

 arcenciel.org participer au développement	<b>LOGISTIC</b>	Document #	Ref# : LOG – SOP002- A004	
	<b>Instruction and Conditions for Invitation to Tender</b>	Revision #	01	
		Revision Date	16/12/2022	Page 1 of 6

**Tender Reference:** Business Development Consultant (RFP-LOG-2023-2093-LY-S)

**Contracting Authority:** arcenciel, Jisr El Bacha, John Kennedy Street

**Tenderer / Bidder:** Person, Firm or Company/Co-operative / Consortium submitting a tender/ bid against this “Instruction and Conditions for Invitation to Tender”

### 1. Services to be provided

1.1 The subject of the tender is to provide Business Development for businesses, mainly SMEs affected by the blast and by the economic crisis the country had been enduring for months, and advise them on business continuity, economic development and disaster recovery.

1.2 The services must comply fully with the technical specifications set out in the tender dossier and conform in all respects with the specifications mentioned in the Terms of Reference (Annex 02)

### 2. Time Table

	<b>Date</b>	<b>Time</b>
<b>Deadline for requesting clarifications from the Contracting Authority</b>	<b>20-MAR-2023</b>	<b>15:00</b>
<b>Last date on which clarifications are issued by the Contracting Authority</b>	<b>22-MAR-2023</b>	<b>15:00</b>
<b>Deadline for sending the submission form (Annex 08)</b>	<b>24-MAR-2023</b>	<b>15:00</b>
<b>Deadline for submission of tenders</b>	<b>30-MAR-2023</b>	<b>15:00</b>
<b>Tenders opening session*</b>	<b>03-APR-2023</b>	
<b>Notification of award to the successful tenderer *</b>	<b>17-APR-2023</b>	
<b>Signature of the contract *</b>	<b>19-APR-2023</b>	
<b>Start of service</b>	<b>01-MAY-2023</b>	
<b>End of service</b>	<b>30-APR-2024</b>	

*All times are in the time zone of the country of the Contracting Authority provisional date*

*\*Dates may be subject to change*

### 3. Eligibility for Participation

3.1 Local tenderers shall be a Person, Firm or Company/Co-operative / Consortium

3.2 International tenderers shall have

- applicable tax registrations supported by documentary evidence;
- a valid bank account to receive the payments through it.

### 4. Type of Contract

 arcenciel.org participer au développement	<b>LOGISTIC</b>  <b>Instruction and Conditions for Invitation to Tender</b>	Document #	Ref# : LOG – SOP002- A004	
		Revision #	01	
		Revision Date	16/12/2022	Page 2 of 6

- Fixed price contract

## 5. **Budget**

- 5.1 The selected consultant is required to conduct a total of **100 visits to 10 SMEs**. (10 visits per SME)
- 5.2 The budget for this project is pre-allocated per SME at a total amount of **3,000 USD**
- 5.3 The total amount for the complete project is therefore **30,000 USD**

## 6. **Period of Validity**

- 6.1 Tenderers shall be bound by their tenders for a period of **60 days** from the deadline for the submission of tenders.
- 6.2 In exceptional circumstances and prior to the expiry of the original tender validity period, the contracting authority may ask tenderers in writing for an extension of this period of **30 days**
- 6.3 Tenderers that agree to do so will not be permitted to modify their tenders. If they refuse, their participation in the tender procedure will be terminated.
- 6.4 The successful tenderer will be bound by his tender for a further period of **365 days** following receipt of the notification that he has been selected.

## 7. **Language of Tenders**

The tenders, all correspondence, and documents related to the tender exchanged by the tenderer and the Contracting Authority must be written in the language of the procedure, which is English.

## 8. **Submission of Tender Dossier**

The Contracting Authority must receive the tenders before the deadline specified in the letter of invitation to tender. They must include all the documents specified in point 9 of these Instructions and be sent by email to [procurement@arcenciel.org](mailto:procurement@arcenciel.org) or hand-delivered to the following address: arcenciel, Jisr El Bacha, John Kennedy Street, 1<sup>st</sup> floor.

### 8.1 **Hand-delivered Tender Dossier**

Tenders must comply with the following conditions:

- a. All tenders must be submitted in one original, marked 'original'
- b. All tenders must be received at arcenciel, Jisr El Bacha, John Kennedy Street before the deadline: **30-MAR-2023 at 15:00**, by registered letter with acknowledgment of hand-delivered against receipt signed by procurement officer or its representative.
- c. All tenders, including annexes and all supporting documents, must be submitted in a sealed envelope bearing only:
  - the above address;
  - the reference code of this tender procedure (**RFP-LOG-2023-2093-LY-S**)
  - the words 'Not to be opened before the tender opening session' in the language of the tender dossier.
  - the name of the tenderer.

### 8.2 **Electronically Submitted Tender Dossier**

 arcenciel.org participer au développement	<b>LOGISTIC</b>  <b>Instruction and Conditions for Invitation to Tender</b>	Document #	Ref# : LOG – SOP002- A004	
		Revision #	01	
		Revision Date	16/12/2022	Page 3 of 6

- a. Tender Dossier may be submitted by mail to the following address: [procurement@arcenciel.org](mailto:procurement@arcenciel.org)
- b. Include in the subject line the tender reference name and number: **Business Development Consultant (RFP-LOG-2023-2093-LY-S)**

## 9. Content of Tenders

Failure to fulfill the below requirements will constitute an irregularity and may result in the rejection of the tender. All tenders submitted must comply with the requirements in the tender dossier as follows:

### **Administrative and Identification Documents**

All required documents for the administrative compliance

1. Annex 05 Commitment letter: Please fill the document with the required information, sign and stamp.
2. Annex 06 Financial Identification Form: Please fill in your information, sign and stamp.
3. The personal identity of the consultant
4. Company or Individual official registration certificate obtained from the relevant national government authority or from the local or international Chamber of Commerce and/or Chamber of Industry (شهادة تسجيل شركة او مهنة)
5. Duly authorized signature (for companies): an official document (statutes, power of attorney, notary statement, etc.) proving that the person who signs on behalf of the company, joint venture or consortium is duly authorized to do so (إذاعة تجارية)

### **Technical offer**

1. Up-to date expert CVs
2. Methodology (Specify your understanding of the objectives of the Services, your methodology for carrying out the activities and meeting the expected outputs that shall be detailed. Issues to be addressed and their consequences shall be highlighted, and the methodology to tackle them shall be provided.)
3. A well-defined workplan (Specify the nature and duration of each activity of the Services, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports. The proposed work plan should evidence clear understanding of the TORs and ability to translate them into a realistic working plan. A list of the final documents, including reports to be delivered as final output, should be included here.)
4. Past Experiences in similar projects with References.

## 10. Additional information before the deadline for submission of tenders

The tender dossier should be so clear that tenderers do not need to request additional information during the procedure. If the Contracting Authority, on its own initiative or in response to a request from a prospective tenderer, provides additional information on the tender dossier, it must send such information in writing to all other prospective tenderers at the same time.

Tenderers may submit questions in writing to the following address [Procurement@arcenciel.org](mailto:Procurement@arcenciel.org) up to **10 days** before the deadline for submission of tenders, specifying the tender reference and the contract.

 arcenciel.org participer au développement	<b>LOGISTIC</b>  <b>Instruction and Conditions for  Invitation to Tender</b>	Document #	Ref# : LOG – SOP002- A004	
		Revision #	01	
		Revision Date	16/12/2022	Page 4 of 6

Any prospective tenderers seeking to arrange individual meetings with either the Contracting Authority during the tender period may be excluded from the tender procedure.

#### 11. Alteration or withdrawal of tenders

- 11.1 Tenderers may alter or withdraw their tenders by written notification prior to the deadline for submission of tenders. No tender may be altered after this deadline. Withdrawals must be unconditional and will end all participation in the tender procedure.
- 11.2 Any such notification of alteration or withdrawal must be prepared and submitted in accordance with Article 9. The outer envelope must be marked ‘Alteration’ or ‘Withdrawal’ as appropriate.
- 11.3 No tender may be withdrawn in the interval between the deadline for submission of tenders and the expiry of the tender validity period. Withdrawal of a tender during this interval may result in forfeiture of the tender guarantee.

#### 12. Costs of preparing tenders

No costs incurred by the tenderer in preparing and submitting the tender are reimbursable. All such costs will be borne by the tenderer.

#### 13. Ownership of tenders

The Contracting Authority might retain ownership of all tenders received under this tender procedure. Therefore, the contracting authority shall notify tenderers accordingly upon reception of the tendering documents.

#### 14. Opening of Tenders

- 14.1 The opening and examination of tenders is for the purpose of checking whether the tenders are complete, whether the requisite tender guarantees have been furnished, whether the required documents have been properly included and whether the tenders are generally in order.
- 14.2 The tenders will be opened on **03-APR-2023** at arcenciel, Jisr El Bacha by the committee appointed for the purpose and then be evaluated by referring to the evaluation form which will be available upon request.
- 14.3 At the tender opening, the tenderers’ names, the tender prices, any discount offered, written notifications of alteration and withdrawal, tender guarantee (if required), and such other information as the Contracting Authority may consider appropriate may be announced.
- 14.4 Any attempt by tenderers to influence the evaluation committee in the process of examination, clarification, evaluation, and comparison of tenders, to obtain information on how the procedure is progressing or to influence the Contracting Authority in its decision concerning the award of the contract will result in the immediate rejection of their tenders.
- 14.5 All tenders received after the deadline for submission specified in the contract notice or these instructions will be kept by the Contracting Authority. The associated guarantees will be returned to the tenderers. No liability can be accepted for the late delivery of tenders. Late tenders will be rejected and will not be evaluated.

 arcenciel.org participer au développement	<b>LOGISTIC</b>	Document #	Ref# : LOG – SOP002- A004	
	<b>Instruction and Conditions for Invitation to Tender</b>	Revision #	01	
		Revision Date	16/12/2022	Page 5 of 6

## 15. Evaluation of tenders

The aim at this stage is to check that tenders comply with the essential requirements of the tender dossier. A tender is deemed to comply if it satisfies all the conditions, procedures, and specifications in the tender dossier without substantially departing from or attaching restrictions to them.

If a tender does not comply with the tender dossier, it will be rejected immediately and may not subsequently be made to comply by correcting it or withdrawing the departure or restriction.

### a- Technical Evaluation

	Technical criteria	sub-criteria	Maximum Score
1	Quality Proposal	Approach	10
2		Methodology & Relevancy	15
3		Work Plan & Timeframe	15
4	Relevant Education and Experience in Business Development		30
5	Experience in business continuity and disaster recovery		30
<b>Total Score</b>			<b>100</b>

Based on the above matrix, any candidate scoring less than 50% will be ineligible to pursue the process.

Upon shortlisting of potential bidders, physical interviews will be held to further assess the eligibility and qualifications required.

## 16. Award criteria

The compliant tender that scores the highest combined score will be chosen

## 17. Signature of the contract

17.1 Upon award notification, the successful tenderer will sign the filled contract (annex 07), along with the TOR (annex 02), the Code of Conduct (annex 03) and the Statement of Integrity (annex 04)

17.2 By submitting a tender, each tenderer accepts to receive notification of the outcome of the procedure by electronic means. Such notification shall be deemed to have been received on the date upon which the contracting authority sends it to the electronic address referred to in the offer.

 arcenciel.org participer au développement	<b>LOGISTIC</b>  <b>Instruction and Conditions for Invitation to Tender</b>	Document #	Ref# : LOG – SOP002- A004	
		Revision #	01	
		Revision Date	16/12/2022	Page 6 of 6

### 18. Cancellation of the tender procedure

If a tender procedure is canceled, tenderers will be notified by the Contracting Authority. If the tender procedure is canceled before the tender opening session the sealed envelopes will be returned, unopened, to the tenderers.

Cancellation may occur, for example, if:

- the tender procedure has been unsuccessful, namely where no suitable, qualitatively or financially acceptable tender has been received or there has been no valid response at all;
- the economic or technical parameters of the project have changed fundamentally;
- exceptional circumstances or force majeure render normal implementation of the project impossible;
- all technically acceptable tenders exceed the financial resources available;
- there have been substantial errors, irregularities, or frauds in the procedure, in particular where these have prevented fair competition;
- the award is not in compliance with sound financial management, i.e. does not respect the principles of economy, efficiency, and effectiveness (e.g. the price proposed by the tenderer to whom the contract is to be awarded is objectively disproportionate with regard to the price of the market).

**In no event will the Contracting Authority be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a tender procedure even if the Contracting Authority has been advised of the possibility of damages. The publication of a contract notice does not commit the Contracting Authority to implement the program or project announced.**

### 19. Later Offers

All Offers received after the Invitation to Tender closure will be rejected.

### 20. General Terms and Conditions:

All Tenderers shall acknowledge that the arcenciel General Terms and Conditions for Service Contracts, as applicable, are accepted.

### 21. Queries about this Tender

For queries on this Invitation to Tender, please contact arcenciel, Procurement Contact on [Procurement@arcenciel.org](mailto:Procurement@arcenciel.org)

Specifications and pictures should be clear enough to give equal opportunities to all tenderers to provide proper offers. Should a tenderer ask a question, this is only eligible in writing and the reply will be sent transparently and at the same time to all interested tenderers.

All questions regarding this Invitation to Tender shall be submitted in writing to the above. On the subject line, please indicate the Tender reference number. Offers shall not be sent to the above email.

**LOGISTIC**  
**Terms of Reference**

Document #	<i>Ref# : LOG – SOP002- A003</i>	
Revision #	00	
Revision Date	28/02/2022	Page 1 of 4

**Employment Promotion of People with Disability and  
local businesses viability**

**GIZ-EMP-2022**

**January 2023**

**Title:** Business Development Consultant  
**Location:** Beirut – Lebanon  
**Duration:** 12 Months  
**Contract Type:** Consultancy  
**Starting Date:** May 1st, 2023

**arcenciel Overview**

arcenciel was created in 1984, authorized in 1985 by the Lebanese Ministry of Interior, and recognized as a public utility in November 1995 (presidential decree n° 7541). arcenciel is an apolitical, non-confessional, and independent organization that works with and for all people in difficulty without discrimination of age, gender, religion, culture or nationality. Created during the Lebanese civil war to assist disabled persons, arcenciel has become one of the first technical aid producers in Lebanon, rehabilitating spaces for disabled persons, and developing a national program for better accessibility for them; which was later passed as a law in June 2000. Drawing on its success, arcenciel broadened its mission to “engage in the sustainable development of the society by supporting fragile groups and integrating marginalized people”. Since its creation, arcenciel has provided around 37 million services to more than 400,000 beneficiaries. arcenciel also treats 85% of Lebanon’s hospital waste and 915 tons of solid wastes a year; and manages the 2 km<sup>2</sup> Jesuit “Domaine de Taanayel” through which it promotes sustainable agriculture and responsible tourism through its eco-touristic activities.

All activities arcenciel implements have a social and environmental purpose and seek economic viability, all which ensure their sustainability. Our objective is to promote sustainable development through three main axes: Social: care of persons in need, Environmental: the preservation of natural resources and Economic: the cost-efficiency and financial autonomy. arcenciel has always adopted a tripod strategy based of: Community Work: allowing the assessment of community needs, using their available resources; Service-Providing Institutions: across Lebanon offering specialized services and working with and for the beneficiaries; and Public Program: guaranteeing a legal structure and stabilizing the two other pillars.

arcenciel currently runs nine programs: 1- Agriculture, 2-Environment; 3- Mobility, 4-Health; 5- Responsible Tourism, 6- Culture and heritage; 7- Social Support; 8-Youth Empowerment, and 9- Employment, in 11 centers distributed across all Lebanese regions (Greater Beirut, Beqaa, Mount-Lebanon, North, and South Lebanon). Besides these centers, arcenciel has running offices in France and the USA.

arcenciel is ISO 9001:2015 certified for management of projects since July 2018.

**1) Project Background**

In the last years, Lebanon has been assailed by an economic, financial and political crisis, worsened by the COVID-19 pandemic and followed by the explosion that occurred at the Port of Beirut back in August of 2020. The Lebanese Lira has lost 80% of its value since October 2019. A UNESCWA policy brief estimated that in 2021 poverty affected two thirds of the population.

With the rising unemployment and the economic hardships, an increased numbers of people are unable to afford basic necessities (food, shelter, and healthcare).



Youth with disabilities are considered among the most disadvantaged groups in Lebanon. The unemployment rate of people with disabilities was estimated by ESCWA in 2020 as 85%, despite of the Lebanese law 220/2000 on the Rights of Persons with Disability aiming at integrating them into economic and social life.

People with Disability are at high risk of basic rights deprivation, specifically the right to work and financial independency. This places an immense pressure and challenge on their personal development.

On the other side, Businesses in Lebanon are struggling; SMEs and different types of businesses have been struggling to make ends meet as many of them are drowning financially due to the multitude of crises affecting their performance. Based on the 2022 LCRP, many of them have been forced to close as they cannot continue to pay bills, salaries, and do not have access to their savings. If they continue working, many have had to reduce staff which has resulted in immense numbers of unemployment. It is of the essence to provide technical and financial support to these businesses.

This project aims to work on a holistic approach to embed a culture of inclusion, through equipping job seekers with disabilities, with the necessary skills to enter today’s changing job market and get access to equal job opportunities in local businesses.

In turn, local businesses will be supported through business development consultancies to ensure their survival enduring the existing dire conditions, alongside equipping businesses with required practices and processes to become disability inclusive and be able to welcome people with disability as employees and as clients.

## 2) Consultancy Description

arcenciel is seeking the services of a consultant to provide Business Development for businesses, mainly SMEs affected by the blast and by the economic crisis the country had been enduring for months, and advise them on business continuity, economic development and disaster recovery.

This consultancy is composed of 3 main tasks:

- a) Gap Analysis and Strategy Assessment
- b) Recovery Plan and Sustainable Operations
- c) Scale-up Business Potential

For each task the consultant will be working with the Project Manager, Employment Program and Employment Office at arcenciel throughout the duration of the consultancy.

## 3) Objectives and scope of work

Many crises have been stacking up for the past couple of months, affecting the Lebanese government’s economy and most of the Lebanese population’s purchasing power and their ability to live decently, which turned to be detrimental for businesses in Lebanon, specifically small and medium businesses. Beirut’s SMEs, due to the Port Explosion, were mostly affected and were no longer be able to function for many underlying reasons.

# LOGISTIC

## Terms of Reference

Document #	Ref# : LOG – SOP002- A003	
Revision #	00	
Revision Date	28/02/2022	Page 4 of 4

The project shall be targeting and identifying 10 of these businesses. The Business Development Consultant's role is essential for analyzing gaps, business strategies and working with the SMEs' representatives on seeking solutions for the recovery and continuity of the operations. Also, scaling-up the business is a crucial component of this project, where the Business Development Consultant shall be directing the SMEs towards economic development and scalable techniques and inducing the mindset of innovation, sustainability, technology and digitization.

#### 4) **Deliverables**

- a) A report at the end of each visit is requested from the consultant for each business, detailing the progress done after each visit and the action plan set to reach the business growth. The report is expected to be handed by email on a weekly basis, end of the week preferably.
- b) All the tools used for the assessment and plans done for the business. These should be sent with the reports after each visit.
- c) A final report summarizing the SMEs' profile, the business plan set, the level of improvement and impact reached, at the end of the 10 visits entitled to each SME. The report shall also represent the future action plan for each SME, as well as the consultant's recommendations.

#### 5) **Timeline and location of the Consultancy**

The total duration of the consultancy is 100 Visits for 10 SMEs over a period of one year, starting May 2023. The visits shall be done at the SME's premises.

#### 6) **Qualifications**

- a) Relevant Master's degree to the consultancy's scope such as Executive MBA, Business Management, Human Resources Management.
- b) Minimum 8 years of relevant professional experience in Business Development for different business sectors.
- c) Strong understanding of the economic and businesses aspects in Lebanon.
- d) Excellent communication and presentation skills.
- e) Excellent writing and reporting skills
- f) Professional working knowledge of Arabic and English is compulsory.
- g) Ability to conduct the required activities virtually in case needed, and keeping up with technological advancement.
- h) Ability to work in a participatory approach with a certain flexibility.
- i) Ability to work in different cultures and with diverse people.
- j) Professional commitment and ability to work under pressure.
- k) Integrity, respect, and responsibility.
- l) Down to earth, empathetic and positive.
- m) Integrity, respect, and responsibility.
- n) Down to earth, empathetic and positive.