



**GOVERNMENT OF SAMOA**  
**RECRUITMENT OF TECHNOLOGY**  
**ONE SYSTEMS SUPPORT EXPERT**



The Government of Samoa is seeking to recruit an Technology One System Support expert to provide intermittent short-term technical support (65 working days) to the Ministry of Finance under Phase 2 of the Public Finance Management Reform Programme with financial support from AusAID.

The purpose of the assignment is to provide technical assistance to establish a Systems Support Unit for the Government's integrated financial management system, which uses the Technology One software and to strengthen systems administration, monitoring and user support including training.

Detailed Terms of Reference and information on the application procedure are available from the following web site (ref: PFMR2/2011/02): [www.mof.gov.ws](http://www.mof.gov.ws) under Services/Procurement. The deadline for submission is 10.00am local Samoan time on Monday 19<sup>th</sup> September 2011. Applications must be submitted to: Secretary Tender's Board, 4<sup>th</sup> Floor, Central Bank Building, Ministry of Finance, Private Bag, Apia, Samoa. For clarification or further information contact: Rosita Matalavea – email: [rosita.mauai@mof.gov.ws](mailto:rosita.mauai@mof.gov.ws) Tel: +685 34392



**GOVERNMENT OF THE INDEPENDENT STATE OF SAMOA**

**MINISTRY OF FINANCE**

**RECRUITEMENT OF TECHNOLOGY ONE SYSTEMS  
SUPPORT EXPERT FOR THE PUBLIC FINANCE  
MANAGEMENT REFORM PROGRAMME PHASE 2**

**REQUEST FOR QUOTATION**

**RFQ Reference: PFMR2/2011/02**

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**AUGUST 2011**

## Letter of Invitation

### 1. Request for Quotations

The Ministry of Finance, hereinafter the Procuring Entity, intends to apply funds from AusAID Partnership for Improved Governance for the recruitment of a Technology One Systems Support Expert to provide short-term technical support for the implementation of the Public Finance Management Reform Plan Phase 2 in the Ministry of Finance.

### 2. Eligibility of Consultants.

The individual consultant must not have been convicted within the last year of, or currently under indictment for, a criminal offence involving corruption or other misconduct reflecting a lack of suitability to participate in procurement.

### 3. Terms of Reference

The Procuring Entity herewith invites quotations (COVER LETTER + CV + Cost Estimate) for the services described in Annex 1 of this RFQ.

### 4. Curriculum Vitae

You are hereby invited to submit your Curriculum Vitae (CV) and a covering letter highlighting relevant areas of expertise. Please find below in Annex 2 a sample form of a CV to be utilized when submitting your quotation.

### 5. Cost Estimate of Services

You should also provide a Financial Quotation. Please find below in Annex 3 a sample form “Cost Estimate of Services and Schedule of Rates”. **Please note that the following exchange rates will be used for the evaluation of financial offers: 1 AUD =2.43 Samoan Tala; 1 NZD = 1.91 Samoan Tala.**

### 6. Preparation and Submission of Quotations

Quotations must be delivered with one original and two copies. The cover letter and CV shall be placed in a sealed envelope clearly marked “Curriculum Vitae” followed by the RFQ Number and the name of the assignment, as indicated above in the present letter.

Similarly, the Financial Quotation shall be placed in a separate sealed envelope clearly marked “Financial Quotation” followed by the RFQ Number and the name of the assignment as indicated above in the present letter and with a warning “Do Not Open With the Curriculum Vitae.” The envelopes containing, respectively, the CV and the Financial Quotation shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, RFQ number, name of the assignment, submission deadline and offer validity, and be clearly marked “Do Not Open, except during the proposal opening session.” The address for submission is as follows:

**Secretary Tender's Board  
4<sup>th</sup> Floor, Central Bank Building,  
Beach Road  
Ministry of Finance,  
Private bag  
Apia, Samoa.**

Submission must be by hand delivery, mail or courier. Email or fax submissions will not be accepted.

The Procuring Entity shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may cause the rejection of the quotation. If the Financial Quotation is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for rejecting the Proposal. **The CV shall not include any financial information which may totally or partially disclose the quoted price.** A CV containing such financial information shall be rejected.

#### **7. Information on tax in Samoa**

This Contract is subject to taxation in Samoa, namely VAGST and withholding tax. However, the Principal is responsible for forwarding the value of the tax charged by the Consultant on the Consultancy Fee direct to the Ministry of Revenue. This means that the value of the tax charged by the Consultant on the Consultancy Fee will not be included in payments made to the Consultant under the Contract. Withholding tax is not payable if the consultant is paying income tax in his country of residence. The Consultant must quote fee rates excluding any taxes payable in Samoa.

#### **7. Evaluation Procedure**

##### **a) Evaluation of CVs**

The Evaluation Committee shall evaluate the CVs on the basis of their compliance with the requirements of the TOR, experience and qualifications of the Consultant, suitability to the assignment, language, and knowledge of local conditions. Each acceptable CV will be given a technical score (St). A CV shall be rejected at this stage if it fails to achieve the minimum technical score of 70 points.

CVs will be evaluated in accordance to the following criteria:

<b>Criteria</b>	<b>Maximum score</b>
Qualifications	15
Relevant experience in provision of technical support, systems administration and database management and configuration. Experience and knowledge of the Technology One software. Database report design skills..	45
Experience in training and capacity building	25
Experience in Developing countries and/or Pacific islands	15

<b>TOTAL</b>	<b>100</b>
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**b) Evaluation of the Financial Quotation**

The lowest quote will be noted 100 points. **Please note that the following exchange rates will be used for the evaluation of financial offers: 1 AUD =2.43 Samoan Tala; 1 NZD = 1.91 Samoan Tala.** The formula for determining the financial score Sf is the following:

$$Sf = 100 \times Pi/Pm, \text{ where}$$

Sf is the point given to the quotation  
Pi is the lowest quote  
Pm is the price of the evaluated quotation

**c) Global evaluation of the Quotation**

The CV is given a weight of 70% and the financial quotation 30%. The global score is determined as follows:  $S = 70\% St + 30\% Sf$

Where: S is the global score  
St is the score of the technical proposal  
Sf is the score of the financial proposal

**The quotation achieving the highest combined technical and financial score will be selected.**

**8. Date for Submission**

You are requested to provide your quotation at the latest by **10am (local Samoan time) on Monday 19<sup>th</sup> September 2011.**

**9. Validity of Quotation**

The quotation shall remain valid for a period not less than 60 days after the deadline date specified for submission.

**10. Please note that the cost of preparing a quotation and of negotiating a contract is not reimbursable as a direct cost of the assignment.**

**11. The following documents are attached to this Letter of Invitation:**

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|---|---------|
| I. Terms of Reference                                       | Annex 1 |
| II. Sample Format of Curriculum Vitae (CV)                  | Annex 2 |
| III. Sample Cost Estimate of Services and Schedule of Rates | Annex 3 |

**12.** If you require further information on the assignment and the local conditions, you may contact Rosita Matalavea at the following phone number and address: [rosita.mauai@mof.gov.ws](mailto:rosita.mauai@mof.gov.ws) Tel: +685 34392, Assistant Chief Executive Officer, Accounts Division, Ministry of Finance, Level 3, CBS Building, Private Bag, Apia, Samoa.

**13.** The Client is not bound to accept any of the quotations submitted.

Yours sincerely,

Tupaimatuna Iulai Lavea  
**CHIEF EXECUTIVE OFFICER**  
**MINISTRY OF FINANCE**

# **Annex 1**

## TERMS OF REFERENCE

### **Phase 2 of the Public Finance Management Reform Plan**

#### **Technology One Systems Support Expert**

#### **1. Background**

The Ministry of Finance in Samoa is seeking to recruit a Technology One Systems Support expert as part of its Public Finance Management (PFM) Reform Plan Phase 2. The initial phase of the PFM reform programme included intermittent technical support to assist in the configuration, administration and development of customised reports for the Government's integrated financial management systems which uses Technology One software. The initial review of the systems identified numerous problems including a lack of customised reports, poor quality data, limited user knowledge of the system, lack of capacity to arrange changes to the system and manage the year process, and a lack of ownership of the system

As a result of this support it was recommended to establish a dedicated Systems Support Unit within the Ministry of Finance to ensure proper management, administration and ownership of the system. This unit will be provided with 4 staff, two systems software analysts, and two trainers. The role of the unit will include:

- developing customised reports,
- dealing with problems identified by users,
- providing a help desk for users,
- arranging training for users
- developing customised reports
- managing security arrangements for users
- arranging changes to the system requested by users
- monitoring the performance of the system and identifying problems in the system
- verifying quality of data and identifying data problems for follow up with users
- managing upgrades to the system
- arranging year end configuration

The PFM Reform Plan is a comprehensive framework for strengthening Samoa's public finance management systems with components led by Ministry of Finance, Ministry for Revenue and the Chief Auditor. Phase II of the Reform Plan covers the period 2011-13 and aims to build on the achievements of Phase 1 with the following key objectives:

- The development of improved Sector Plans across all Government sectors with linkages to the budget and the Strategy for Development of Samoa and related performance monitoring

- A strengthened budget process through integration of development partner funding in budget estimates, improved performance measures linked to the SDS and sector plans, and increased stakeholder consultation on budget priorities.
- Increased responsibility and capacity of line Ministries to manage their accounting functions and ensure the accuracy of data in the Finance One computerised system.
- The establishment of a Systems Support Unit to ensure the effective management of Finance One and training of officials to use the system.
- The introduction of a new government policy with deadlines for payments to suppliers and monitoring of arrears.
- The establishment of a Procurement Unit in Ministry of Finance to assist the Tenders Board and strengthen the quality of procurement systems across government through standardisation and improved transparency.
- The introduction and implementation of the approved Debt Management Strategy and Aid Cooperation Policy
- Improved income tax administration including customer service, monitoring of arrears, debt collection and tax payer education and information services
- The development of a strategic plan to strengthen the internal audit function across Government with the focus on risk analysis and systems audits.
- Increased coverage and improved quality of external audits by the Chief Audit Office including the implementation of IT and performance audits

The PFM Reform Plan is managed through a higher level Advisory Committee with participation from the Ministry of Finance, the Ministry for Revenue, Office of the Prime Minister and Cabinet, the Chief Auditor, the Central Bank and the Bureau of Statistics. Within the Ministry of Finance a Task Force has been established chaired by the Deputy CEO to manage and monitor the PFM Reform activities. Annual reviews are organised in November December each year to report progress to stakeholders including development partners. PEFA assessments are undertaken every three years to monitor progress.

## **2. PURPOSE**

The purpose of the assignment is to provide technical assistance to the new System Support Unit in MoF to build the capacity of the staff to look after the Government of Samoa's Financial Management system (using Technology One software) and provide ongoing support and training for users.

## **3. DETAILED TASKS**

- a) Provide advice and assist in the development of a workplan for the systems support unit with tasks for the individual staff of the unit.
- b) Develop the capacity of the staff of the Systems Support Unit to provide administration services for the Finance One System. This will include development of a clear definition of the role of the Systems Support Unit as well as proposed institutional arrangements for collaboration and consultation with Finance One Users.
- c) Develop performance measures to monitor the progress of the unit in achieving its tasks.

- d) Develop the capacity of the Systems Support Unit to liaise as appropriate with Technology One on support back-up issues as well as coordination of upgrades and introduction of new modules
- e) Develop the capacity of the Systems Support unit to undertake month end and annual configuration of the system
- f) Train and develop the capacity of the staff to review the quality and consistency of the data in the Finance One system and to identify areas for improvement including issuing instructions to users or introducing new data verification controls in the system.
- g) Assist with further improvements and configuration to the system to monitor arrears and to integrate information on development projects in the system.
- h) Provide advice and assist in the Training Team workplan for the capacity building of the Ministries and the Ministry of Finance staff.
- i) Provide advice and build the capacity of the staff to undertake year end configuration, backups and security arrangements in close consultation with the ACEO Accounts and ACEO IT.
- j) Build the capacity of the System Support Division in regards to the daily monitoring of the Finance One System, identifying and resolving problems, establishment of a helpdesk and ensuring system errors are addressed promptly. Ensure that a system is established for recording all errors and problems and any follow-up action taken.
- k) Build the capacity of the System Support Division in the creation and management of users reporting requirements. Develop the capacity of the team to design and draft reports from the system.
- l) Provide advice on the possible upgrade, development or addition of new modules that would assist users.
- m) Advise on arrangements and benefits/costs of establishing linkages between Finance One, the CRDMS, and the Revenue Management System.
- n) Assist with development of reports, which will be useful to higher level managers within the Ministry of Finance
- o) Assist in the developing of supporting documentation, manuals, and guidelines to ensure sustainable processes and to ensure they are regularly updated.
- p) Provide advice with regard to amendments and changes to Treasury Instructions which impact on Finance One

## **1. METHODOLOGY**

The expert will work under the overall guidance of the DCEO, Operations with day-to-day supervision by the ACEO of the Systems Support Unit. The consultant will use the first visit to Samoa to review the progress achieved to date in establishing the Systems Support Unit. The expert will develop a workplan for achievement of the key components in the ToR during this first mission in close consultation with the ACEO. This will include a capacity building plan for the Systems Support Team including both on-the-job support and more formal training sessions. The consultant will establish a list of activities to be undertaken in between visits. The consultant will be required to liaise closely with the IT and Accounts Divisions on the role and expectations for the systems support unit. The consultant will assist with

improving training modules to strengthen the accounting function in line-Ministries and will assist with the pilot introduction of training courses for improving the use of Finance One. The consultant will be required to collaborate with other experts working on PFM issues, in particular the expert supporting the introduction of IPSAS cash-based reporting and the revision of the Chart of Accounts and the Public Accounts expert who will follow up on the Finance One Scoping Report, which identified limitations with the data in Finance One.

## **2. LOCATION AND TIMEFRAME**

The consultant will be based in Apia, Samoa, and will provide 65 working days input in the period to 30 June 2012. The technical support will be provided through a first visit of approximately one month and a further 3 visits of approximately 3 weeks each. The timing of these visits will be agreed in advance with the ACEO Systems Support unit. The technical support may be extended for a further 65 days depending on the progress and performance of the consultant.

## **3. EXPERTS PROFILE**

The Expert is required to have an appropriate qualification in IT or database management with 5 years working. The expert must have experience in supporting the administration of a large scale financial management system and have expertise in designing reports from a database. Knowledge and experience with the Technology One software is strongly preferred. Good inter-personal communication skills and strong report writing capacity. The expert must be fluent in English.

The Expert should have experience in training and capacity building preferably in a developing country context. Experience in the Pacific island nations would be preferred.

## **4. REPORTS AND OUTPUTS**

The consultant will be required to produce a report in relation to the advice and the capacity building conducted for the System Support during the contracted period. The Inception Report after the first visit will include a full workplan for the period of the assignment. This first report should also include a draft workplan for the Unit and proposed performance measures. Progress reports must be presented after each visit to Samoa detailing progress achieved and any constraints. There will be a debriefing session before the expert departure at which the consultant will be required to present his/her achievements and recommendations for future action. The final report will be presented within one month of the experts departure.

## **5. ADMINISTRATIVE INFORMATION**

The expert will work under the overall supervision of the Deputy CEO Operations with day-to-day supervision from the ACEO Systems Support Division. The expert will also be required to work with the IT, Accounts, Budget and Aid Management Divisions.

Reports will be submitted to the Deputy CEO and the ACEO with copies to the members of the PFM Reform Task Force.

The consultant will be provided with the necessary office space and facilities as required. The expert is required to provide his own laptop computer.

## **6. PAYMENT PROCEDURE**

Per diem and airfares will be paid on arrival after submission of an invoice, and evidence of the number of days to be spent in Samoa as well as a receipt for the airfare. Fees will be payable on approval of each mission report. The Final payment after the last mission will be arranged after approval of the consultant's Final Report.

## Annex 2

### Sample Format of Curriculum Vitae (CV)

Name: \_\_\_\_\_ (insert as appropriate)  
Profession: \_\_\_\_ (insert as appropriate)  
Date of Birth: \_ (insert as appropriate)  
Nationality: \_\_\_\_ (insert as appropriate)  
Membership in Professional Societies: \_\_ (insert as appropriate)  
Key Qualifications:

(Give an outline of experience and training most pertinent to tasks on assignment. Describe degree of responsibility held on relevant previous assignments and give dates and locations. Use about half a page.)

Education: (Summarize college/university and other specialized education, giving names of institution, dates attended, and degrees obtained. Use about one quarter of a page.)

Employment Record: (Starting with present position, list in reverse order every employment held. List all positions held since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last ten years, also give types of activities performed and client references, where appropriate. Use about two pages.)

Languages:

(For each language indicate proficiency: excellent, good, fair, or poor in speaking, reading, and writing.)

Names and contact details (phone and email) for obtaining 2 references.

Certification: I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_ (insert as appropriate)

Day/Month/Year

Note Alternative CV formats which include all the above information will be accepted

## Annex 3 Financial Quotation

### Cost Estimate of Services and Schedule of Rates

(1) **Remuneration**

<i>Name</i>	<i>Rate (Samoan Tala or AUD, NZD as applicable)* (per working day)</i>	<i>Time spent (number of working days)</i>	<i>Total (Samoan Tala, AUD or NZD applicable)*</i>
_____ (insert as appropriate)	_____ (insert number)	65	_____ (insert number)
<b>Sub-Total (1)</b>			

**NOTE:** The daily fee rate must be **inclusive of all costs**, medical insurance, etc, but excluding VAGST/withholding tax payable in Samoa and return airfares for the expert for each mission foreseen within the contract. **The fee rates will be based on 5 working days per week.** A separate per diem will be paid for each night spent in Samoa. No fees or per diems will be paid for travel days. The expert will be expected to provide his/her own laptop computer. Separate funds will be available for training events. **Fees and per diem must be quoted in Samoan Tala, Australian Dollars (AUD) or New Zealand Dollars (NZD)**

(2) **Reimbursables**

	<i>Rate(Samoan Tala, AUD or NZD as applicable) for return flight</i>	<i>Number</i>	<i>Total (Samoan Tala, AUD or NZD as applicable)</i>
(a) International Travel (economy class only will be reimbursed)	_____ (insert number)	4 return flights	_____ (insert number)
(b) Per diem (payable for each night spent in Samoa)	_____ (insert number)	87	_____ (insert number)
<b>Sub-total (2)</b>			

**TOTAL COST (Samoan Tala /AUD/NZD as applicable)\*** \_\_\_\_\_ (insert number)

\* Currency applicable must be clearly indicated.

Signed:

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