

DATE: 18/05/2023

INVITATION TO BID: No. ITB/AKK/2023/05/005

FOR Recruiting Lab Trainers (IT Security – Word Processing/Basics – Word Processing/Advanced)

CLOSING DATE AND TIME: 24/05/2023 – 14:00 Pm

INTRODUCTION

Akkarouna is a local woman led non-profit NGO that is managing 2 main offices in the Northern region of Lebanon, namely in Akkar, and Tripoli along with 4 community centers in Halba, Bireh, Wadi Khaled and Borj Al Arab, Akkar. Its aim is to achieve sustainable socio-economic growth through youth, women and children empowerment by building their capacities, enhancing community networks, implementing development projects and spreading awareness about rights and citizenship under 5 pillars: Shelter, Protection, Social Stability, Livelihood and Governance. It works as a humanitarian response, in order to build resilience against the impact of influx of refugees to an already weak and vulnerable region, which has impacted life in Lebanon on many different levels.

Akkarouna has incorporated into its mission the following UN Sustainable Development Goals 1st, 5th, 8th and 11th which are respectively ending poverty, achieving gender equality and empowering women and girls, creating decent work and economic growth, and lastly building towards sustainable cities and communities.

Our work covers the T5 (including Tripoli and Minieh-Danniyeh) and Akkar region, in the Northern of Lebanon.

1. REQUIREMENTS

AKKAROUNA office, invites qualified suppliers and vendors to make a firm offer for the provision of 3 lab trainers to provide digital VT/ TVET: in North Lebanon.

IMPORTANT:

Exact content is detailed in Annex A of this document.

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. TB DOCUMENTS



The following annexes form integral part of this Invitation to Bid:

Annex A: Technical Specifications/ Specs and regulations/ **IT Security**

Annex B: Technical Specifications/Specs and regulations/ **Word Processing Basics**

Annex C: Technical Specifications/ Specs and regulations/ **Word Processing Advanced**

Annex D: Financial Offer Form (Official Quotation / Unit price must be calculated per day).

Annex E: Trainer Registration Form (ID, MOF).

Annex F: Confirmation letter -- Validation of Payment.

Annex G: Confirmation letter -- Blacklists.

2.2 **REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to info@akkarouna.com or by Phone Call to 81/611848 – 03/983300.

IMPORTANT:

Please note that Bid Submissions to be sent to the e-mail address above.

Akkarouna will compile the questions received and plans to respond to questions shortly after the query closing date. Akkarouna may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.3 **YOUR OFFER**

Your offer shall be prepared in English or Arabic.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other Akkarouna staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this ITB.

Your offer shall comprise the following two sets of documents:

- Technical offer 60%
- Financial offer 40%

2.4.1 **Content of the TECHNICAL OFFER (60%)**

IMPORTANT:

No pricing information should be included in the technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The technical details of the products requested by Akkarouna can be found in **Annex A, B and C**.

Your technical offer should clearly state whether or not the goods/services you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

Production/Delivery Capacity: The bidder shall state the mobilization time (if no set up time is required) and total lead-time for the whole quantity.

Inspection: Inspection might be randomly conducted by Akkarouna.

Warranty: The bid shall include defects and liability period with terms of warranty.

Start Date: the winning bidder should be start work latest, **June 1st, 2023**.

2.4.2 Content of the FINANCIAL OFFER (40%)

Your separate **financial offer** must contain an overall offer in a single currency in US Dollars.

The following details shall be provided for each item:

Unit costs: The bidder shall quote the unit price. Any quantity or other discounts (e.g., volume discounts) shall be clearly indicated (Item, Unit Cost, Quantity, Total Cost, Discount).

You are requested to hold your offer valid for 30 days from the deadline for submission. Akkarouna will make its best effort to select a company within this period.

Payments Terms: 100 % after completion of maximum 23 days of training.

2.5 BID EVALUATION:

1.1 ESSENTIAL CRITERIA

These are criteria which bidders **must** meet in order to be successful and progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process. These criteria are scored as Pass or Fail and will not be evaluated against capability and commercial criteria.

1. The Bidder confirms it is fully qualified, licenses and registered to trade with Akkarouna (including compliance with all relevant local Country legislation).

This includes the Bidder submitting the following requirements:

- Legitimate business address
 - Tax registration number & certificate
 - Business registration certificate
 - Copy of owner ID or passport
2. Bidder's willingness to accept 100% payment to be paid until the maximum of 30-45 days from submission of invoice (after complete delivery) with all valid supporting documents, payment method will be by Withdrawal Bank Letter or transfer. **Bidders to submit a confirmation letter (ANNEX F).**
 3. The Bidder and its staff agree to comply with Akkarouna and the IAPG's policies and code of conducts listed below, throughout this tender process and during the term of any contract awarded. Child Safeguarding Policy, Anti-Fraud, Bribery & Corruption Policy,

Slavery & Human Trafficking Policy, Anti-Harassment, Intimidation & Bullying Policy, Protection from Sexual Exploitation & Abuse Policy, IAPG Code of Conduct and Conditions of Tendering. **Bidders to read and sign on each of the mentioned documents.**

4. Bidders to confirm that they are not any prohibited parties or on Government blacklists. **Bidders to submit a signed confirmation letter (ANNEX G).**

1.2 Reference Checks

- Bidder provides satisfactory client references in similar tasks, at least 3 letters of reference (or more) from governmental bodies or International or Local organizations or entities within the last 02 years. **Weightage (10%)**

2.6. SUBMISSION OF BID:

The offers must be at your official letter head, clearly identifying your company.

Bids should be submitted in a sealed envelope to:

Akkarouna Office: Akkar, Menyara ,Youssef Salloum Building , 2nd Floor.

Akkarouna Office: Tripoli, Dam & Farez ,Jana Residence Building , 5th Floor.

The Technical and Financial offers shall be clearly separated.

IMPORTANT:

The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.

Deadline: 24/05/2023, 14:00 Pm.

IMPORTANT:

Any bid received after this date or sent to another Akkarouna address may be rejected. Akkarouna may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

Please indicate on the envelope:

- Name of your firm with the title of the attachment
For example: 1st envelop: Name of company/trainer - Financial Documents
2nd envelop: Name of company/trainer -Technical Documents

يرجى تحديد المحتوى على المغلف:
إسم الشركة / المؤسسة مع عنوان المرفقات.
مثلاً: على المغلف الأول يكتب إسم الشركة/المؤسسة – المستندات المالية.
على المغلف الآخر يكتب إسم الشركة/المؤسسة – المستندات التقنية.

Akkarouna will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

Akkarouna may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Goods.

Akkarouna may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by Akkarouna at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that Akkarouna is not bound to select any of the firms' submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to Akkarouna general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by Akkarouna business owner.

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Issued on: May 18 2023	Issued by: Project Manager	Validated by: Executive Director
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<p>Description:</p> <p>Alawite Islamic Charity Association (AICA in a consortium with Akkarouna organization is implementing "Haddak for a Better Future" project under Shabake 2 project, funded by Expertise France, As part of this project, we are seeking to hire a IT Security trainer to provide digital VT/TVET IT Security supporting the candidate to understand the main concepts underlying the secure use of ICT in daily life and to use relevant techniques and applications to maintain a secure network connection, use the internet safely and securely, and manage data and information appropriately.</p> <p>Main areas of responsibilities:</p> <ul style="list-style-type: none"> → Review prepared modules' content for better understanding of the project outline → Teach trainees how to monitor all operations and infrastructure → Introduce how to maintain all security tools and technology → Teach trainees how to monitor internal and external policy compliance → Support trainees on how to monitor regulation compliance → Train participants how to work with different departments in the organization to reduce risk → Teach trainees hoe to implement new technology → Introduce how to audit policies and controls → Train participants hoe to ensure cybersecurity stays on the organizational radar → Ensure detailed training on how the security incident response program should be <p>The IT Security 's total working days will be as follows:</p> <ul style="list-style-type: none"> → In-house training for a total of 9 training days. <p>The tentative in-house training schedule is:</p> <p>9 days in June the months may be changed in anticipation to any change in the project plan</p> <p>Qualifications & Requirements:</p> <ul style="list-style-type: none"> → Languages: Fluent in Arabic, Professional command in writing and speaking English, French is optional → Ability to work independently and collaborate with a team → Candidates Passed the Word basic and advanced modules. → Candidates must also have strong communication skills and be able to work remotely and in-person. → Understanding of top used freelancing platforms and how to excel → Personal qualities and soft skills: Sense of diplomacy and negotiation → Ability to operate effectively in a stressful environment → Good Time management, and Good Organizational & administrative skills. → Integrity, fairness and impartiality. → Patient, adaptable, able to improvise, and communicate clearly and effectively under pressure → Computer Skills: Word, Excel, Outlook, Internet Explorer, IT <p>ORG CHART POSITION (reporting and functional relationships):</p> <p>Line manager: HFABF Project Manager and/or Netizen's Hub Manager</p>
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<p>Description:</p> <p>Alawite Islamic Charity Association (AICA) is implementing "Haddak for a Better Future" project under Shabake 2 project, funded by Expertise France, in a consortium with Akkarouna organization. As part of this project, we are seeking to hire a Word Processing Basic trainer to provide digital VT/TVET Word Processing requirements for the candidate to demonstrate the ability to use word processing application in order to create everyday letters and documents</p> <p>Main areas of responsibilities:</p> <ul style="list-style-type: none"> → Review prepared modules' content for better understanding of the project outline → Teach trainees how to create and edit various types of documents using the word processing software → Teach trainees how to apply consistent formatting to the documents, such as choosing fonts, adjusting font sizes, setting margins, aligning text, using headings, applying styles, and utilizing bullet points or numbering. → Teach trainees how to manage the documents efficiently by organizing them into folders or directories establishing a logical system for storing → Teach trainees how to protect their documents and ensure their crucial availability. <p>The Work Processing 's total working days will be as follows:</p> <p>→ In-house training for a total of 5 training days.</p> <p>The tentative in-house training schedule is:</p> <p>5 days in June (the month may be changed in anticipation to any change in the project plan)</p> <p>Qualifications & Requirements:</p> <ul style="list-style-type: none"> → Languages: Fluent in Arabic, Professional command in writing and speaking English, French is optional → Ability to work independently and collaborate with a team → Candidates must also have strong communication skills and be able to work remotely and in-person. → Understanding of top used freelancing platforms and how to excel → Personal qualities and soft skills: Sense of diplomacy and negotiation → Ability to operate effectively in a stressful environment → Good Time management, and Good Organizational & administrative skills. → Integrity, fairness and impartiality. → Patient, adaptable, able to improvise, and communicate clearly and effectively under pressure → Computer Skills: Word, Excel, Outlook, Internet Explorer. <p>ORG CHART POSITION (reporting and functional relationships):</p> <p>Line manager: HFABF Project Manager and/or Netizen's Hub Manage</p>
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Description:

Alawite Islamic Charity Association (AICA) is implementing "Haddak for a Better Future" project under Shabake 2 project, funded by Expertise France, in a consortium with Akkarouna organization. As part of this project, we are seeking to hire a Word Processing Advanced trainer to provide digital VT/TVET Advanced Word Processing requirements for the candidate to use the word processing application and to produce advanced document outputs.

Main areas of responsibilities:

- Review prepared modules' content for better understanding of the project outline
- Teach trainees how to use advanced word processing software by creating, formatting, and editing documents such as reports, memos, letters, and other business correspondence
- Teach trainees how to apply advanced formatting techniques to their documents
- Teach trainees how to utilize different styles/templates to ensure consistency and efficiency in document creation.
- Teach trainees how to organize and manage documents in a systematic manner
- Teach trainees how to utilize mail merge functionality to streamline the process of creating personalized letters, envelopes, labels, or other mass mailing documents.

The Advanced Word Processing 's total working days will be as follows:

- In-house training for a total of 9 training days.

The tentative in-house training schedule is:

9 days in June, (the month may be changed in anticipation to any change in the project plan)

Qualifications & Requirements:

- Languages: Fluent in Arabic, Professional command in writing and speaking English, French is optional
- Ability to work independently and collaborate with a team
- Candidates Passed the Word basic modules.
- Candidates must also have strong communication skills and be able to work remotely and in-person.
- Understanding of top used freelancing platforms and how to excel
- Personal qualities and soft skills: Sense of diplomacy and negotiation
- Ability to operate effectively in a stressful environment
- Good Time management, and Good Organizational & administrative skills.
- Integrity, fairness and impartiality.
- Patient, adaptable, able to improvise, and communicate clearly and effectively under pressure
- Computer Skills: Word, Excel, Outlook, Internet Explorer.

ORG CHART POSITION (reporting and functional relationships):

Line manager: HFABF Project Manager and/or Netizen's Hub Manager

ANNEX F

To: Akkarouna Association.

Subject: Confirmation letter / Validation of Payment.

Reference: ITB/AKK/2023/05/005.

As an IT or representative of the Officer / company / establishment / organization
named:

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I hereby confirm at my personal responsibility that I accept to receive my payments
until the maximum of 30-45 days from submission of invoices (after complete
delivery of service).

Name:

Position:

Date:

Stamp and Signature:

ANNEX G

To: Akkarouna Association.

Subject: Confirmation letter – Black List.

Reference: ITB/AKK/2023/05/005.

I, as a Trainer that provides services

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I hereby confirm at my personal responsibility that I have never been a prohibited party or on any government’s blacklist.

Name:

Position:

Date:

Stamp and Signature: