

DATE: Friday, June 3, 2022

**INVITATION TO BID:
ITB No. 017/T**

**FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE
PROVISION OF FINANCIAL SERVICES
CLOSING DATE AND TIME: [17/06/2022] – 5:00 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 invites qualified Vendors to make a firm offer for the provision of Financial services as below:

• **Provide payment of transportation fees to Restart Center Beneficiaries:**

- Restart center provides Transportation allowance to its service users whenever they visit the centers in Tripoli and Beirut to attend a session.
- Restart center aims at limiting this sort of cash payments through the cooperation with a financial service supplier which will be contracted to complete those transactions.
- Beneficiaries should be provided with the cash payment from the nearest branch to both Restart premises on the day of visit to the center.
- The Minimum number of beneficiaries requiring payment for transportation is 140 and the maximum is 300 per month.
- The minimum number of transactions per month is 200 and the maximum is 1000.
- The minimum amount of transactions per month is 6,000 USD and the maximum is 20,000 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 LBP.

- **Provide Recharge card services for Alfa and MTC users.**
 - There are currently 75 ALFA Sim cards and 20 MTC Sim card at Restart center.
 - The number of ALFA recharge cards needed per month is around 300
 - The Number of MTC recharge card needed per month is around 100
- **Provide Payments for Ogero landlines.**

Restart Center 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

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to Mr. Thiago Nader at procurement@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 Mr. Thiago Nader at procurement@restartcenter.com. **The deadline for receipt of questions is 09/06/2022 at 05:00 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 your service meets Restart center 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**
- **Branch Location in reference to Restart center premises in Tripoli and Beirut:** Please note that it is **Mandatory** for the branch to be located in the area around our offices in Tripoli and Beirut and will be taken into consideration in the evaluation.
 - **Tripoli Offices Location:** <https://goo.gl/maps/xS5CEeHbbdGpXJNJA>
 - **Beirut Offices Location:** <https://goo.gl/maps/nWnQQ9S7VV5gFDBk6>
- **Daily capacity for transportation payment transactions:** Please indicate the maximum transaction 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 and payments should be planned on the same day of visit to Restart center premises.
- Please indicate the **timeframe** needed for the processing of the payments after reception of request from Restart in days.
- Please indicate the **Personal identification documents** required by the service provider from each beneficiary.
- **Documentation of the payment process:** Please note that Restart center needs to be provided with receipts of each transaction for documentation purposes.
- **Maximum number of recharge cards per Sim card per Month (ALFA and MTC):** Please indicate the maximum number of ALFA and MTC recharge cards available per month.
- **Recharge card process:** Please indicate if the recharge is to be completed via an application or website or direct purchase of Recharge cards)
- **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**
- **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 Restart, 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 or LBP whenever indicated**. Bids that have a different price structure may not be accepted.

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

Exchange rate used for USD-LBP rates: Please indicate the exchange rate OR Platform used for payments in LBP while noting that all exchanges should be well documented in receipts.

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

Minimum amount in LBP required for a transaction

Cost of Recharge cards: if cost is in USD. The rate should be valid for one year.

You are requested to hold your offer valid for one month 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 Agreement.

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 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 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 Beirut Premises, Furn Al Chebbak Main street, Chedid Building, 4th floor (Same Building as BLOM bank) attention Ms. **Feryal Hamdar**.

- **Bid Reference: ITB No. 017 / T**
- **Deadline: [17/06/2022] – 5:00 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.** 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 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.

Marie-Line Taleb
Procurement Department
Restart center

