



# **MARSHALL ISLANDS MARINE RESOURCES AUTHORITY**

## **Request for Quotation**

**For**

**1.1.3 - Point of Sale: Lot 1- Hardware and Lot 2 - Software**

**Date: 5-12-2026**

# MARSHALL ISLANDS MARINE RESOURCES AUTHORITY

## INVITATION TO QUOTE

Project Title: **The Pacific Islands Regional Oceanscape Program Project for Economic and Resilience**

Source of Funding: **World Bank Grant No. P17854**

Contract Ref: **MH-MIMRA-545890-GO-RFQ,**

Contract Name: **1.1.3 - Point of Sale: Lot 1- Hardware and Lot 2 - Software**

1. The World Bank finances this project through the Grant No. **Grant No. E165-MH P17854**. The Marshall Islands Marine Resources Authority (MIMRA) invites quotations from eligible bidders for:

**Lot 1 - Point of sale Desktop and Handheld Devices**

**Lot 2 - Point of Sale Software/Application for MIMRA Fish Market**

2. A complete set of Request for Quotation (RFQ) documents in **English** will be provided to interested eligible bidders upon the submission of a written application to the address below.
3. Quotations must be delivered to the address below or sent through email on or before **26<sup>th</sup> June 2026 at 3:00 PM (Local time)**. Late quotations may be rejected.
4. The address referred to above is:

**Erina Terry**

**PROPER Procurement Officer**

**Marshall Islands Marine Resources Authority**

**Majuro, Marshall Islands**

**Telephone: +692 625 8262/5632**

**E-mail: [eterry@mimra.com](mailto:eterry@mimra.com) copy [fsefeti@mimra.com](mailto:fsefeti@mimra.com) & [jeeva@maze.biz](mailto:jeeva@maze.biz)**

**REQUEST FOR QUOTATION (RFQ)  
Shopping For Goods**

**Project Title: The Pacific Islands Regional Oceanscape Program Project for Economic and Resilience**

**Source of Funding: World Bank Grant No. P17854**

**Contract Ref: MH-MIMRA-545890-GO-RFQ,**

**Contract Name: 1.1.3 - Point of Sale: Lot 1- Hardware and Lot 2 - Software**

Dear Supplier,

1. You are invited to submit your price quotation(s) for the supply of the following item:

**Lot 1 - Point of Sale Software/Application for MIMRA Fish Market  
Lot 2 - POS Desktop and Handheld Devices**

**Place of delivery Marshalls Islands - MIMRA Head Office**

2. This Request for Quotation invites you to quote for:

- Any one lot or more lots under this RFQ. Each lot shall be evaluated, and a contract awarded separately to the supplier(s) offering the lowest evaluated price for each lot, if substantially responsive to the Technical Specification and Price Schedule.

3. Your price quotation in the form attached ( Annex 1,3 and 4 )may be submitted by hand delivery, Post or electronically at the following address:

**Erina Terry**

**PROPER Procurement Officer**

**Marshall Islands Marine Resources Authority**

**Majuro, Marshall Islands**

**Telephone: +692 625 8262/5632**

**E-mail: [eterry@mimra.com](mailto:eterry@mimra.com) copy [fsefeti@mimra.com](mailto:fsefeti@mimra.com) & [jeeva@maze.biz](mailto:jeeva@maze.biz)**

4. The deadline for receipt of your quotation (s) by the Purchaser at the addresses indicated in above Paragraph 3 is, **26<sup>th</sup> June 2026 at 3:00 PM (Local time).**

5. Your quotation in **English** language, should be accompanied by adequate technical documentation, catalogue(s) or other printed material or pertinent information for each item

quoted, including names and addresses of firms providing service facilities in or accessible to the **Republic of the Marshall Islands**.

6. Your quotation(s) should be submitted as per the following instructions and in accordance with the attached Contract. The attached Terms and Conditions of Supply is an integral part of the Contract.

7. PRICES<sup>1</sup>

(a) **For Goods supplied domestically:** The prices should be quoted in **US Dollars** for the total price of EX-WORKS (ex-factory, ex-warehouse, etc.) plus the price of delivery to the final destination described in paragraph 2.

(b) **For Goods to be imported:** The prices should be quoted in **US Dollars** for the total **DDP** (Delivered Duty Paid) to the final destination, **Majuro, Republic of the Marshall Islands**.

The Price shall include all taxes, customs duties, insurance, loading and unloading costs, and transportation to MIMRA. Head Office

8. EVALUATION OF QUOTATIONS: Offers determined to be substantially responsive to the technical specifications will be evaluated by comparison of the total price at the final destination given in paragraph 6(i) above.

(a) For Goods supplied domestically: Offers determined to be substantially responsive to the technical specifications will be evaluated by comparison of the total price at the final destination in accordance with Paragraph 2 above.

(b) For Goods to be imported: Offers determined to be substantially responsive to the technical specifications will be evaluated by comparison of the total **DDP** prices to the final destination, in accordance with Paragraph 2 above.

In evaluating the quotations, the Purchaser will determine for each quotation the evaluated price by adjusting the price quotation by making any correction for any arithmetical errors as follows:

- a) where there is a discrepancy between amounts in figures and in words, the amount in words will govern;
- b) where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern;
- c) if a Supplier refuses to accept the correction, his quotation will be rejected.

9. **AWARD OF CONTRACT/PURCHASE ORDER:** The award will be made to the bidder offering the lowest evaluated price and offering goods that are compliant with the technical specification requirements and also meet the required financial capabilities. The successful bidder will sign a Contract as per attached form of contract and terms and conditions of supply.

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<sup>1</sup> The Purchaser can also select other price term if there is problem for the potential bidders to handle custom duty and other clearance issues.

11. VALIDITY OF THE OFFER: Your quotation(s) should be valid for a period of **forty-five (45) days** from the deadline for receipt of quotation(s) indicated in Paragraph 4 of this RFQ.

12. Further information can be obtained from:

**Filipe Sefeti**

**Project Coordinator**

**Marshall Islands Marine Resources Authority**

**Telephone: +692 625 8262/5632**

**E-mail: [fsefeti@mimra.com](mailto:fsefeti@mimra.com) : Copy to [jquijano@mimra.com](mailto:jquijano@mimra.com)**

13. Please confirm by e-mail the receipt of this invitation and whether or not you will submit the price quotation(s).

Sincerely,

**Erina Terry**

**Procurement Officer**

**RMI PROPER**

Project Title: **The Pacific Islands Regional Oceanscape Program Project for Economic and Resilience**

Source of Funding: **World Bank Grant No. P17854**

Contract Ref: **MH-MIMRA-545890-GO-RFQ,**

Contract Name: **1.1.3 - Point of Sale: Lot 1- Hardware and Lot 2 - Software**

### FORM OF CONTRACT (RFQ-GOODS)

THIS AGREEMENT number \_\_\_\_\_ made on \_\_\_\_(day)\_\_, \_\_\_\_(month)\_\_, \_\_\_\_(year)\_\_ between \_\_\_\_\_ (hereinafter called “the Purchaser”) on the one part and \_\_\_\_\_ (hereinafter called “the Supplier”) on the other part.

WHEREAS the Purchaser has invited quotations for \_\_\_\_\_ (description of goods) to be supplied by Supplier, viz. Contract \_\_\_\_\_, (hereinafter called “the Contract”) and has accepted the quotation by the Supplier for the supply of goods under the Contract at the sum of \_\_\_\_\_ (\_\_\_\_\_ ) (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSES as follows:

1. The following documents shall be deemed to form and be read and construed as part of this agreement, viz:
  - a) This signed contract agreement;
  - b) Supplier’s Quotation (including signed Form of Quotation, Terms and Conditions of Supply, Technical Specifications, and signed Statement of Technical Compliance); and
  - c) Addendum (if applicable);
2. Taking into account payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby concludes an Agreement with the Purchaser to execute and complete the Contract and remedy any defects therein in conformity with the provisions of the Contract.
3. The Purchaser hereby covenants to pay in consideration of the Goods supply and acceptance in accordance with the Contract and remedying of defects therein, the Contract Price in accordance with Payment Conditions prescribed by the Contract.
4. Applicable Law. The Contract shall be interpreted in accordance with the laws of **the Republic of the Marshall Islands.**
5. Force-Majeure. The supplier shall not be liable for penalties or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force-Majeure.

For purposes of this clause, “Force-Majeure” means an event beyond the control of the Supplier and not involving the Supplier’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, act of Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force-Majeure situation arises, the Supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the Purchaser in writing, the

Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by Force-Majeure event.

6. Resolution of Disputes. The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute between them under or in connection with the Contract. In the case of a dispute between the Purchaser and the Supplier, the dispute shall be settled in accordance with the country procedures of the Purchaser's country. The dispute shall be referred to jurisdiction at the Courts of **the Republic of the Marshall Islands.**
7. Failure to Perform. The Purchaser may cancel the Contract if the Supplier fails to deliver the Goods in accordance with this Contract with a 14-day notice given by the Purchaser, without incurring any liability to the Supplier.
8. Fraud and Corruption. If the Purchaser determines that the Supplier and/or any of its personnel, or its agents, or its Subcontractors, consultants, service providers, suppliers and/or their employees has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices (as defined in the prevailing World Bank's sanctions procedures), in competing for or in executing the Contract, then the Purchaser may, after giving 14 days' notice to the Supplier, terminate the Contract.
9. Inspections and Audits

9.1 The Supplier shall carry out all instructions of the Purchaser which comply with the applicable laws where the destination is located.

9.2 The Supplier shall permit, and shall cause its Subcontractors and consultants to permit, the World Bank ("the Bank") and/or persons appointed by the Bank to inspect the Supplier's offices and all accounts and records relating to the performance of the Contract and the submission of the bid, and to have such accounts and records audited by auditors appointed by the Bank if requested by the Bank. The Supplier's and its Subcontractors and consultants' attention is drawn to Clause 8 Fraud and Corruption, which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).

**Signature and seal of the Purchaser:**  
FOR AND ON BEHALF OF

**Signature and seal of the Supplier:**  
FOR AND ON BEHALF OF

\_\_\_\_\_  
Name of Authorized Representative

\_\_\_\_\_  
Name of Authorized Representative

## ANNEX 1: TERMS AND CONDITIONS OF SUPPLY (RFQ-GOODS)

*[To be completed, signed and submitted by the Supplier as an attachment to the signed Form of Quotation]*

Project Title: **The Pacific Islands Regional Oceanscape Program Project for Economic and Resilience**

Source of Funding: **World Bank Grant No. P17854**

Contract Ref: **MH-MIMRA-545890-GO-RFQ,**

Contract Name: **1.1.3 - Point of Sale: Lot 1- Hardware and Lot 2 - Software**

1. Prices and Schedules for Supply

**A) Lot 1 - Point of Sale Desktop and Handheld Devices refer to Annex 2.1**

**B) Lot 2 - Point of Sale Software/Application for MIMRA Fish Market refer to Annex 2.2**

2. Fixed Price: The prices indicated above are firm and fixed and not subject to any adjustment during contract performance.

3. The Purchaser reserves the right at the time of contract finalization to increase by up to 15% the quantity of goods and services originally specified for each item without any change in unit prices as well as other terms and conditions.

4. Delivery Schedule: The delivery should be completed as per above schedule. The final destination for delivery of the Goods is **Majuro, Republic of Marshall Islands Port.**

Insurance: The supplier is responsible for all kinds of insurance until the goods are delivered and installed to the final destination and the Purchaser will not assume any responsibility until goods are delivered and installed. For Goods to be imported, the Goods supplied shall be fully insured in a freely convertible currency against loss of damage incidental to manufacture or acquisition, transportation, storage and delivery. The insurance shall be in an amount equal to 110 percent of the total value of the Goods from Warehouse to Warehouse on All-risks basis, including War Risks. The Supplier shall arrange and pay for cargo insurance, naming the Purchaser as the beneficiary.

5. Packaging and Marking Instructions: The Supplier shall provide standard packing of the Goods as required to prevent their damage or deterioration during transit to and unloading at the final/port of destination.

6. Delivery and Documents (for goods to be imported). Upon shipment, the Supplier shall notify the Purchaser and the Insurance Company by mail or fax the full details of shipment, including Contract number, description of goods, quantity, the vessel, the Shipping and Forwarding Receipt from freight Company showing full details, port of loading, date of shipment, port of discharge, etc. The Supplier shall mail the following documents to the Purchaser, with a copy to the Insurance Company:

- (i) Copies of the Supplier's invoice showing goods' description, quantity, unit price, and total amount;
- (ii) Duplicate air/ship/truck transport document, and/or duplicate FCR (Forwarders Certificate of Receipt) in 1 Original and 2 Copies marked "freight prepaid";
- (iii) Copies of the packing list identifying contents of each package;
- (iv) Manufacturer's or supplier's warranty certificate;
- (v) Certificate of origin;
- (vi) Certificate of quality.

The above documents shall be received by the Purchaser at least one week before arrival of the goods at the final destination and, if not received, the Supplier shall be responsible for any consequent expenses.

7. Payment. Payment against the Contract will be made as follows:

(a) For domestically supplied Goods: Payment against the Supplier's invoice will be made as follows:

- i. 100% against receipt of goods and issue of Acceptance Certificate by the Purchaser, for the respective delivery. Payment shall be made by bank transfer to the account of the supplier. In case of very small amounts and non-availability of bank facilities in remote areas, payment may be made in cash by the Purchaser against a receipt.

(b) For imported Goods: If goods are imported specifically for this Contract:

100% of the Accepted Contract Amount shall be paid against delivery of shipping documents, through an irrevocable and confirmed Letter of Credit, opened by \_\_\_\_\_ (name of the bank in Purchaser's country) in favour of the \_\_\_\_\_ (Supplier to provide name of his bank)]

**OR (Suggested)**

Advance payment of 10% of the Contract price shall be paid within thirty (30) days of signing the contract against a simple receipt and a bank guarantee for the equivalent amount;

80% of the Contract price shall be paid on Shipment of goods and

the remaining 10% of the Contract price shall be paid within thirty (30) days after the date of the Acceptance Certificate for the respective delivery issued by the Purchaser

**[Purchaser to choose one option and delete the other, and will be negotiated and finalized in contract negotiation].**

8. Warranty. Goods offered should be covered by a warranty as specified in Annex 2, Technical Specifications.

9. Packaging and Marking Instructions. The Supplier shall provide standard packing of the Goods as required to prevent their damage or deterioration during transit to their final destination, as indicated in the Contract.

10. Defects. All defects shall be corrected by the Supplier without any cost to the Purchaser within 30 days from the date of notice by Purchaser. Name and address of service facility of the Supplier by which the defects are to be corrected, within the warranty period:

Name and Address \_\_\_\_\_ (*to be filled by Supplier*)

11. The Supplier confirms compliance with the Technical Specifications provided in Annex 2, subject to the accepted deviations, if any, in Annex 4.

NAME OF SUPPLIER \_\_\_\_\_

Authorized Signature \_\_\_\_\_

Place:

Date:

## ANNEX 2: TECHNICAL SPECIFICATIONS for Lot 1 and Lot 2

### Annex 2.1 – Lot 1 - Point of Sale Desktop and Handheld Devices

#### PROJECT OBJECTIVES

- To procure durable, high-performance, rugged POS devices.
- Ensure seamless barcode scanning and transaction processing.
- Achieve compatibility with Windows-based POS software.
- Maintain operational performance in harsh environments.

#### 4. DEVICE REQUIREMENTS

##### 4.1 General Requirements

Feature	Specification (Minimum/Preferred)
Operating System	Windows 10 Pro or Windows 10 IoT
Form Factor	<ol style="list-style-type: none"><li>1. Desktop with Keyboard and all the Retail package for output lead</li><li>2. Rugged Handheld devices</li></ol>
Drop Resistance	MIL-STD-810H / 1.5m drop rating
Ingress Protection	IP65 or higher for Desktop IP67 or 68 for Handhelds
Battery Life	Minimum 8 hours (typical usage)
Charging Options	USB-C / Docking station
Temperature Range	-10°C to 50°C operating range
Mounting Options	VESA mount/cradle optional
I/O	TF Card x 1 Max 128GB, SIM Card x 1 USB 3.0 x 1, Type C x 1 HDMI 2.0a x 1 (EM-I10J), HDMI 2.1a x 1 (EM-I10A) 12pin Pogo Pin x 1 $\Phi$ 3.5mm standard earphone jack x 1, $\Phi$ 5.5mm DC jack x 1, Antenna BNC interface (Optional) Power aviation plug-in interface (Optional)
Power	AC100V ~ 240V, 50Hz/60Hz, DC 19V/3.42A Plug type A or B USA standards
Battery	7.4V/700mAh, 7.4V/5000mAh, Double Lithium-ion polymer battery Endurance - 5.5hrs+30min (EM-I10J), 4.5hrs+30min (EM-I10A)

## 4.2 Display & Input

<b>Feature</b>	<b>Specification</b>
<b>Display Size</b>	1. Desktops 10” display 2. Handhelds 6-8” display
<b>Touchscreen</b>	Corning Gorilla Glass, 10-point G+G Capacitive, multi-touch
<b>Resolution</b>	Minimum 1280 x 720
<b>Glove/Wet Use</b>	Ocean proof supported for handhelds
<b>Keyboard</b>	1. Desktops – Physical or On-Screen 2. Handhelds – On-screen

## 4.3 Barcode Scanning

<b>Feature</b>	<b>Specification</b>
<b>Scanner Type</b>	2D scanners optical resolution, 5mil/scan speed, 50 times/s
<b>Scan Range</b>	Standard range; optional extended
<b>Trigger Options</b>	Physical trigger + software button
<b>Barcode Types</b>	UPC, EAN, Code 39, PDF417, QR Code

## 4.4 Connectivity

<b>Feature</b>	<b>Specification</b>
<b>Wi-Fi</b>	802.11 a/b/g/n/ac
<b>Bluetooth</b>	BTS 5.0 or higher
<b>Cellular (Optional)</b>	4G LTE – Optional
<b>GNSS</b>	GPS, Glonass (EM-I10J),
<b>NFC</b>	13.56Mhz, Support ISO/IEC 14443A, Card reading Distance:4cm
<b>RFID</b>	Optional
<b>USB Ports</b>	USB 2.0/3.0 or Type-C

## 4.5 Performance

### Component Specification

<b>Processor</b>	Qualcomm Snapdragon 660 / Intel equivalent or higher
<b>RAM</b>	Minimum 8 GB
<b>Storage</b>	Minimum 64 GB, expandable (SSD preferred)
<b>Graphics</b>	Integrated GPU (OpenGL ES 3.2 support)

## 4.6 Software Requirements

- Windows 10 or higher for desktops and Android 11 or higher (Upgradable)
- Pre-installed OS with all necessary drivers.
- MDM (Mobile Device Management) capabilities preferred.

#### **4.6 Support and Warranty**

- Minimum 1-year warranty; 3 years preferred.
- Service Level Agreement (SLA) options for support.
- Local support presence or certified service partner
- Firmware/software update support lifecycle.

#### **5. PROPOSAL SUBMISSION REQUIREMENTS**

Please include the following in your proposal:

- Company profile and relevant experience.
- Detailed specifications of the proposed device(s).
- Certifications (MIL-STD, IP rating, etc.).
- Lead time and delivery schedule.
- Pricing (device, accessories, support options).
- Warranty and after-sales support terms.
- References from similar deployments.

#### **6. EVALUATION CRITERIA**

Proposals will be evaluated based on the following:

- Support and service offerings.
- Vendor reputation and references
- Compliance with technical specifications.
- Product durability and certifications.
- Cost competitiveness.
- Delivery lead time.

## **Annex 2.2 Lot 2 - Point of Sale Software/Application for MIMRA Fish Market**

### **Introduction and Project Overview:**

**Company and Project Introduction:** The Marshall Islands Marine Resources Authority (MIMRA) places a high value on its people and believes that human capital is the organization's most valuable asset. Their vision of making MIMRA a great place to work is something MIMRA takes seriously, and it's backed by a strong commitment to identifying, developing, and retaining good talent.

**Project Background and Scope:** The Marshall Islands Marine Resources Authority (MIMRA) is currently exploring the implementation of a Point-of-Sale (POS) system, along with the necessary hardware, to manage and streamline its fisheries supply chain operations effectively.

As part of this initiative, a comprehensive due diligence process has been undertaken. This included consultations with key stakeholders, ranging from the fishermen at landing sites, where the catch is brought in, to the market operators who handle sorting and sales. In addition, discussions were held with relevant MIMRA personnel directly involved in daily operations to gain a thorough understanding of current workflows, challenges, and system requirements.

The POS solution with integrated hardware and complementary applications should enhance operational efficiency, improve traceability, and support data-driven decision-making across the fisheries supply chain.

### **1. Current Business Process**

**From the Boat to the Market—Island** Fishermen fish in the North Pacific Ocean, catch the fish, sort them by category, and sell them to the MIMRA landings and collection centers on the islands. In some cases, they are collecting from the fishermen at sea for a payment. MIMRA sells Fuel, gears, and other peripherals, such as hooks, to fishermen.

#### **Fishing Trip Completed**

The boat returns to the landing site with the catch.

#### **Fish Landing**

Fishermen unload their catch, usually sorted into specific categories. If not sorted by fishermen initially, then sorting is done afterward by category.

#### **Weighing & Inspection**

Fish are weighed using a standard weighing method.

Quality is manually inspected to prevent damage or undersized fish (legally prohibited).

#### **Manual Entry & Payment**

Quantity and price are entered manually.

Payment is made to the fisherman in cash.

#### **Cold Storage / Ice Box Transfer**

Fish are stored temporarily to preserve freshness.

#### **Mid-Sea or Local Collection**

Repeat the process 1-5 above

If collected at sea, fish are recorded manually.

#### **Transport to Market / Processing Centre**

The transport team delivers fish with a handwritten note.

## Market operation

Fish are measured, weighed, and sold by species.

## Sales Recording

Sales data is entered manually into the “QuickBooks” application.

## 2. Propose Business Process / Digitalization of Business Process

### POS System Implementation for MIMRA

#### Objective:

Modernize MIMRA’s operations by implementing a Point of Sale (POS) system that enhances data accuracy, transaction tracking, and operational efficiency.

#### Key Issues:

- Manual data entry causes errors and delays. Cash-based transactions lack traceability. Disconnected systems obstruct oversight and integration.

- **Proposed Solution:**

Deploy POS systems at all landing sites, collection centers, and sales outlets to digitally record:

- Fish purchases (weight, category, price)
- Sales of fuel, gear, and other items
- Market/processing center transactions (with QuickBooks integration)
- **Expected Benefits:**
  - **Improved Accuracy & Speed – Reduces errors and speeds up processes**
  - **Real-Time Data – Enhances inventory tracking and decision-making**
  - **Transparency – Offers a clear audit trail**
  - **Accounting Integration – Eases reconciliations and reporting**
  - **Scalability – Supports future growth expansion to remote or mobile operation**

## 3. POS Functional Requirements: Core POS Functionality:

### 1. Sales / Purchasing Processing

The goal is to issue a single receipt at the time of purchasing fish from the fishermen's catch, including any collectible payments and the sale of peripherals to the respective fishermen

- **Product selection:** Add items by searching on a touchscreen Search option Icons representing the Species of Fish, Fuel, and Peripheral
- **Transaction Management:** Handle cash, card, mobile payments, and split payments.
- **Multi-Currency Option:** is a must
- **Multi units:** Both Metric and Imperial
  - Could be managed to handle Kg to Gr and Pound Lbs to Ounce Oz
  - Cartons to Units or Kg and Ounce
  - Ltr to Mltr and Gallons to bottles
  - Number of items
  - Meters to Cm and Yard to Inches
- **Receipt Generation:**

- Print on sight, Handheld printout as a receipt
- Digital Printouts to be emailed or SMS

## 2. Inventory Management

- **Inventory Management** – Complete management from Purchase Order, Gate pass, Issue Notes, and GDN Indicating the MOQ of Fuel stored and peripheral
- **Real-Time Tracking:** Monitor stock levels as sales occur, and provide an option to enter the expiry time of frozen fish. (should trigger warnings to the head office of such expiration)
- **Reorder Alerts:** Notify staff when stock falls below set thresholds.
- **Product Categorization:** Organize items by type, supplier, or SKU, and by Species of ocean resources.

## 3. Customer Management

- **Customer Profiles:** Store contact info, purchase history, preferences, Name, Address, Fishing Geographical location, Mobile number, Hardware Serial Numbers (in the event of a hardware handed over to fishermen for data collection needs).
- **Loyalty Programs:** Offer rewards or discounts based on repeat purchases.
- **CRM Integration:** Sync with broader customer relationship management systems.

## 4. Reporting and Analytics

- **Sales Reports:** Daily, weekly, and monthly breakdowns.
- **Employee Performance:** Track staff sales and productivity.
- **Inventory Reports:** Giving full details of the stocks with customer profile to inbound dates and available stock, indicating the age of the stock

## 5. Employee Management

- **User Roles & Permissions:** Limit access based on staff role.
- **Clock In/Out Features:** Track hours worked and shifts.
- **Sales Attribution:** Link transactions to specific employees.
- 

## 6. Integration Capabilities

- **Accounting Systems:** Integrate with tools like QuickBooks.
- **E-commerce Platforms:** Sync with online stores for unified inventory and sales.
- **A dedicated Online e-commerce system** as a service would be an added advantage
- **Payment Processors:** Work with various card and mobile payment services.

#### 7. Multi-Location Support (if needed)

- **Centralized Management:** View and manage data across multiple sites.
- **Site-Level Reporting:** Break down performance by location.

#### 8. Security and Compliance

- **Data Encryption:** Protect sensitive transactions and customer information.
- **Audit Trails:** Track all system activity for accountability.
- **Regulatory Compliance:** Adhere to local tax and business regulations.
- **Traceability** activities by users, if necessary

#### 9. Software Requirements:

Windows-based cloud-based Point of Sale application with an E-commerce capability or Simple sales App capabilities.

#### 10. Integration Needs:

Integrations with QuickBooks

Other applications that could connect with an API (Application Programming Interface)..

### 4. Non-Functional Requirements: Security

- Data Encryption - In transit and at rest
- Continues uninterrupted monitoring – Detect & Respond
- Restriction of Operation within the application
- Fraud-proof operation methods

### 5. POS System Performance Requirements

#### 1. Transaction Speed and Efficiency

The POS system must process transactions swiftly and accurately to reduce customer wait times and ease operational staff's workload.

#### 2. Inventory Management

The system should support real-time inventory tracking, trigger automated alerts for low stock levels, and facilitate efficient stocktaking processes to maintain optimal inventory and minimize losses

#### 3. Reporting and Analytics

Comprehensive reporting tools must be available to generate detailed insights on sales trends, inventory status, customer behaviour, and staff performance, supporting data-driven strategic decisions.

#### 4. Integration Capabilities

The POS should integrate seamlessly with other critical systems such as accounting software, loyalty programs, and e-commerce platforms, thereby improving operational efficiency and enhancing customer satisfaction.

#### 5. User Experience (UX)

An intuitive and user-friendly interface is crucial to ensure ease of use for both staff and customers, helping to reduce operational errors and improve service delivery.

#### 6. Security

Advanced security features must be in place to safeguard sensitive customer data, ensure secure transactions, and protect the system against fraud and unauthorized access

#### 7. Reliability and Uptime

The POS solution must demonstrate high reliability and minimal downtime to prevent service interruptions and ensure continuous business operations

### 6. Vendor Requirements:

#### VENDOR QUALIFICATIONS:

To ensure reliability, scalability, and long-term support, prospective POS vendors must meet the following qualifications:

##### 1. Company Background

**Legal Registration:** The vendor must be a legally registered entity with valid business licenses.

**Years in Operation:** Minimum of 3–5 years' experience in supplying and supporting POS systems.

**Global/Regional Presence:** Demonstrated capacity to support deployments across multiple locations, including remote or island environments if relevant. Preferably within the Pacific region to provide any on-site training or troubleshooting.

##### 2. Technical Expertise

**Platform Capability:** Proven expertise in Android, Windows, or hybrid POS environments, where a Windows-based POS Application with the capability of an Android app for sales.

**Hardware & Software Proficiency:** Ability to provide both hardware and proprietary or integrated software solutions will be an added advantage. (Refer to a separate RFP for Hardware requirement.)

**Integration Experience:** Demonstrated history of integrating POS systems with third-party platforms such as accounting software, ERP, inventory systems, and e-commerce.

##### 3. Relevant Experience

**Industry References:** Experience in serving fisheries, retail, food markets, marine-based operations, or similar sectors.

**Project Portfolio:** Evidence of successful POS deployments of similar scale and complexity.

**Client Testimonials or Case Studies:** At least 2–3 references or case studies showcasing performance.

#### **4. Product Features & Innovation**

Core Functionality: Sales processing, inventory management, reporting, user access controls, and offline functionality.

Scalability: Ability to support multi-location operations, multi-language interfaces, and future growth.

Technological Innovation: Use of AI, IoT, camera integration, barcode/RFID systems, weighing scales etc.

#### **5. Support Capabilities**

Technical Support Infrastructure: 24/7 helpdesk, remote support tools, on-site support availability.

Training & Onboarding Services: Comprehensive training packages for end-users and administrators.

Maintenance Plans: Scheduled updates, patching, and proactive servicing.

#### **6. Compliance & Security**

Data Protection: Compliance with relevant data security standards (e.g., GDPR, PCI-DSS).

System Security: Secure logins, audit trails, role-based access control, and fraud prevention mechanisms.

Local Compliance: Adherence to any national ICT or data handling regulations.

#### **7. Commercial & Contracting**

Pricing Model: Transparent pricing with breakdowns (hardware, software, licensing, support).

Warranties & SLAs: Defined terms for uptime, response times, and replacement timelines.

Flexibility: Capability to customize features and pricing to suit local conditions and future needs.

### **7. Support Mechanism**

A robust and well-defined support mechanism is critical to ensure the uninterrupted performance of the Point of Sale (POS) system. The following support components should be offered by the POS vendor:

#### **1. Helpdesk & Technical Support**

24/7 Hotline or Email Support: For immediate assistance with system errors or operational issues.

Multi-tiered Support (L1, L2, L3):

Level 1: Basic troubleshooting (user issues, password resets).

Level 2: Intermediate support (hardware configuration, software bugs).

Level 3: Developer-level escalation (system-level or code-based issues).

#### **2. On-site Support**

Emergency On-site Visits: For critical failures where remote support is insufficient.

Scheduled Maintenance Visits: Periodic on-site checkups to inspect hardware performance and software updates.

#### **3. Call option**

A dedicated help hotline is necessary to log a complaint or discuss the issues.

#### **4. Remote Monitoring and Diagnostics**

System Health Monitoring: Real-time alerts for system malfunctions or downtime.

Remote Access Tools: Secure remote login capabilities for immediate troubleshooting.

#### **5. Software Updates & Patch Management**

Automatic Updates: Regular updates for bug fixes, performance enhancements, and new features.

Version Control: Proper testing before rollout with rollback capability if issues arise.

#### **6. Hardware Maintenance & Replacement**

Warranty Coverage: Standard and extended warranty options for hardware.

Spare Parts Availability: Quick dispatch of replacement units or components.

Preventive Maintenance Plans: Scheduled servicing to reduce the risk of breakdowns.

#### **7. Training and Onboarding**

Initial Staff Training: In-person or virtual training sessions for staff during deployment.

Training Materials: User manuals, video tutorials, and troubleshooting guides.

Refresher Courses: Periodic updates or new feature training.

#### **8. SLA (Service Level Agreement) Commitments**

Response Time: Clearly defined maximum time to respond to issues.

Resolution Time: Target times to resolve various categories of incidents.

Uptime Guarantee: Commitment to system availability (e.g., 99.9% uptime).

#### **9. Feedback and Continuous Improvement**

Customer Support Portal: Ticket tracking, feedback submission, knowledge base.

Customer Satisfaction Surveys: Regular check-ins to assess support effectiveness.

Improvement Roadmap: Vendor commitment to evolving the system based on customer needs.

- **Evaluation Documents Required**

Company profile and legal registration documents

Product brochures and technical specifications

Client reference letters or testimonials

Implementation plan and training approach

Sample Service Level Agreement (SLA)

Warranty and support terms

Financial stability documents – Last three years' financials attested by a reputable auditor.

- **Implementation Plan:**

Require vendors to provide a detailed implementation plan, including timelines, resource allocation, and migration strategies.

**Evaluation Criteria:**

Specify the pricing structure, including hardware costs, software licenses, subscription fees, and implementation costs.

**Timeline:**

Establish a clear timeline for the RFP process, including proposal deadlines, vendor selection, and system implementation.

**Evaluation Process:**

Clearly outline how vendor proposals will be evaluated, including weighting for different criteria.

**ANNEX 3: FORM OF QUOTATION (RFQ-GOODS)**

*[To be completed, signed and submitted on Letterhead of Supplier]*

\_\_\_\_\_ (Date)

To: \_\_\_\_\_ (Purchaser's Name)

\_\_\_\_\_ (Purchaser's Address)

\_\_\_\_\_

**Project Title: The Pacific Islands Regional Oceanscape Program Project for Economic and Resilience**

**Source of Funding: World Bank Grant No. P17854**

**Contract Ref: MH-MIMRA-545890-GO-RFQ,**

**Contract Name: 1.1.3 - Point of Sale: Lot 1- Hardware and Lot 2 - Software**

We offer to execute the \_\_\_\_\_ (*Purchaser to fill name and number of Contract*) in accordance with the Form of Contract and Annexes accompanying your Request for Quotation (RFQ) for the Contract Price of \_\_\_\_\_ (amount in words and numbers) (\_\_\_\_\_) (name of currency). We propose to complete the delivery of Goods described in the Contract within a period of \_\_\_\_\_ calendar days from the Date of Notification of Award.

This Quotation and your written acceptance will constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Quotation you receive.

We hereby confirm that this Quotation complies with the Validity of the Quotation required by the RFQ.

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory \_\_\_\_\_

\_\_\_\_\_

Name of Supplier: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number \_\_\_\_\_

Fax Number, if any \_\_\_\_\_

e-mail address: -----

**ANNEX 4: STATEMENT OF TECHNICAL COMPLIANCE**

*[To be completed, signed and submitted by the Supplier as an attachment to the signed Form of Quotation]*

Project Title: **The Pacific Islands Regional Oceanscape Program Project for Economic and Resilience**

Source of Funding: **World Bank Grant No. P17854**

Contract Ref: **MH-MIMRA-545890-GO-RFQ,**

Contract Name: **1.1.3 - Point of Sale: Lot 1- Hardware and Lot 2 - Software**

Date:

To: *(name of Purchaser)*

We, the undersigned, confirm that we shall supply the Goods listed in Annex 1 according to the standards and specifications described in Annex 2 except for those deviations listed below:

List all deviations of the proposed items of Goods:

or

**nil**

We confirm that the Goods proposed in our quotation substantially satisfy the requirements specified in the specifications. The main technical responses are as listed below:

List all the main technical characteristics of the proposed items of Goods:

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory \_\_\_\_\_

\_\_\_\_\_

Name of Supplier: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_