

DATE: Tuesday, December 19, 2023

**INVITATION TO BID:
ITB No. 028/T
FOR the Establishment of a frame agreement for the provision of
LABORATORY TESTS
CLOSING DATE AND TIME: [09/01/2024] – 3:00 PM**

INTRODUCTION TO Restart Center

Restart Center for the Rehabilitation of Victims of Violence, Torture is a Non-Governmental Organization (NGO) active in the field of Human Rights; specifically, the Rights to Rehabilitation and Prevention from Torture.

The establishment of Restart Center, in 1996 in Tripoli region, emerged from the need to rebuild the lives of Torture and Trauma survivors in Lebanon and to restore the harm suffered by the victim whose dignity, health, mental health and self-sufficiency may not be fully recovered without the adequate, effective and comprehensive rehabilitation.

As of 1996 till date, Restart Center has been ensuring effective identification and access to rehabilitation for all victims of torture and ill-treatment throughout the provision of health, psychological, social and physical rehabilitation as well as legal services to victims of Torture, War Trauma and their families.

For further information on Restart Center, its mandate and operations please see: www.restartcenter.com

1. REQUIREMENTS

Restart Center for Rehabilitation of Victims of Violence and Torture invites qualified Vendors to make a firm offer for the establishment of Frame Agreement(s) for, LABORATORY TESTS as listed in Annex A which sets out the exact technical requirements.

Restart Center is requesting all bidders to submit their quotes for each service separately.

Restart Center may award Frame Agreement(s) with initial duration of 1 year, potentially extendable for 2-year period subject to the satisfactory vendor's performance and availability of funds. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

The tentative Monthly forecast below will enable bidders to have an indication of the projected requirements.:

1. *Restart Monthly referrals for laboratory tests should not exceed 160 cases.*

The above number does not represent a commitment that Restart will be referring the above number of patients but it provides a good indication of the monthly need. Numbers may vary and will depend on the actual requirements and funds available regulated by issuance of individual Doctor prescriptions and referral forms against the Frame Agreement.

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. ITB DOCUMENTS

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

- Annex A: Technical offer form:
 - Part 1 - Annex A (Tests available and laboratory infrastructure)
 - Part 2 – Relevant manuals and certificates to be provided along with Part 1
- Annex B: Financial Offer Form - Price List
- Annex C: Vendor Registration form

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to Ms. Reem Yamak at reem@restartcenter.com for:

- Your confirmation of receipt of this invitation to bid;
- Whether or not you will be submitting a bid.

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

3. REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to Marie-Line Taleb at Mariline@restartcenter.com copying marianne@restartcenter.com . **The deadline for receipt of questions is 27/12/2023 at 04:00 PM hrs local time.**

Restart Center will compile the questions received and plan to respond to the questions shortly after the query closing date.

Restart Center may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above.

4. YOUR OFFER:

Your offer shall be printed in English. if the offer is hand written it should be prepared using **BLUE INK PEN**

Your offer shall comprise the following two sets of documents in two different sealed envelopes:

- Technical offer- Annex A
- Financial offer-Annex B

Technical and financial offer must be sealed and stamped in TWO SEPERATE envelopes which then should be sealed and stamped in a third envelope. Offers not following this requirement may be disqualified.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Please send your bid directly to the address of Restart Center provided in the “Submission of Bid” section **8** of this ITB.

5. Content of the TECHNICAL OFFER:

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.

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

The following details shall also be provided in the Technical Offer.

PART 1

Test availability: The technical offer shall clearly indicate the tests quoted for in your offer (Annex A) and also if alternative is offered in any of the cases. Please note that full coverage of the tests indicated as Mandatory will be taken into consideration in the evaluation same as % of total test covered in your offer.

Time required for results availability online for Restart team: The suppliers are advised to provide a time frame required for the results to be out online and accessible for Restart team from the date of extraction- Annex A. Please note that online access should allow the Restart team to access the history of Laboratory tests for each patient.

Time required for results hard copy collection: we require 2 copies of each result in maximum 48 hours following the results availability online.

Daily capacity: Please indicate the laboratory capacity to receive patients on a daily basis- Minimum of 50 Patients in average Annex A

Test completed In house or is subcontracted: in case the test is subcontracted, kindly provide the name and contact details of the subcontracted laboratory-Annex A Please note that the percentage of subcontracted tests should not exceed 15% of the total list.

Laboratory Infrastructure:

Testing method and technique for each grouping (to be indicated in Annex A):

- **Testing method:** The technical offer shall state the testing method and technique for each grouping. Most tests shall be automated except for those entailing cultures and blood groups.
- **Equipment brand name:** The technical offer shall state the equipment brand name.

Level of accuracy for Each Test: Please mention the percentage of accuracy for each test. There should be at least 90% accuracy of all tests together – Annex A

Additional information: Any information which the supplier may consider necessary or useful to clarify their bid is appreciated.

Vendor Registration Form: If your company is not already registered with Restart, you should complete and submit with your technical proposal the Vendor Registration Form (Annex C),

PART 2

Laboratory manual: Please provide a copy of your laboratory manual (including the Standard Operation Procedures)

Template of results including the Minimum following information: Patient Name and Last name, Date of Birth or Age, Date of extraction, referring doctor, and date of report, out of range results highlighted, previous and most recent results, reference values for each test.... . While taking into account that Restart might request additional information to be included in the results such as the social worker's name and the social file number...

Vendor information:

- Copy of the MOPH license to open and manage a medical laboratory in the name of the specialist in charge.
- Ministry of Finance registration
- Copy of VAT Registration Document
- ID of the Duly authorized person who signs on behalf of the company.

Written confirmation of acceptance of Restart's conditions below (This can be typed out)

- Laboratory provides immediate access to test results online for Restart team while describing the process with **demonstrated immediate availability (please provide testing account details if possible).**
- Laboratory agrees to edit the results form as requested by Restart center.

- Laboratory agrees to provide field phlebotomy services (prisons...) three times a month while taking in charge the complete process of blood sample transportation.
- Confirmation of Laboratory demonstrated capacity and proficiency to deal with persons with special needs and children.
- Laboratory agrees to repeat Any test result upon Restart's doctors' assessment of the previously shared results on the Laboratory cost.
- Laboratory will contact Restart center immediately if patient results are alarming.

Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

Mandatory Documents:

- **Documentation of Calibration procedures:** Please provide the most recent results of calibration procedures by Machine. **The results need to be clear and can be interpreted by the technical evaluation committee.**

Additional Certificates as applicable:

- **Last proficiency test (PT)** passed with supporting documents (including the name of the commission you are collaborating with)
- **ISO 90001** Quality management systems
- **ISO 15189** Medical laboratories — Requirements for quality and competence in addition to the scope of accreditation.

If required, the bidder shall submit any necessary certificates upon request.

Inspection: Inspection might be applicable. The inspection will be arranged and paid for by Restart. Please note that inspection charges resulting from the supplier's default will be charged directly to the supplier.

6. Content of the FINANCIAL OFFER:

Your separate **Financial Offer** must contain an overall offer in a single currency, in **US Dollar**. Bids that have a different price structure may not be accepted.

Unit costs: the bidder shall quote the unit price (per test) and discounts shall be clearly indicated.

Format: Use ONLY the attached Annex B Financial Offer (Price list) for submitting your quote .

Suppliers are required to commit to providing an additional 7% discount on Monthly referrals when they exceed 100 Referral.

You are requested to hold your offer valid for 180 days from the deadline for submission. Restart will make its best effort to select a company within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. Restart's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order

7. **BID EVALUATION:**

The evaluation will be conducted in 2 stages as follows:

- **First Stage (Technical):** Restart nominated technical evaluation committee will conduct the technical evaluation of the received offers, based on a pass/fail determination as listed in section 5, and whether the specification substantially conform to the request.
- **Second Stage (Financial):** Bids will be tabulated and compared for all companies passing the technical evaluation. It is important to send a complete and detailed offer. The contract may be awarded to the vendor(s) with the lowest technically compliant offer.

IMPORTANT: The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the technical evaluation and has been accepted by Restart center as meeting the technical specifications.

8. **SUBMISSION OF BID:**

Bids should be submitted **by hand** in a sealed envelope to the secretary at Restart Center Premises, Dam and Farez Street, residence 5 building, 1st floor, attention Ms. **Saydeh Nakhoul**

- **Bid Reference: ITB No. 028/T**
- **Deadline: [09/01/2024] – 3:00 PM**

IMPORTANT:

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

9. **BID ACCEPTANCE:**

Restart reserves the right to accept the whole or part of your bid.

Restart 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.

Please note that Restart 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 Restart's general principles, including economy and efficiency and best value for money.

Restart may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. Such extension of the deadline may accompany a modification of the

solicitation documents prepared by Restart at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that Restart 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 Restart's general principles, including economy, efficiency and best value for money.

Restart reserves the right in its discretion to cancel this ITB or to not select any of the bidders for award(s).

10. CURRENCY AND PAYMENT TERMS FOR THE CONTRACT:

Any agreement or contract revealed as a result of this ITB will be made in the currency of the winning offer. **The contract/agreement will be in US Dollar as offers and Invoicing should be in USD.** Payment will be done in accordance with the currency specified in the agreement.

11. ZERO TOLERANCE POLICY:

Please note that Restart strictly follows zero tolerance policy and as such advises its suppliers not to offer any gift, favor, hospitality, etc. to its staff.

Restart center has a Zero tolerance approach toward sexual harassment, exploitation and abuse and child abuse. We carefully examine all allegations, and investigate and take appropriate disciplinary action where it is needed, taking into consideration the rights and interests of the survivor. It is very clear that sexual harassment, exploitation and abuse and child abuse in any form, perpetrated by our staff, partners or other related personnel, towards anybody, will not be tolerated.

Reem Yamak
Procurement Department
Restart center

