	No. of Staff
Management	Internet, Email, SMS, International/local calls	5
Management Support	Internet, Email, SMS, International/local calls	4
Programme Support	SMS, International/local calls	6

Desirable Requirements:

1. Protective wallet or folio cases for handsets
2. Propose competitive mobile service plan and handset discounts for SPREP Staff

The Successful MSP will work with SPREP to:

1. Draft an agreement and contract for the services that will be provided including but not limited to
 - duration of contract



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- mobile handsets and plans
 - service level and technical support agreements
 - periodic review of services
2. Setup, configure and transfer data (contacts, phone numbers etc.) from old handsets to new handsets
 3. Ensure SPREP billing requirements are met
 4. Support mechanisms in place for timely response to requests

The successful provider must

- supply the services to the extent applicable, in compliance with SPREP's Values and Code of Conduct https://www.sprep.org/attachments/Publications/Corporate_Documents/sprep-organisational-values-code-of-conduct.pdf
- make available the same plans for SPREP staff, projects and ad hoc requests. Note for projects and ad hoc requests, prior approval from SPREP Director General is required.