



## REQUEST FOR TENDER

RFT: 2021/018  
File: AP 3/1/13  
Date: 17 February, 2021  
To: Interested suppliers  
Contact: Ainsof So'o, Systems Developer and Analyst

**Subject: Regional Technical Support Mechanism (RTSM) System Review and Upgrade**

### 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
- 1.4. For more information, see [www.sprep.org](http://www.sprep.org) or <https://rtsm.pacificclimatechange.net>

### 2. Specifications: statement of requirement

- 2.1. SPREP is seeking the assistance of a short-term consultant to review and upgrade the RTSM. This work can be carried out remotely.
- 2.2. The Terms of Reference that detail the requirements and outputs of the consultancy are attached.

### 3. Conditions: information for applicants

- 3.1. To be considered for this work, interested suppliers must meet the following conditions:
  - i. Submissions should include a workplan, schedule of activities and financial proposal. Please note all costs, including taxes, insurance and other costs are to be included in the financial proposal. Submitted proposals will be evaluated based evaluation criteria including best value for money.
  - ii. Financial proposals should include the following:
    - a. Fixed cost for the upgrade and migration through launch



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- b. Hourly rate for requests outside of the initial migration and launch work (this is to cater for any additional requests that may arise)
- iii. Complete the tender application form provided (*please note you are required to complete all areas in full as requested on 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 result in the application **not** being considered*).
- iv. Submit a CV to demonstrate the consultant has the relevant experience, skills, and qualifications to carry out this contract successfully.
- v. Provide three referees relevant to this tender submission, including the most recent work completed.
- vi. Sign the Conflict of Interest form provided.
- vii. Provide examples of related past work outputs.
- viii. Proficient in oral and written English

#### 4. Submission guidelines

- 4.1. Tender submission should demonstrate that the interested supplier satisfies the conditions stated above and can meet the specifications and timeframes. Documentation must also include supporting examples to address the evaluation criteria.
- 4.2. Tender submission should outline the interested supplier's complete proposal: methods, personnel (and their skill sets/curricula vitae), timeframes and costs. Timeframes and costs should be broken down by sprint.
- 4.3 Submit a cover letter, complete the **application form** and **conflict of interest form** provided.
- 4.3 Tenderers/Bidders must insist on an acknowledgement of receipt of tenders/proposals/bids.

#### 5. Clarification

- 5.1. Any clarification questions from applicants must be submitted by email to [procurement@sprep.org](mailto:procurement@sprep.org) before 03 March 2021. A summary of all questions received with an associated response will be posted on the SPREP website by 05 March 2021.

#### 6. Evaluation 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/bidder offers the best value for money, and that the tenderer/bidder satisfies the following criteria.

Criteria		%	Guidelines for Success
i.	Experience with Systems Analysis and Design	10	Provide examples of recent systems analysis and design work. Prefer systems migration projects



ii.	Experience with Drupal 8 and Drupal 9 (site building and module development)	20	Provide examples of recent projects and highlight any special features. Include experience with git, drush, docker and composer
iii.	Experience with building an experts roster	5	Provide examples of recent projects where an experts roster/registry or similar was built
iv.	Experience with data migration	10	Provide examples of recent projects migrating from DNN, Ms SQL, MySQL, etc to Drupal
v.	Working knowledge of LinkedIn integration (ie Sngle Sign On and Data Download)	5	Demonstrate experience with setting up Sngle Sign On and Data synchronisation with LinkedIn
vi.	Working knowledge of DNN, Microsoft SQL Server and MySQL	5	Demonstrate experience with these technologies. The system will be migrated from these technologies.
vii.	Development workplan and schedule of activities	20	Provide a workplan and schedule of activities
viii.	Experience with working in the Pacific	5	Examples of previous work in the Pacific. SPREP is based in the Pacific
ix.	Financial Proposal	20	Best value for money. Include total cost, broken down by sprint

## 7. Deadline

- 7.1. **The due date for submission of the tender is: 17 March 2021, midnight (Apia, Samoa local time).**
- 7.2. Late submissions will be returned unopened to the sender.
- 7.3. Please send all tenders clearly marked **'RFT 2021/018: Regional Technical Support Mechanism (RTSM) System Review and Upgrade'**:

Mail: SPREP  
PO Box 240  
Apia, SAMOA

Email: [tenders@sprep.org](mailto: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/bids and the lowest or any tender/bid will not necessarily be accepted.

For any complaints regarding the Secretariat's tenders/bid please refer to the Complaints section on the SPREP website.

<http://www.sprep.org/accountability/complaints>



## **Terms of Reference**

### **Regional Technical Support Mechanism (RTSM) System Review and Upgrade**

#### **Background**

The Regional Pacific NDC Hub (NDC Hub) was launched in 2017 and officially established in 2018, as an initiative emerging from Pacific Island Leaders at the Climate Action Pacific Partnership (CAPP) in 2017 and Fiji's Presidency of COP23. The Hub, in partnership with SPREP and other ONE CROP+ agencies, aims to provide a regional coordinated mechanism to support countries in meeting their climate related commitments under the Paris Agreement as part of their Nationally Determined Contributions (NDCs). Assistance can be provided and tailor-made to suit NDC Hub members so they can produce relevant national policies and measures that action those commitments. In taking a demand-driven approach, the NDC Hub receives requests from Pacific Island Countries and Territories (PICTs) outlining their specific needs for support in the NDC Process and implementation so the proper technical expertise can be provided accordingly.

[The Regional Technical Support Mechanism \(RTSM\)](#) was first developed in 2014 under specific project conditions for a Pilot Programme for Climate Resilience, but is now outdated in terms of processes and technology. However, its potential for operating well under the NDC Hub and other initiatives has been recognised, thus an effort has been made to increase its relevance and usability for the region. To support the functions of the NDC Hub the RTSM must be upgraded to Drupal. The Drupal software is in line with SPREP's current software development practices. It is an enterprise ready Content Management System (CMS) and Application Framework that allows integration with all systems. It should also be noted that the RTSM will be rebranded and relaunched as part of this systems upgrade.

The upgrade includes migration of the public facing site and online RTSM system from DNN to Drupal, and will provide better integration with SPREP systems such as knowledge management, procurement and recruitment.

#### **Scope of Work / Deliverables / Timeframes**

In consultation with SPREP,

<b>Task</b>	<b>Deliverable</b>	<b>Delivery</b>
i. Review the existing RTSM systems – 1 week ii. Develop a systems requirement document for the RTSM upgrade – 1 week iii. Update the Operations Manual as needed to reflect the systems	a) Systems requirement document a. Entity Relationships (ER) diagram of primary data entities. b. Documented user stories. c. High level architecture design d. Identification of modularised components and associated priorities e. Wireframe design of key user interface elements. f. Data migration strategy, i.e. field mapping definition. Ensure specifications document is as self-explanatory as possible to allow a Drupal	May 2021



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	requirement document	<p>developer to develop the RTSM system with little to no supervision.</p> <p>Identify which contrib modules could be used for development as is and which to extend.</p> <p>b) Updated <a href="#">Operations Manual</a></p> <p>Ensure relevant parts of the Operations Manual are updated to reflect any changes to the system such as the Experts CV and TA Request details.</p>	
iv.	Development of Upgraded RTSM – 10 weeks	c) Upgraded RTSM (Drupal 8 or later) – refer “key features”	July 2021
v.	Use a staging server that is accessible by SPREP for testing	d) Staging server provisioned to receive Sprints for testing	June 2021
vi.	Use production server to deploy completed upgrade including upgraded data	<p>e) Production server provisioned and upgraded RTSM running. Production server will be provisioned using <a href="#">Wodby service</a></p> <p>f) Code required to run the system will be pushed to a SPREP git repository</p>	August 2021
vii.	Migrate RTSM data and public facing website to the upgraded platform – 1 week	<p>g) Data migrated to new RTSM (Drupal 8 or later)</p> <p>Public facing site uses DNN and Microsoft SQL Experts database uses MySQL</p>	August 2021
viii.	Provide user and technical training – 3 days	<p>h) Training (User and Technical)</p> <p>User training for front end users Technical training for IT Support</p>	August 2021
ix.	Provide online help and technical support documents where necessary	i) Documentation (Online user manual and Technical support)	Throughout project
x.	Document requirements, bugs, enhancements tasks and baseline functionality within the projects Gitlab issue register	j) Issues recorded in Gitlab for clear communication with and collaboration with project stakeholders present and future	



xi. Deliver sprints regularly (1-4 weeks) for comments	k) Sprint for testing	Throughout project
xii. Provide support for resolving any issues with deliverables – At least 3 months	l) Support for bug fixes	September 2021 onwards

### Key features

It is anticipated the system will have the following key features. The items listed under high priority can be considered the Minimal Viable Product in Agile development terms and must be delivered. Please indicate if Medium and Low priority features are not included in your costing.

#### High Priority

1. Register experts
2. Find experts (Simple / Advanced / Full text search)
3. Submit Technical Assistance (TA) requests
4. Find TA requests
5. [LinkedIn](#) Integration
  - Single Sign on Using LinkedIn (Phase 5 – 1 week)
  - Import LinkedIn data per expert (Phase 5 – 2 weeks)
6. Single Sign On using [Microsoft 365](#) (SPREP only) – SPREP staff use only
7. [Google Analytics](#) – record website statistics using Google Analytics

#### Medium Priority

10. Post a tender announcement (Phase 2)
11. Subscribe to new tender announcements - receive email alerts (Phase 4)

#### Low Priority

12. Integration with [SPREP Virtual Library](#) - post copy of public documents for cataloguing (Phase 4)
13. Develop a Gamify Strategy to encourage experts to update their details - leaderboard, badges, likes, etc (Phase 7)

Phases refer to an internal document which will be provided to the successful bidder.

### Roles

The following key roles have been identified for the upgraded SPREP Virtual Library

- [Coordinator](#) – Full access to content
- [Director](#) – Read only access to the system expert and TA requests
- [Expert](#) – Can create and update their own expert details
- [Authenticated User](#) – Can Create TA request
- [Guest](#) (Unauthenticated User) – Access to search and limited experts information





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### Business Rules

The following table outlines the permissions for the various roles defined about. All controlled vocabulary (taxonomy) will be maintained by the Coordinator role. Also refer to “Field Visibility” section.

#### Expert content

	<b>C</b>	<b>R</b>	<b>U</b>	<b>D</b>
Coordinator	X	X	X	X
Director		X		
Expert	X (own)	X (own)	X (own)	
Authenticated		X		
Guest		X (limited)		

#### TA Request content

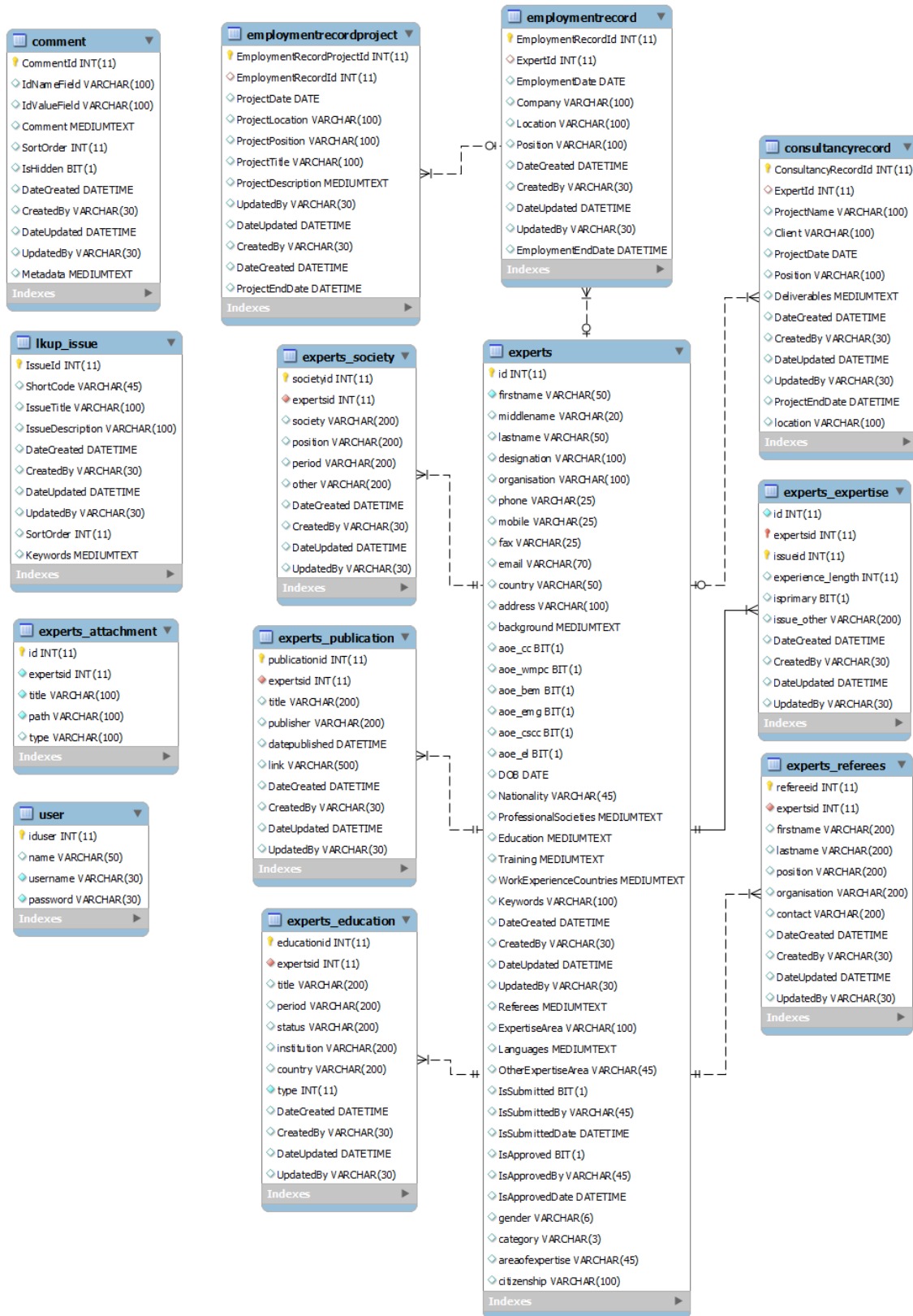
	<b>C</b>	<b>R</b>	<b>U</b>	<b>D</b>
Coordinator	X	X	X	X
Director	X	X	X (own)	
Expert	X	X (own)	X (own)	
Authenticated	X			
Guest				

#### Website (incl Tender announcement) content

	<b>C</b>	<b>R</b>	<b>U</b>	<b>D</b>
Coordinator	X	X	X	X
Director		X		
Expert		X		
Authenticated		X		
Guest		X		



**Entity Relationship Diagram (PNG version attached) – current system**







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### Field visibility

Guests (Unauthenticated users) will only be able to view the following expert details:

- Name
- Position
- Address
- Summary (such as experience, expertise, specialised skills, etc.)
- Tags

Authenticated users can only view their own TA request(s)

Experts can only view their own details

Directors can view all expert and TA request details

Coordinator can view all fields

### Wireframes

Refer Appendix 1.

### Theme

Theming elements can be re-used from related Drupal sites [Climate Finance Navigator](#) (Drupal 9), [Adaptation Planning Tool](#) (Drupal 8) and [Pacific Climate Change Portal](#) (Drupal 7).

### Current Technology

The current system is built using [DNN CMS](#) with C#, IIS and Microsoft SQL Server running on Microsoft Windows Server. It uses a custom module to talk to the internal experts database running on MySQL using ODBC. The public facing site content will be migrated from Ms SQL database to Drupal. The experts database will be migrated from MySQL to Drupal.

### Skills Required

- Systems Analysis
- Programming
- In-depth knowledge of Drupal 8 or later
- Working knowledge of C#, IIS, Microsoft SQL Server
- Oral and written fluency in English

### Preferred software stack

- Docker using [docker4drupal docker-compose yml](#) which includes:
  - Php 7.4, MariaDB, Nginx, Varnish, Redis, Solr

### Preferred systems specs should include

- Development using docker (see above)
- Use of the following tools: git, drush, composer
- Use of settings.local.php file to easily deploy different drupal settings to production/staging/development environments.



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### Work Arrangements

This work is expected to be delivered remotely in close consultation with SPREP. The workplan will be divided into segmented deliverables (see **Scope of Work / Deliverables / Timeframes**) made up of individual development tickets. The progress of the tickets will be tracked on Gitlab and will be assessed by SPREP on a regular basis. The Systems Developer and Analyst (SysDA) will work closely to with the consultant to ensure that deliverables meet the required specifications. No travel is expected.

The consultant 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](https://www.sprep.org/attachments/Publications/Corporate_Documents/sprep-organisational-values-code-of-conduct.pdf)



## Appendices

### Appendix 1 - Screenshots/ Wire frames

#### Register experts

Please complete the rest of the details below, when you have completed all the required information you will be able to submit your Experts profile for consideration.

##### Icons

The Experts Profile Checklist uses a set of icons to help you identify information that is need by the system.

☞ If there is an icon of a finger pointed at a PART, it means you have missing information there. Click on the relevant PART to complete the required information.

✓ Once you have completed all the required information for that part the icon will change to a tick.

|| The pause icon indicates optional information.

#### ☰ Experts Profile Checklist for: SuperUser Account

☞ PART 1: Personal Details

☞ PART 2: Contact Details

☞ PART 3: Expert Type

☞ PART 4a: Work Experience - Summary

☞ PART 4b: Work Experience - Employment Record

|| PART 4c: Work Experience - Consultancy Record

☞ PART 4d: Work Experience - Expertise

☞ PART 5: Qualifications and Credentials

☞ PART 6: Referees

|| PART 7: Other Information

Print Friendly View



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## Register As Expert

 Experts Profile Checklist

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### PART 1: Personal Details

All fields are required for submission.

**First Name**

SuperUser



**Last Name**

Account

**Gender**

☐

Male

☐

Female

☐

Other

**Date of Birth**

dd / mm / yyyy

**Country of Birth**

**Country of Residence:**

**Citizenship:**

*\*\* Enter citizenships separated by semi-colon (;) eg Samoa; New Zealand*

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### Register As Expert

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#### PART 2: Contact Details

Provide at least one contact number (phone, mobile, fax) and all other information

Email Address

Mobile:

Phone:

Fax:

Address

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### Register As Expert

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#### PART 3: Expert Type

All fields are required for submission.

Category

- ☐ CROP Agency Expert (e.g. SPREP, SPC, USP, PIFS, FFA, etc staff and personnel)
- ☐ Development Partner Expert (e.g ADB, World Bank, UN agencies, EU, etc staff and personnel)
- ☐ Country Expert (i.e. Government employee(s))
- ☐ Consultant (i.e. Independent consultants)

Profession

Organisation:

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### Register As Expert

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#### PART 4a: Work Experience - Summary

Provide a Summary for your CV. Be succinct as possible as this is the only field of your CV that will be viewed by the public/ countries/ clients (maximum characters: 1000)

##### Summary

Summarise your work and consultancy experience

##### ~~Countries of Work Experience~~

~~\*\* Automatically generated from your Employment history and Consultancy records~~

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### Register As Expert

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#### PART 4b: Work Experience - Employment Record

Provide a list of your previous and current employers and your professional experience gained with them. List only employment in last 10 years

##### Employment Record

Employment Date:

January

2021

-

January

2021

☐

Current

Company:

Location:

Position:

[Insert](#)

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## Register As Expert

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### PART 4c: Work Experience - Consultancy Record

Provide a list of your previous and current consultancy jobs. List only consultancy work in last 10 years

#### Consultancy Record

Project Name:

Client:

Project Period:

January  2021  - January  2021

☐ Current

Position:

Location:

Deliverables:

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### PART 4d: Work Experience - Expertise

Indicate your Area of Expertise and Specific Expertise below

#### Area of Expertise

- ☐ Disaster Risk Reduction
- ☐ Disaster Risk Management
- ☐ Climate Change Adaptation

#### Specific Expertise

Expertise (Select One):

Gender mainstreaming

If Other, please state:

Experience (IN PERSON MONTHS):

0

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#### PART 5: Qualifications and credentials

##### Education

Degree:

Period:

Status:  
Completed

Education Institution:

Country:

Insert Cancel

##### Other training

Training:

Period:

Status:  
Completed

Education Institution:

Country:

Insert Cancel

##### Membership in Professional Societies

Period:

Professional Society:

Highest Position Held:

Insert Cancel

##### Languages (Excellent, Good, Average)

Language:

Reading:  
Excellent

Speaking:  
Excellent

Writing:  
Excellent

Understanding:  
Excellent

Update Cancel

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## Register As Expert

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### PART 6: Referees

Provide 3 recent referees – preferably from projects and countries in which projects were undertaken

#### Referees

[provide 3 recent referees – preferably from projects and countries in which projects were undertaken]

Firstname:

Lastname:

Position:

Organisation:

Contact (phone, email, address, etc):

[Insert](#)

[Cancel](#)

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#### PART 7: Other Information

##### Publications

Title:

Publisher:

Date Published:

dd / mm / yyyy

Link:

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### Find Expert - <https://rtsm.pacificclimatechange.net/Find-Expert>

Search by Name, Background or Tag

Clear

Go

Found 300 experts

Register As Expert

Tags  
Pending Submission

**FRANK THOMALLA**  
DISASTER RISK REDUCTION AND CLIMATE  
CHANGE ADAPTATION

Tags  
Gender mainstreaming  
Legal specialist (climate change/environmental law/MEAs)  
Community development specialist  
Proposal writing/Report writing  
Community trainer specialist  
Capacity building specialist  
Environmental and social safeguards specialist  
Other: Marine and Terrestrial Ecology

**CHRISTOPHER BARTLETT**  
CLIMATE CHANGE & RESILIENCE EXPERT

Tags  
Pending Submission

**SELESITINA RETI**  
INTERNAL AUDITOR; FINANCIAL MANAGEMENT &  
PROJECT ACCOUNTANT; GRANT & HUMAN  
RESOURCE MANAGEMENT

Tags  
M & E specialist  
Climate financing specialist  
Proposal writing/Report writing  
Capacity building specialist  
Meteorologist  
Other: National Communications  
Other: Projects  
Other: M&E  
Other:

**MAHENDRA KUMAR**  
INDEPENDENT CONSULTANT

Tags  
Knowledge management specialist  
Database/Network specialist  
Proposal writing/Report writing  
Capacity building specialist

**JUTTA MAY**  
INFORMATION AND KNOWLEDGE MANAGEMENT,  
LIBRARIES

Tags  
Climate financing specialist  
Legal specialist (climate change/environmental law/MEAs)  
Database/Network specialist  
Economist (cost-benefit analysis of CC)  
Civil engineering (hard and soft engineering solutions)  
Community development specialist  
Proposal writing/Report writing  
Meteorologist  
GIS specialist

**KILISIMASI LATU**  
ENGINEER

Experts per Page: 6

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Submit TA requests - <https://rtsm.pacificclimatechange.net/Request-Assistance#/>



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### Request Assistance

TA requests are assessed using the following as a guide:

- Is it aligned with national or sector infrastructure/food security development priorities? (does it fit with the country's infrastructure/agriculture/fisheries etc plans, national development/ sustainable plans, national/sector budgets, deliver on MDGs and provide or improve livelihood and/or basic infrastructure needs?)
- Consistent with and designed to advance the national agenda on CCA and DRR?
- Exhibit good practice in the implementation of infrastructure and food security projects in relation to CCA and DRR?
- Does it encourage opportunities for private and community sector involvement?
- Promote social inclusion and equality and target those at risk?
- Likely to improve the legal and regulatory processes in the identified sectors?
- Country-led and supported by the finance and aid coordination agencies?
- Does it indicate whether it has been discussed with donors, development partners at the national level. If yes, did they support TA request?
- Encouraging aid effectiveness, country dialogue with donor and development partners showing desire for long-term or increased level of engagement?

Note: Terms and Conditions apply.

### Request Form

[View Ta Requests](#)

[Request Ta](#)

#### Name of Technical Assistance Project

Enter a Name for the Technical Assistance Project

#### Country

(Select One)

#### Requesting Agency

#### Contact Person

#### Contact Email

#### Implementing Agency

#### Project Manager

#### 1. Coverage of TA

- ☐ National
- ☐ Sector
- ☐ Ministry
- ☐ Community/NGO

#### 2. Sector

- ☐ Infrastructure
- ☐ Food security
- ☐ Multi-sector

#### 2a. Sub-Sector (please specify)

#### 3. Type of TA required

- ☐ Strategic/Management > Policy Development/Review/Advise
- ☐ Strategic/Management > Survey/Feasibility study
- ☐ Strategic/Management > M&E Framework development
- ☐ Strategic/Management > Capacity building/Institutional strengthening
- ☐ Strategic/Management > Development of Tools (gender, cost-benefit etc)
- ☐ Strategic/Management > Knowledge Management
- ☐ Climate Financing > Project development
- ☐ Climate Financing > Budgetary development
- ☐ Climate Financing > Legal drafting
- ☐ Climate Financing > Proposal writing
- ☐ Climate Financing > Financial analysis
- ☐ Climate Financing > Resourcing opportunities

#### 4. Give a brief description of the TA required (2-5 paragraphs):

Identify the underlying climate change related problem the TA will help to address. Describe how the proposed TA supports, or addresses one of the causes of the problem by creating or strengthening national capacity to effectively respond to these issues. Identify similar previous, current or planned TAs, grants or loans by any development partner; cite 2-3 reasons why the proposed TA is necessary; and describe foreseen scope of the required TA, including identification of beneficiaries of the support. Identify the national development plan, climate change policy or strategy, sector strategy priorities this TA will address.

#### 5. Government Support

Please indicate support to be provided by Government – e.g. In-country TA 'manager', office space, logistical and administration support in organizing necessary meetings, workshops etc)

[Submit Request](#) [Save](#) [Cancel](#)

### Find TA requests





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### Request Form

View Ta Requests

Request Ta

Ta Project	Ta Country	Contact Person	Contact Email	Submitted	
				<input type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>
				<input checked="" type="checkbox"/> 29/07/2015	<a href="#">View</a> <a href="#">Delete</a>
				<input checked="" type="checkbox"/> 29/07/2015	<a href="#">View</a> <a href="#">Delete</a>
				<input type="checkbox"/>	<a href="#">View</a> <a href="#">Delete</a>
				<input checked="" type="checkbox"/> 29/07/2015	<a href="#">View</a> <a href="#">Delete</a>
				<input checked="" type="checkbox"/> 29/07/2015	<a href="#">View</a> <a href="#">Delete</a>
				<input checked="" type="checkbox"/> 12/08/2015	<a href="#">View</a> <a href="#">Delete</a>