

Request for Proposal (RFP)

RFP Title:	Software Services to support the North Pacific Fisheries Commission (NPFC) Vessel Monitoring System (VMS).
Deadline for submission of proposals:	21 January 2020 17:00 JST (UTC+9 hours)
Issued by:	NPFC Secretariat and the Small Working Group Planning and Development (SWG-PD)

Table of Contents

Invitation	3
Overview	3
PART A - Statement of Requirements	5
PART B - Conditions of the RFP	8
Consortia	8
Onus on the respondent	8
Ambiguities, discrepancies, inconsistencies, errors or omissions in proposals.....	8
Ownership of proposal documents.....	8
Confidential information.....	9
Language and measurement.....	9
Provision of further information	9
Amendments, clarifications and additional information.....	9
Requests from the NPFC for further information from respondents.....	10
Disclaimer.....	10
Conflict of Interest declaration	10
No contract or undertaking.....	10
Amendment, suspension, termination or abandonment of RFP by NPFC	10
Submitting proposals	11
Evaluation.....	11
PART C - Response Template	12
Service provider name and contact details	12
Service provider business profile	13
Overall Services.....	14
Statement of Requirements.....	14
Warranty, servicing and support.....	20
Training	21
Implementation.....	21
Referees	21
Pricing.....	22
Payment terms.....	22

Invitation

Details:	The North Pacific Fisheries Commission (NPFC) is calling a Request for Proposal (RFP) for Software Services (hereinafter called “Services”) to support the NPFC Vessel Monitoring System (VMS). NPFC invites proposals from qualified international companies to provide the Services as outlined in the Statement of Requirements (Part A) subject to the Response Template (Part B) set out in this RFP.
RFP issue date:	10 December 2019
Deadline for submission:	21 January 2020, 17:00 JST (UTC+9 hours),
Proposal submission:	Proposals must be submitted electronically via email to secretariat@npfc.int and sarah.lenel@npfc.int by the deadline for submission.
Contact Officer:	Sarah Lenel +61 408 860 935 sarah.lenel@npfc.int

The North Pacific Fisheries Commission (NPFC) is calling a Request for Proposal (RFP) for Software Services (hereinafter called “Services”) to support the NPFC Vessel Monitoring System (VMS). NPFC invites proposals from qualified companies to provide the Services as outlined in the Statement of Requirements (PART A) subject to the Condition of the RFP (PART B) and in the form provided in the Response Template (PART C).

This RFP has been advertised in regional and international media and addressed to qualified international companies, organizations and institutions.

Overview

NPFC is a regional fisheries management organization (RFMO) established by the Convention on the Conservation and Management of High Seas Fisheries Resources in the North Pacific Ocean (NPFC Convention). Negotiations for the NPFC Convention concluded 24 February 2012 and it came into force on 19 July 2015. The objective of the NPFC Convention is to ensure the long-term conservation and sustainable use of the fisheries resources in the North Pacific Ocean while protecting the marine ecosystems in which these resources occur.

NPFC has eight Members, Canada, Peoples Republic of China, Japan, the Republic of Korea, the Russian Federation, Chinese Taipei, the United States of America and Vanuatu. NPFC has one Cooperating non-Contracting Party (CNCP), Panama.

In late 2019, NPFC adopted Conservation and Management Measure (CMM) 2019-12 on the Vessel Monitoring System (VMS). The VMS will form an important part of NPFC’s monitoring, control and surveillance (MCS) regime to ensure compliance with, and enforcement of, the provisions of the NPFC Convention and CMMs. The purpose of the VMS is to continuously monitor the positions and movements of all fishing vessels operating in the NPFC Convention Area and applies to all vessels authorized¹ to fish in the NPFC Convention Area. NPFC does not have a type approval process for mobile transmitting units (MTUs) but has adopted guidance on minimum standards for MTUs as part of CMM 2019-12.

NPFC will implement a shared decentralised VMS that requires vessels to transmit VMS data to their Fisheries Monitoring Centres (FMC) and for the FMC to transmit this data to the NPFC Secretariat. NPFC has also adopted provisions to allow a vessel to transmit VMS data directly to the NPFC Secretariat.

¹ In accordance with CMM 2018-01.

VMS data must be transmitted by vessels to their flag FMC every hour² and by the FMC to the NPFC Secretariat no later than sixty (60) minutes after receiving the VMS data from the vessel.

The objective of this RFP is to contract a company to provide the Services for the NPFC VMS. The Services must receive, store and display VMS data transmitted by the FMCs and vessels of Members, CNCPs and relevant non-Members³ operating in the NPFC Convention Area. The Services must be web-based and maintained by the service provider. The Services must be capable of receiving and processing a range of VMS data transmission formats.

NPFC requires Services that will support all of the current requirements and allow for possible future expansion to accommodate new applications including the electronic submission of catch and effort data (e-reporting) as detailed in the Statement of Requirements.

The contract duration will be for an initial three (3) years. It is expected that the delivery of web-based Services will commence with implementation and training to relevant NPFC Secretariat staff over a period of three (3) months. Thereafter, the contracted VMS provider will be required to provide support and maintenance for the duration of the contract as agreed in a Service Level Agreement (SLA)⁴.

The table below provides key RFP dates:

Activity	Date
RFP issued:	10 December 2019
Deadline for any request for clarifications (by email only) from potential bidders:	10 January 2020, 17:00 JST (UTC+9 hours)
Deadline for submission of proposals:	21 January 2020, 17:00 JST (UTC+9 hours)
Examination and evaluation of proposals by SWG PD:	25 January 2020
Notification to successful bidder:	3 February 2020
Contract signing:	10 February 2020
Start of Services:	14 February 2020

² Where domestic legislation prevents compliance with this requirement, a Member, CNCP or relevant non-Member's flagged vessel may transmit its position no longer than every four hours. This provision shall expire in July 31, 2020

³ A relevant non-Member is a state with vessels included on the NPFC Interim Register of non-Member Carrier Vessels.

⁴ This may include the provision of support, information or training to NPFC Members, CNCPs or relevant non-Members as required.

PART A - Statement of Requirements

Functional requirements	
The Services must be web-based, hosted and maintained by the service provider with remote, secured access though agreed upon protocols that comply with any NPFC data management and use requirements.	Mandatory
The Services must receive and store VMS data from a minimum of 2000 vessels: <ul style="list-style-type: none"> • in all native VMS data formats, NAF and FLUX; • through various data exchange protocols including https, ftp, e-mail from FMCs; and • from any Mobile Communications Service Provider (MCSP). 	Mandatory
The Services must support the manual import (individual and massive) of VMS data and record the manual import in the metadata.	Mandatory
The Services must process and store for each VMS data transmission the minimum of the following data: <ul style="list-style-type: none"> • geographical location (longitude and latitude); • date and time (expressed in UTC); • ALC/MTU identifier; • vessel ID; • course; and • speed. 	Mandatory
The Services must link to, or be integrated with, the NPFC vessel database to associate VMS data received with the vessel details maintained in the NPFC vessel database. To facilitate this, the Services must recognise the ALC or MTU identifiers reported in VMS data and associate these with the corresponding vessel details maintained in the NPFC vessel database.	Mandatory
The Services must permit two-way VMS data transmission (where the VMS data transmission type supports this).	Mandatory
The Services must process, and store manually reported VMS data received via email and record the manual nature of this data in the metadata.	Mandatory
The Services must support the establishment of vessel groups or vessel lists by defining criteria relating to vessels.	Mandatory
The Services must support the ability to select and display a vessel group or vessel list.	Mandatory
The Services must provide the ability to search and extract VMS data (including historical VMS data) for specific criteria such as vessel group or by	Mandatory

vessel list, flag, fishing area, time period or by VMS data source export the results in adequate standard formats (e.g. Excel or CSV.) .	
The Services may receive and display Automatic Identification System (AIS) data from third party service providers.	Desirable
The Services may receive, process, store and display data transmitted by electronic logbooks.	Highly Desirable
The Services must provide alert functionality for VMS data reported vessel activities including vessel movements across geo-coded zones or areas.	Mandatory
The Services must provide alert functionality for non-reporting of VMS data by an FMC for a vessel or for a directly reporting vessel or for the receipt of VMS data from an unknown vessel.	Mandatory
The Services must display VMS data including a vessel's details (name and flag), its geographical location and the date and time of that location in an accurate map interface. The graphical map interface must be capable of displaying (on mouse click or hover) pre-defined position and vessel details (e.g., date, time, vessel name, flag, type, group). The Services must support the extraction of this display in an image format.	Mandatory
The Services must accurately display the NPFC Convention Area and support the creation of other areas or zones in editable layers.	Mandatory
The Services must display the movements of vessels over time through the animation of vessel positions.	Mandatory
The Services may support the ability to automatically generate VMS data reports on the basis of appropriate criteria and send these reports via secure data transfer method.	Highly Desirable
The Services must prohibit the modification of VMS data received by FMCs or by vessels.	Mandatory
The Services must provide user access with different levels of authorisation according to the type of user in conformity with any NPFC data management and use requirements.	Mandatory
The Services must provide user access that is be based on single sign-on protocols and support auditing of data access events.	Mandatory
The Services must provide ability to provide VMS data to third parties in conformity with any NPFC data management and use requirements.	Mandatory

The Services may provide the ability to export VMS data and remove non-generic vessel identifiers.	Highly Desirable
The Services must be fully implemented by the service provider and include the provision of: <ul style="list-style-type: none"> • training for relevant NPFC Secretariat staff; • user guidelines or other relevant documentation; and • Standard Operating Procedures (SoPs) for the Services. 	Mandatory
The Services must be subject to a Fabric Acceptance Test (FAT) undertaken by the service provider.	Mandatory
The Services must be subject to a Client Acceptance Test (CAT) undertaken by the service provider at the NPFC Secretariat premises.	Mandatory
The Services must be supported by a Service Level Agreement (SLA) prepared by the service provider and detailing the ongoing support and maintenance of the Services.	Mandatory
The SLA must include procedures for Services failure and technical issue resolution including timeframes and escalation processes.	Mandatory
The Services must be supported by on online Helpdesk.	Mandatory

Technical requirements	
The data centre used to host the Services must have effective controls for VMS data receipt, storage and dissemination including: <ul style="list-style-type: none"> • physical security; • personnel security; • communications security; • product security; • access control; and • network security. 	Mandatory
The Services must perform in a high data load, high availability environment with 99.9 percent availability uptime.	Mandatory
The Services must be highly fault tolerant and be supported by back-up and redundancy systems and processes.	Mandatory
The Services must store VMS data without limit of time.	Mandatory
The Services must be supported by a comprehensive backup and disaster recovery plan that ensure no VMS data is lost in the event of a system failure.	Mandatory

The Services may be scalable to allow the inclusion of new technologies or requirements such as electronic logbooks.	Highly Desirable
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PART B - Conditions of the RFP

Consortia

NPFC will accept proposals from consortia. NPFC requires that consortia appoint a lead member who is authorised to deal on behalf of all members of the consortia and enter into contracts which are binding on them. For the purposes of submitting the proposal:

- all consortia members should be clearly identified;
- the identity of the lead member should be clearly identified;
- NPFC may subsequently require all consortia members to execute statutory declarations stating that the lead member has the authority to bind other members.

Onus on the respondent

Respondents are responsible for ensuring that they have:

- examined this RFP and all documents referred to in this RFP;
- examined any information made available in writing by NPFC to respondents for the purpose of the RFP;
- examined all further information which is obtainable by making reasonable inquiries relevant to the risks, contingencies and other circumstances having an effect on their proposals; and
- satisfied themselves as to the correctness and sufficiency of their proposals including proposed prices.

Respondents are responsible for all costs incurred in the preparation and lodgement of proposals, and in respect of any discussions, negotiations, enquiries or any work undertaken by them after the proposal has been submitted.

NPFC is not liable for any costs or compensation in relation to these matters, regardless of whether the NPFC terminates, varies or suspends the RFP process or takes any other action under this RFP.

Proposals are submitted on the basis that the respondent acknowledges that:

- it does not rely on any representation, letter, document or arrangement, whether oral or in writing, or other conduct as adding to or amending these conditions.
- it does not rely upon any warranty or representation made by or on behalf of NPFC, except as expressly provided for in this RFP, but the respondent has relied entirely upon its own inquiries and inspection in respect of the subject of its proposal; and
- neither this RFP nor the proposal give rise to contractual obligations between NPFC and the respondent.

Ambiguities, discrepancies, inconsistencies, errors or omissions in proposals

NPFC will not accept responsibility for any misunderstanding arising from the failure by a respondent to comply with the requirements set out in this RFP, or arising from any ambiguity, discrepancy, inconsistency, error or omission contained in a proposal.

Ownership of proposal documents

All proposal documents become the property of NPFC on submission. NPFC may make copies of the proposal documents for any purpose related to this proposal process. All information provided by respondents in their responses to this RFP:

- will be retained by NPFC for the purposes of the proposal process, and may be destroyed by it thereafter in accordance with any legislative or other requirements;
- will be available for use by the NPFC and its advisers and contractors for any purpose connected with the proposal process; and
- is not returnable to the respondent.

Intellectual property owned by the respondent or third parties in material contained in the proposal does not pass to NPFC with physical property in the proposal documents. However, NPFC is granted an irrevocable, royalty free licence to use, reproduce and circulate any material contained in the proposal, or provided by the respondent in response to this RFP, to the extent necessary to conduct the proposal process and in the preparation of any resultant contract. In particular, the NPFC will rely on its Members (through the SWG-PD) to support the review and identification of the preferred respondent.

Confidential information

During the proposal process NPFC (including the SWG-PD) will treat as confidential all information contained in the proposal and any additional information provided by the respondent in the course of the proposal process, provided that:

- the respondent has clearly designated the information as confidential; and
- the information is confidential in nature.

If NPFC and a preferred respondent enter into negotiations and NPFC does not accept that respondent's request to treat information as confidential, NPFC will notify the respondent in writing of the decision. Unless NPFC and the respondent reach agreement within five (5) working days of the notification, the NPFC reserves the right to not enter into a contract with that respondent and to enter into a contract with another respondent.

Language and measurement

All proposals, including any supporting or supplementary material, must be in English. All measurements must be in metric units of measurement.

Provision of further information

Requests from respondents for further information must be directed to the Contact Officer no later than 10 January 2020, 17:00 JST (UTC+9 hours).

Amendments, clarifications and additional information

NPFC may amend or provide clarification of this RFP, at its discretion up until 10 January 2020, 17:00 JST (UTC+9 hours), and will circulate amendments to all respondents.

If any respondent discovers any material discrepancy, ambiguity, error or omission in this RFP, it must bring it to the attention of the Contact Officer. NPFC may, at its discretion, issue a notice of amendment or clarification.

Where, in the opinion of NPFC, further information provided to one respondent should be provided to all respondents, or any amendment or clarification of this RFP is required, the NPFC may:

- send the information to the other respondents; or
- send notification that further information is available, and how the information can be accessed to the other respondents.

Respondents should note that the commercial confidentiality of information provided to the NPFC will be taken into consideration when determining the distribution of further information.

Requests from the NPFC for further information from respondents

NPFC may seek clarification or additional information from any respondent at any time. The respondent must reply in writing to any request from NPFC under this section within five (5) working days of that request but no later than 30 January 2020.

Disclaimer

NPFC will not be liable to the respondent on the basis of contract, promissory estoppels, or other contractual, quasi contractual or restitutionary grounds whatsoever or in negligence as a consequence of any matter relating or incidental to the respondent's participation in this RFP including instances where:

- the respondent is not invited to participate in any subsequent process following completion of this RFP process;
- NPFC varies or terminates the RFP process;
- NPFC decides not to contract for all or any of the requirements; or
- NPFC exercises or fails to exercise any of its rights under or in relation to this RFP.

Conflict of Interest declaration

If a Conflict of Interest exists or arises at any time during the RFP process, the respondent must disclose any potential or actual Conflict of Interest and immediately notify NPFC in writing. Moreover, respondent must specify how it proposes to address the potential or actual Conflict of Interest. To ensure no apparent Conflict of Interest exists, respondent must, at the time of submission of the proposal, provide full the details of any sub-consultants or sub-contractors. In the event of a Conflict of Interest, NPFC may, at its discretion, do any or all of the following:

- enter into discussions to seek to resolve the Conflict of Interest;
- reject the proposal lodged by the respondent;
- take any other action it considers appropriate.

No contract or undertaking

This RFP is expressly not a contract between the NPFC and the respondent, nor an offer of invitation to contract.

Nothing in this RFP, any proposal, or any conduct or statement made before or after the issue of this RFP is to be construed so as to give rise to any contractual obligations, express or implied; or any obligations in equity. NPFC makes no binding representations or undertakings as to how the proposal process will be conducted.

Amendment, suspension, termination or abandonment of RFP by NPFC

Without limiting its rights at law or otherwise, and notwithstanding any other provision of this RFP, the NPFC reserves the right at its discretion at any time to:

- cease to proceed with, amend or alter the process outlined in this RFP;
- require additional information or clarification from any respondent or anyone else;
- evaluate some, all or none of the proposals;
- provide additional information or clarification to respondents;
- negotiate with one or more respondent/s;
- call for new proposals;
- negotiate with any person who is not a respondent and enter into a contract in relation to the subject matter of this RFP with that person on such terms as NPFC at its discretion accepts; or
- not select any respondent for a subsequent process and/or not proceed with the procurement of the requirement as set out in this RFP.

Submitting proposals

Proposals are to be addressed to:

Dr. Moon
Executive Secretary, North Pacific Fisheries Commission (NPFC)
2F Hakuyo Hall,
Tokyo University of Marine Science and Technology,
4.5.7 Konan Minato-ku,
Tokyo 108-8477, Japan

and submitted electronically via email to: secretariat@npfc.int and sarah.lenel@npfc.int no later than 21 January 2020, 17:00 JST (UTC+9 hours).

NPFC will provide a receipt for a proposal where this is requested from the Contact Officer within three (3) working days of the deadline for submission of proposals.

Evaluation

Value for money

NPFC will evaluate proposal on the basis of value for money in accordance with the evaluation criteria set out below. Selection of the preferred service provider will be made by NPFC on the basis of that evaluation and taking into account considerations such as affordability and strategic considerations.

Evaluation criteria

NPFC will have regard to the following criteria in assessing what proposal represents best value for money. A tender which is rated unsuitable/unsatisfactory against one or more of those criteria may be excluded from further consideration:

Proposed Services	Extent to which the Tenderer meets the Statement of Requirements.
Technical and management capability	Services at requested levels and capacity. Support/personnel capabilities. Methodology, systems and processes. Transition planning. Pro-active management and ongoing contract management.
Technical and management capability	Services at requested levels and capacity. Support/personnel capabilities. Methodology, systems and processes. Transition planning. Pro-active management and ongoing contract management.
Experience and demonstrated expertise	Service provider previous experience and track record in providing similar Services to other companies or organizations.

	<p>The extent to which the proposal is able to provide Services that meet current and future NPFC requirements.</p> <p>The extent to which the proposal engages third-party resources and/or Services and the degree of control that the service provider exercises over these engagements.</p>
Client focus	<p>Any value-added Services.</p> <p>General account support initiatives.</p>
Proposal submission	<p>Extent of compliance with the Conditions of the RFP and Statement of Requirements.</p> <p>Quality and completeness of proposal.</p>
Pricing costs and fees	<p>All costs, fees, allowances and charges associated with the implementation and delivery of Services.</p> <p>Pricing structure and options.</p> <p>Whole of Contract Costs.</p>

The evaluation criteria are not listed in order of importance and may or may not be weighted.

If additional criteria are intended to be applied for the purposes of evaluation, NPFC will notify service providers who will be given an opportunity to respond.

Compliance

An assessment will be undertaken of proposal's compliance with this RFP.

Technical Worth

An assessment will be undertaken of the technical worth of proposals on the basis of the evaluation criteria.

Price

An assessment of price will be undertaken.

Value for Money

NPFC will determine best value for money by a consideration of the technical worth assessment, the price and NPFC's assessment of compliance and of any risks identified in the evaluation process.

PART C - Response Template

Service provider name and contact details

Company details	
Company name:	
Trading name (if different from company name):	

Website:	
Physical address:	
Postal address:	

Main company contact point details	
Name:	
Title/position:	
Email:	
Phone number:	

Service provider business profile

Provide an overall description of your company and services provided. Attach any documents as necessary:	
Describe the key employees that would be involved in the delivery of Services and their qualifications:	
State how long your company has been in operation:	
Provide details of company locations, branches or divisions as appropriate and affiliations with other companies:	
Note any existing (or recent (within the last five years) relationship with NPFC:	

Provide the details of clients that you have delivered and/or maintain similar services as those requested in this RFP:	
Provide the number of employees at your company:	

Overall Services

Provide an overall description of the Services to be provided:	
Provide the details of any value-added services additional to those identified in the Statement of Requirements:	

Statement of Requirements

Mandatory requirements will require a statement of compliance against each of the functional and technical requirements detailed in this Statement of Requirements. Highly Desirable and Desirable Requirements will require a response in the form of an explanation. The statement of compliance must be applied in accordance with the following:

“Compliant” means:

- performance of the requirement can be met by the Services; or
- in the case of a requirement which imposes conditions, that condition is agreed to.

“Partially compliant” means:

- performance of the requirement can be substantially met by the Services, subject to certain qualifications.

“Non-compliant” means:

- performance of the requirement cannot be met by the Services.

Any other response, such as “noted”, will not be accepted.

Functional requirements	Compliance statement	Additional information
The Services must be web-based, hosted and maintained by the service provider with remote, secured access though agreed upon protocols that comply with any NPFC	Mandatory	

data management and use requirements.

The Services must receive and store VMS data from a minimum of 2000 vessels:

Mandatory

- in all native VMS data formats, NAF and FLUX;
- through various data exchange protocols including https, ftp, e-mail from FMCs; and
- from any Mobile Communications Service Provider (MCSP).

The Services must support the manual import (individual and massive) of VMS data and record the manual import in the metadata.

Mandatory

The Services must process and store for each VMS data transmission the minimum of the following data:

Mandatory

- geographical location (longitude and latitude);
- date and time (expressed in UTC);
- ALC/MTU identifier;
- vessel ID;
- course; and
- speed.

The Services must link to, or be integrated with, the NPFC vessel database to associate VMS data received with the vessel details maintained in the NPFC vessel database.

Mandatory

To facilitate this, the Services must recognise the ALC or MTU identifiers reported in VMS data and associate these

with the corresponding vessel details maintained in the NPFC vessel database.	
The Services must permit two-way VMS data transmission (where the VMS data transmission type supports this).	Mandatory
The Services must process, and store manually reported VMS data received via email and record the manual nature of this data in the metadata.	Mandatory
The Services must support the establishment of vessel groups or vessel lists by defining criteria relating to vessels.	Mandatory
The Services must support the ability to select and display a vessel group or vessel list.	Mandatory
The Services must provide the ability to search and extract VMS data (including historical VMS data) for specific criteria such as vessel group or by vessel list, flag, fishing area, time period or by VMS data source export the results in adequate standard formats (e.g. Excel or CSV.) .	Mandatory
The Services may receive and display Automatic Identification System (AIS) data from third party service providers.	Desirable
The Services may receive, process, store and display data transmitted by electronic logbooks.	Highly Desirable
The Services must provide alert functionality for VMS data reported vessel activities including vessel movements	Mandatory

across geo-coded zones or areas.	
The Services must provide alert functionality for non-reporting of VMS data by an FMC for a vessel or for a directly reporting vessel or for the receipt of VMS data from an unknown vessel.	Mandatory
The Services must display VMS data including a vessel's details (name and flag), its geographical location and the date and time of that location in an accurate map interface. The graphical map interface must be capable of displaying (on mouse click or hover) pre-defined position and vessel details (e.g., date, time, vessel name, flag, type, group). The Services must support the extraction of this display in an image format.	Mandatory
The Services must accurately display the NPFC Convention Area and support the creation of other areas or zones in editable layers.	Mandatory
The Services must display the movements of vessels over time through the animation of vessel positions.	Mandatory
The Services may support the ability to automatically generate VMS data reports on the basis of appropriate criteria and send these reports via secure data transfer method.	Highly Desirable
The Services must prohibit the modification of VMS data	Mandatory

received by FMCs or by vessels.	
The Services must provide user access with different levels of authorisation according to the type of user in conformity with any NPFC data management and use requirements.	Mandatory
The Services must provide user access that is be based on single sign-on protocols and support auditing of data access events.	Mandatory
The Services must provide ability to provide VMS data to third parties in conformity with any NPFC data management and use requirements.	Mandatory
The Services may provide the ability to export VMS data and remove non-generic vessel identifiers.	Highly Desirable
The Services must be fully implemented by the service provider and include the provision of: <ul style="list-style-type: none"> • training for relevant NPFC Secretariat staff; • user guidelines or other relevant documentation; and • Standard Operating Procedures (SoPs) for the Services. 	Mandatory
The Services must be subject to a Fabric Acceptance Test (FAT) undertaken by the service provider.	Mandatory
The Services must be subject to a Client Acceptance Test (CAT) undertaken by the	Mandatory

service provider at the NPFC Secretariat premises.	
The Services must be supported by a Service Level Agreement (SLA) prepared by the service provider and detailing the ongoing support and maintenance of the Services.	Mandatory
The SLA must include procedures for Services failure and technical issue resolution including timeframes and escalation processes.	Mandatory
The Services must be supported by on online Helpdesk.	Mandatory

Technical requirements	Compliance statement	Additional information
The data centre used to host the Services must have effective controls for VMS data receipt, storage and dissemination including: <ul style="list-style-type: none"> • physical security; • personnel security; • communications security; • product security; • access control; and • network security. 	Mandatory	
The Services must perform in a high data load, high availability environment with 99.9 percent availability uptime.	Mandatory	
The Services must be highly fault tolerant and be supported by back-up and redundancy systems and processes.	Mandatory	

The Services must store VMS data without limit of time.	Mandatory
The Services must be supported by a comprehensive backup and disaster recovery plan that ensure no VMS data is lost in the event of a system failure.	Mandatory
The Services may be scalable to allow the inclusion of new technologies or requirements such as electronic logbooks.	Highly Desirable

Warranty, servicing and support

Specify the standard warranty terms and conditions. Attach documents as required:	
Detail the warranty cover for labour:	
Provide the detail of support availability including methods of communication and hours of operation:	
Provide the detail of response times for service support including timeframes and procedures for escalating the resolution of technical issues:	
Provide the detail of any relevant whole-of-life costs:	
Specify the location of the Services including the data center and support services:	

Training

Provide details on the provision of training for relevant NPFC Secretariat staff for the Services provided:	
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Implementation

Describe the process of implementation for Services including timeframes:	
Specify conditions required for implementation:	
Outline the process for FAT:	
Outline the process for CAT:	

Referees

Company/organization name:	
Contact point:	
Contact details:	

Company/organization name:	
Contact point:	
Contact details:	

Company/organization name:	
Contact point:	
Contact details:	

Pricing

Please provide the details of your financial proposal including initial costs for implementation and training and ongoing support and maintenance. Prices must be provided in USD.

Payment terms

Specify the payment terms and conditions on payment terms.