

DATE: Friday, November 11, 2022

INVITATION TO BID: ITB No. 003

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE
PROVISION OF FINANCIAL SERVICES
CLOSING DATE AND TIME: [09/12/2022] – 2:00 PM**

INTRODUCTION TO FISTA

FISTA, First Step Together Association for special education, is a Non-Governmental Organization located in North Lebanon, founded in 1993, working with children, adolescents and adults who have cognitive impairments, communication disorders, psychomotor difficulties, learning disabilities, attention deficit disorders, hyperactivity, behavioral and psycho-social problems.

Our mission.

Provide education, vocational, and professional rehabilitation for persons with disabilities.
Promote the rights of persons with disability through awareness- raising, advocacy, and education.
Build the capacity of relevant stakeholders.
For more information about please visit our website at www.northlebanon.org

1. REQUIREMENTS

FISTA, First Step Together Association for special education, invites qualified companies registered with the Government of Lebanon to submit their firm offers for the provision of Financial services as below:

• **Provide Monthly payments of transportation fees to FISTA's Beneficiaries:**

- FISTA provides Transportation allowance to its service users whenever they visit the centers to attend a session.
- FISTA aims at limiting this sort of cash payments through the cooperation with a financial service supplier which will be contracted to complete those transactions.
- The Minimum number of beneficiaries requiring payment for transportation per Month is 140.
- The minimum number of transactions per month is 140 and the maximum is 300.
- The Monthly disbursement volume is 5000 USD.
- Payment to the financial service provider will only be made via bank transfers in Fresh USD.
- Payments to beneficiaries for transportation should be made in Fresh USD.

FISTA may award Frame Agreement(s) with initial duration of 1 year, potentially extendable for 1 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 Contract.**



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: **Part 1** -Technical offer form:
Mandatory information related to the provision of service
Part 2 – Company legal Registration Documents.

Annex B: Financial Offer Form

Annex C: Vendor Registration form

3. **REQUESTS FOR CLARIFICATION**

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to Ms. Amal Francis at amalfrancis@fistanorthlebanon.org. **The deadline for receipt of questions is 21/11/2022 at 03:00 PM hrs local time.**

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

FISTA 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 FISTA 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 your service meets FISTA request. Clearly state and disclose any discrepancies with the specifications given.

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

PART 1

Technical requirements ANNEX A:

Mandatory information related to the provision of service:

- **Opening hours.** Preferably from 9:00 to 5:00 Monday through Friday at least.
- **Branches location in North Lebanon.**
- **Daily capacity for transportation payment transactions:** Please indicate the maximum Number of transactions that can be processed per day.
- **Description of the process required for the payments of transportation fees to beneficiaries:** Please note that direct contact with beneficiaries is required via text message in Arabic or phone call.
- Please indicate the **timeframe** needed for the processing of the payments after reception of request from (in days). Same day or next day processing is recommended.
- Please indicate the **Personal identification documents** required by the service provider from each beneficiary.
- **Documentation of the payment process:** Please note that FISTA needs to be provided with receipts of each transaction for documentation purposes. **Kindly suggest different options if available.**
- **Additional information:** Any information which the supplier may consider necessary or useful to clarify their bid is appreciated.

PART 2

Supplier documentation and certification:

- **Commercial circular** اذاعة تجارية
- **Commercial registration** شهادة تسجيل
- **VAT registration**
- **Ministry of Finance Registration**
- **Central Bank licence to perform financial electronic services.**
- **Company profile**
- If multi location company, specify headquarters location;
- List of clients (including contact detail)
- **Vendor Registration Form:** If your company is not already registered with FISTA, you should complete and submit with your technical proposal the Vendor Registration Form (Annex C)

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

6. Content of the FINANCIAL OFFERS:

Your separate **Financial Offers** must contain overall offers in **US Dollar**. Bids that have a different price structure may not be accepted.

Format: Use ONLY the attached Annexes B for submitting your quote.

Cost of each transaction while noting that the beneficiary has to be provided with the full amount indicated by FISTA.

Minimum amount in USD required for a transaction

You are requested to hold your offer valid for one month from the deadline for submission. FISTA 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 Agreement.

7. BID EVALUATION:

The evaluation will be conducted in 2 stages as follows:

- First Stage (Technical): FISTA 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 offers 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 FISTA as meeting the technical specifications.

8. SUBMISSION OF BID:

Bids should be submitted by hand in a sealed envelope to the secretary at FISTA Premises in **Tripoli** with all needed supporting documents as per the below:

Attention secretary: Hiba Sawaf
Fista Head Office
Boulevard Street – Hamzeh Building, First Floor

o Bid Reference: ITB No. 003
Deadline: [09/12/2022]– 2:00 PM

The bids reception will be open from 8:00 AM till 2:00 PM Monday through Friday.

IMPORTANT:

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

9. BID ACCEPTANCE:

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

FISTA 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 FISTA 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 FISTA's general principles, including economy and efficiency and best value for money.

FISTA 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 FISTA at its own initiative or in response to a clarification requested by a prospective supplier.

FISTA 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.** Payment will be done in accordance with the currency specified in the agreement

10.1 PAYMENT TERMS

Fund is transferred to your account without bank commission deduction in case your company possess a fresh account at Byblos Bank.

Bank other than Byblos: Bank commission varying from 15\$ to 30\$ shall me deducted from the total truncation in case of payment through an outgoing bank transfer (This total excludes the bank commissions deducted on the transfer from your bank.

11. ZERO TOLERANCE POLICY:

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

FISTA 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.

Amal Francis
Procurement Department
FISTA