



SPREP

Secretariat of the Pacific Regional
Environment Programme

REQUEST FOR TENDERS

RFT: 2023/005
File: AP_9/7/7/2
Date: 10 February, 2023
To: Interested providers
From: IT Manager

Subject: Request for tenders (RFT): SPREP Mobile Phone Services

1. Background

- 1.1. The Secretariat of the Pacific Regional Environment Programme (SPREP) is an intergovernmental organization 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 wishes to call for tenders from qualified and experienced locally registered Mobile Phone Carriers who can provide modern mobile technology and professional mobile services to SPREP for a duration of 24 months.
- 2.2. The Terms of Reference of the consultancy are set out in Annex A.
- 2.3. The successful applicant 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 policy on Child Protection, Environmental 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 applicant must meet the following conditions:
 - i. Operate at least a 4G Network with extensive coverage of the Samoa Islands.
 - ii. Address all technical requirements attached in Annex A.
 - iii. Provide 3 references of companies and organizations of similar size and mobile phone plan.
 - iv. 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*

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*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).*

For the Technical and Financial proposals, you may attach these separately.

- v. Provide a copy of valid business registration/license.
- 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 bidder 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).*
For the Technical and Financial proposals, you may attach these separately.
 - b) **Honour form**
 - c) **Curriculum Vitae** of the proposed personnel where necessary to demonstrate that they have the requisite skills and experience to carry out this contract successfully.
- 4.3. Provide 3 references of companies and organizations of similar size and mobile phone plan.
- 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.

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5. Tender Clarification

- 5.1. a. Any clarification questions from applicants must be submitted by email to procurement@sprep.org before 20 February 2023. A summary of all questions received complete with an associated response posted on the SPREP website www.sprep.org/tender by 22 February 2023.
- 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%

- i. Proposed Mobile Plans that meet the minimum Technical specifications (Annex 1) (25%)
- ii. Proposed Handsets (fit for purpose) as outline in Annex 1 (15%)
- iii. Customer Service and Technical Support (10%)
- iv. Network quality (coverage, speed, reliability) (10%)
- v. Additional features and value-added services (e.g. Mobile App, usage notifications, etc.) (5%)
- vi. Meet SPREP Billing and reporting requirements (10%)

The tender proposal will also be evaluated on these additional desirable criteria's

- vii. Proposed Mobile Plans and handset offers for SPREP staff (5%)

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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: 24 February 2023, 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 2023/005: **SPREP Mobile Phone Services**'

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



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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>



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Annex A: Terms of Reference

Essential Requirements:

1. Propose Mobile plans and costs that meet these specifications:
 - a. matches SPREP's current usage and minimum technical specifications.
 - b. provides handsets fit for purpose (see Technical Specifications below), provide confirmation that handsets proposed are available in stock.
 - 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 mobile phone carriers.
 - f. rollover unused plan allocation to next month
 - g. staff can purchase credit to top up data, international and local calls from any vendor outlet if monthly allocations has been utilised.
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
 - b. Grace period for late/delayed payments

Technical Specifications:

1. Average usage for a typical month statistic for highest users
 - a. International calls – 450mins
 - b. Local calls – 450mins
 - c. Data – 15GB
2. Handsets must work with the SPREP Mail System (MS Office 365), preferably android smartphones by reputable manufacturers (Samsung, Google, Nokia)
3. Handsets must be unlocked, dual sim and necessary power adaptors and charging cables.
4. Handsets must have protective folio covers and protective screens.
5. Handset provision and plans based on User classification in the table below

| User Classification | Purpose | No. of Staff |
|---------------------|---|--------------|
| Management | Internet, Email, SMS, International/local calls | 10 |
| Management Support | Internet, Email, SMS, International/local calls | 4 |
| Programme Support | Internet, Email, SMS, International/local calls | 6 |

Additional Requirements:

1. Provide competitive mobile plans and handset discounts for SPREP staff.

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The Successful Mobile Phone Carrier 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
 - 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:

- Be willing to accommodate ad hoc requests or supplement agreements approved by Director General of SPREP such as for Projects or in the event of an Emergency.
- 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 Including SPREP's policy on Child Protection, Environmental Social Safeguards, Fraud Prevention & Whistleblower Protection and Gender and Social Inclusion.