

REQUEST FOR TENDERS

RFT: ClimSA_2025_006
File: AP_3/35
Date: 11 July, 2025
To: Interested consultants
From: Naheed Hussein, ClimSA Project Manager

Subject: Request for tenders (RFT): Establishing & Developing a Quality Management Systems for Climate, Weather and Ocean Services for Tonga Meteorological Service

1. Background

- 1.1. The Secretariat of the Pacific Regional Environment Programme (SPREP) is an intergovernmental organisation charged with promoting cooperation among Pacific islands countries and territories to protect and improve their environment and ensure sustainable development.
- 1.2. SPREP approaches the environmental challenges faced by the Pacific guided by four simple Values. These values guide all aspects of our work:
 - We value the Environment
 - We value our People
 - We value high quality and targeted Service Delivery
 - We value Integrity
- 1.3. For more information, see: www.sprep.org.

2. Specifications: statement of requirement

- 2.1. SPREP wishes to call for tenders from qualified and experienced consultants who can offer their services to design, establish, and support the implementation of a comprehensive Quality Management System (QMS) for the Tonga Meteorological Service (TMS). The QMS should align with international standards such as ISO 9001 and the World Meteorological Organization (WMO) Quality Management Framework and should enhance the consistency, reliability, and user orientation of weather, climate, and ocean services delivered by TMS.
- 2.2. The Terms of Reference of the consultancy are set out in Annex A.
- 2.3. The successful consultant 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 consultants must meet the following conditions:
 - i. Submit a detailed Curriculum vitae detailing qualification and previous relevant experience for each proposed personnel;



- ii. Provide three referees relevant to this tender submission, including the most recent work completed;
 - iii. Complete the **tender application form** provided (*Please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to your CV. Failure to do this will mean your application will **not** be considered.*
Provide examples of past related work outputs
For the Technical and Financial proposals you may attach these separately.
 - iv. Must meet local registration requirements where the consultant is based.
- 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 consultant 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.*
Provide examples of past related work outputs
For the Technical and Financial proposals you may attach these separately.
 - b) **Honour form**
 - c) **Curriculum Vitae** of the proposed personnel to demonstrate that they have the requisite skills and experience to carry out this contract successfully.
 - d) **Technical Proposal** which contains the details to achieve the tasks outlined in the Terms of Reference.
 - e) **Financial Proposal** – provide a detailed outline of the costs involved in successfully delivering this project submitted in United States Dollars (USD) and inclusive of all associated taxes.
 - f) Where relevant provide:
 - i. Business registration/license (For Entities/ Individual consultant's as per relevant national legislations)
 - ii. Tax Identification Number (TIN) Letter (If applicable for Individual consultant's as per relevant national legislations)



- 4.3. Provide three referees relevant to this tender submission, including the most recent work completed.
- 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.

5. Tender Clarification

- 5.1. a. Any clarification questions from applicants must be submitted by email to procurement@sprep.org before 22 July 2025. A summary of all questions received complete with an associated response posted on the SPREP website www.sprep.org/tender by 25 July 2025.
- 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%

Criteria	Detail	Weighting
Qualification	Minimum qualifications of a bachelor's or master's degree or equivalent in relevant technical fields such as Quality Management, Climate and Ocean Science, Hydrology, Geography, Resource Management or Engineering. A PhD will be an added advantage	10%
Experience	At least 5 years of technical work experience in the field of Weather (Aviation Services) Climate and Ocean Science, Hydrology and Disaster Risk Reduction (DRR), Quality Management, or equivalent.	15%
Technical Experience	Experience in reviewing, updating and certifications of quality standards, plans/policies and standard operating procedures are an added advantage.	15%
Technical Skills	Excellent analytical, research and stakeholder engagement skills to facilitate consultation workshops and desktop/document reviews. Candidates should demonstrate that their performance driven through independent or collaborative efforts with excellent coordinating and communication skills.	20%
Technical Proposal / Methodology	Tenderers must submit a detailed technical proposal outlining their proposed approach, including the work plan, timelines and methodology for the scope works.	20%

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: 11 August 2025, 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 ClimSA_2025_006: Establishing & Developing a Quality Management Systems for Climate, Weather and Ocean Services for Tonga Meteorological Service'**

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 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>

Annex A: Terms of Reference

Establishing & Developing a Quality Management Systems for Climate, Weather and Ocean Services for Tonga Meteorological Service

Background

The climate in the Pacific region is highly variable and is prone to climate extremes such as droughts, floods, tropical cyclones and many others. With our changing climate, these extreme events are projected to increase in frequency and intensity leading to more stress and economic losses. The Tonga Meteorological Service (TMS), under the Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change and Communications (MEIDECC), plays a vital role in providing weather, climate, and early warning services for the Kingdom of Tonga. These services are critical for safeguarding lives, property, and economic sectors such as agriculture, fisheries, transport, and tourism, particularly in a region highly vulnerable to tropical cyclones, sea level rise, and other climate-related hazards.

While the TMS has made significant progress in enhancing its forecasting capabilities, data collection, and dissemination systems—often with support from regional and international partners—it currently lacks a formalized, comprehensive Quality Management System (QMS) aligned with international standards such as ISO 9001:2015 or the World Meteorological Organization (WMO) Quality Management Framework. The QMS component of our weather, climate and ocean services is a critical component in our framework that needs to be established and further developed to ensure the compliancy and quality of our services.

The absence of a structured QMS limits the organization's ability to consistently deliver accurate, timely, and user-oriented meteorological and climate services. Additionally, it presents challenges in building public trust and confidence, ensuring continuous improvement.

A robust QMS will enable TMS to standardize operational procedures, monitor service performance, and continuously improve service quality. It will also help the organization to:

- Strengthen institutional accountability and transparency.
- Ensure that services meet the expectations of users including government agencies, communities, and private sector clients.
- Improve risk management and decision-making processes.
- Facilitate TMS's compliance with the WMO & ICAO standards, particularly in areas such as aviation meteorology, where quality assurance is mandatory under International Civil Aviation Organization (ICAO) regulations including climate and ocean services frameworks.
- Enhance readiness for future accreditation and certification processes and improvement, and meeting regional and international compliance requirements.

Objectives

The Secretariat of the Pacific Regional Environment Programme (SPREP) via the ClimSA project and Tonga Meteorological Service is seeking to engage a consultant to:

1. To establish and operationalize a Quality Management System for the climate, weather and ocean services/frameworks of the Tonga Meteorological Service that is compliant with international standards and recommended best practices, particularly ISO 9001:2015 and WMO QMS guidelines.
2. To provide SMS (Safety Management System) compliance consulting services to TMS in preparation for Part 174 certification of the client's meteorological services for aviation operators and operations.
3. Support the development of quality policies, Standard Operating Procedures (SOPs), internal audit mechanisms, staff capacity-building/training, and a culture of continuous improvement within TMS.

Scope of Services & Methodology

The consulting service shall provide TMS the following scope of services and methodology to be employed includes:

- 1) Establishment and Operationalizing a Quality Management System
 - To establish a Quality Management System (QMS) for weather, climate and ocean services and Compliance Solution Software for TMS.
- 2) Audit Report and Documentation Reviews:
 - Analyze the existing TMS Part 174 Audit Report Findings and provide guidance on developing TMS Corrective Action Plan (CAP) to address the Audit Findings.
 - To review all documentations of TMS needed for Part 174 Certification.
 - To establish clear Processes timeline and frameworks (Preparations, Documentations, Implementation & Certification) for certification.
- 3) Compliance with Safety Management Systems (SMS)
 - To ensure TMS compliance Civil Aviation Part 100 Safety Management Systems (SMS), including the implementation plan, documentation and provision of SMS records for Civil Aviation auditing requirements.
 - To establish a safety policy for TMS.
- 4) Civil Aviation Part 174 Certification
 - To achieve compliance and Part 174 certification for TMS in the provision of aviation meteorological products for users and operators within the Tongan airspace
- 5) TMS Staff Capacity Development & Training:
 - Conduct consultation and capacity development workshop for TMS staff on the QMS system for TMS.

- To implement Internal Auditor Training and certification in accordance with ISO19011 guidelines for TMS staff.
- 6) Review and Updating Procedures and Plans:
- Review and update the existing Quality Standard Operating Procedures (SOPs) and plans for TMS.
- 7) Development of cost recovery plans for TMS:
- Develop a cost recovery plan and/or policy for TMS.
- 8) Validation and Finalization Reporting:
- Present draft plans and procedures to TMS staff for feedback.
 - Revise the plans and procedures based on TMS feedback and finalize the updated plans and procedures.

Deliverables

The consultant is expected to produce the following deliverables:

- 1) To complete and to report on the key eight (8) components outlined in the scope of services and methodology
 - a. Establishment and Operationalizing a Quality Management System
 - b. Audit Report and Documentation Reviews
 - c. Compliance with Safety Management Systems (SMS)
 - d. Civil Aviation Part 174 Certification
 - e. TMS Staff Capacity Development & Training
 - f. Review and Updating Procedures and Plans
 - g. Development of cost recovery plans for TMS
 - h. Validation and Finalization Reports

Requirements

- Minimum qualifications of a bachelor's or master's degree or equivalent in relevant technical fields such as Quality Management, Climate and Ocean Science, Hydrology, Geography, Resource Management or Engineering. A PhD will be an added advantage.
- At least 5 years of technical work experience in the field of Weather (Aviation Services) Climate and Ocean Science, Hydrology and Disaster Risk Reduction (DRR), Quality Management, or equivalent.
- Excellent analytical, research and stakeholder engagement skills to facilitate consultation workshops and desktop/document reviews.
- Experience in reviewing, updating and certifications of quality standards, plans/policies and standard operating procedures are an added advantage.

- Candidates should demonstrate that their performance driven through independent or collaborative efforts with excellent coordinating and communication skills.

Work Arrangements

The consultant will work remotely, supervised by the Director of Tonga Meteorological Service and provide regular updates on progress throughout the consultancy to the ClimSA Project Manager. The consultant will be required to engage with the National Meteorological Services, Civil Aviation Authority of Tonga and other relevant stakeholders at the national level in Tonga. Should travel be required, either internationally or domestically, this cost will be bared separately by the TMS and ClimSA.

Characteristics of the Consultancy

- 1) Type of Consultancy: Individual or firm.
- 2) Contract Duration: The contract must be carried out by 30 November 2025, with all deliverables to be completed and submitted in accordance with the agreed schedule. The schedule will be amended through a contract variation upon Project extension confirmation.
- 3) Place of Work: Home based with potential travel as need arises.
- 4) Means of Payment: Payment to the consultant will be made upon formal approval of each deliverable, in accordance with the agreed payment schedule.

Confidentiality

All information and data shared with the consultant during this consultancy must be treated as confidential and will not be disclosed to third parties without prior consent.

Timeline & Deliverables

The following milestones and deliverables will be used to track progress on this contract.

Tasks	Key Deliverables & Milestones	Timeline
1. Establishment and Operationalizing a Quality Management for TMS	Development of Quality Management System (QMS) for weather, climate and ocean services and Compliance Solution Software for TMS	August 2025
2. Audit Report and Documentation Reviews:	Analyze the existing TMS Part 174 Audit Report Findings and provide guidance on developing TMS Corrective Action Plan (CAP) to address the Audit Findings.	September 2025



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	<p>To review all documentations of TMS needed for Part 174 Certification.</p> <p>To establish clear Processes timeline and frameworks (Preparations, Documentations, Implementation & Certification) for certification.</p>	
3. TMS Staff Capacity Development & Training	<p>Conduct consultation and capacity development workshop for TMS staff on the QMS system for TMS.</p> <p>To implement Internal Auditor Training and certification in accordance with ISO19011 guidelines for TMS staff.</p>	September – October 2025
4. Compliance with Safety Management Systems (SMS)	<p>To ensure TMS compliance Civil Aviation Part 100 Safety Management Systems (SMS), including the implementation plan, documentation and provision of SMS records for Civil Aviation auditing requirements.</p> <p>To establish a safety policy for TMS.</p>	October 2025
5. Civil Aviation Part 174 Certification	To achieve compliance and Part 174 certification for TMS in the provision of aviation meteorological products for users and operators within the Tongan airspace	October - November 2025
6. Review and update the existing Quality Standard Operating Procedures (SOPs) and plans for TMS.	Review and update the existing Quality Standard Operating Procedures (SOPs) and plans for TMS.	November 2025
7. Development of cost recovery plans for TMS	Develop a cost recovery plan and/or policy for TMS	November 2025
8. Validation and Finalization Reporting	Present draft plans and procedures to TMS staff for feedback.	November 2025



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	Revise the plans and procedures based on TMS feedback and finalize the updated plans and procedures.	
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