

## **Expression of Interest (EOI) BDS Providers for STEP**

### **1) Background**

#### **About the Programme**

STEP is a new innovative programme that supports Small and Medium Enterprises (SMEs), to help grow their business and increase employment through providing funding and Business Development Services (BDS). We are funded by the Department for International Development (DFID) in close collaboration with the Ministry of Foreign Affairs (MoFA) and the Government of Lebanon (GoL).

#### **Our mission**

STEP's mission is to stimulate business growth and job creation for small and medium Lebanese businesses operating across all sectors and regions in Lebanon, including rural and remote communities.

#### **About Palladium**

Palladium is a global leader in the design, development and delivery of Positive Impact— the intentional creation of enduring social and economic value. We work with corporations, governments, foundations, investors, communities and civil society to formulate strategies and implement solutions that generate lasting social, environmental and financial benefits. For the past 50 years, we have been making Positive Impact possible. With a team of more than 2,500 employees operating in 90 plus countries and a global network of over 35,000 technical experts, Palladium has improved—and is committed to continuing to improve—businesses, economies, societies and most importantly people's lives.

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### **2) Objective of the Expression of Interest (EOI)**

The Expression of Interest will enable STEP to identify BDS providers who could be contracted to implement technical assistance activities for the project. By participating in the EOI, interested BDS providers may become part of a network of organizations selected to deliver the technical assistance needs of STEP targeting SMEs across Lebanon.

### **3) Scope of Work**

BDS Providers will provide technical assistance under STEP to improve SMEs business performance and enhance their growth. This includes providing business development services in the following areas:

- Strategic business planning
- Business diagnostics

- Sales Strategy and Access to Markets
- Value Chain development
- Business Coaching
- Marketing Strategy (Branding/Packaging/Digital)
- Organizational development (IT, HR, Processes)
- Operational and logistics management
- Production planning
- Market research and analysis
- Quality Control and Certification
- Technical Expertise on a sectoral basis (e.g.: Agriculture, Industry, Tourism...)
- Other business productivity areas

#### **4) Qualifications and Eligibility Criteria**

Qualifications:

- Demonstrated experience in capacity building of SMEs as part of private sector development programs
- Experience providing consulting and/or coaching support to SMEs in Lebanon
- Experience working with SMEs across sectors and Lebanese regions

Eligible organizations:

- The organization must be a registered Lebanese entity
- The organization has been operating for at least 2 years in the provision of BDS services
- Private sector companies (e.g.: consulting and training firms)
- Chambers of commerce and/or business associations providing technical assistance to SMEs
- NGO s and nonprofit organizations with relevant technical and project implementation experience targeting SMEs

## 5) Financial Component

Applying BDS providers are requested to provide an indicative pricing proposal including fees for technical assistance interventions, coaching and group training sessions. This would be done by providing information concerning the cost of:

- a) A specific technical intervention
- b) The average daily rate of the consultants or staff members

## 6) Instructions for EOI application / proposal

### a) Past performance:

Interested BDS providers are required to present in a table format the following information regarding past performance by providing the following details concerning at least 5 projects targeting small businesses:

- a) Project / contract name
- b) Client name (Funder when applicable)
- c) References (Name, position, email and telephone number)
- d) Contract value in USD
- e) Description of implemented activities
- f) Timeline of contract delivery (Start and End dates)

In addition to the table, kindly provide an Executive Summary describing each project intervention (1-page limit)

### b) Team and staffing structure:

Applying BDS providers need to include their staffing structure in their application (number of full time and part time employees). In addition, companies have to provide the CVs of full time and contractual team members. The CVs must clearly state the sectoral/technical expertise, and each is restricted to a 2-page limit. Where applicable, providers must include contractual arrangements regarding their outsourcing needs / consultants.

### c) Administrative requirements:

BDS providers are required to include the following information:

- Owner name
- Board of Directors (if applicable)
- Partners (if applicable)
- Company profile
- Company / Entity address and contact details - Copy of Commercial Circular
- Copy of Ministry of Interior permit (if applicable)
- Ministry of Finance Registration number - VAT Registration number (if applicable)

### d) Submission requirements:

- Deadline for submission is Thursday May 31<sup>st</sup> 2018 close of business
- BDS providers are required to submit applications/documentation by email to the following address:  
[bds-step@thepalladiumgroup.com](mailto:bds-step@thepalladiumgroup.com)