

**DATE: 16/05/2023**

**INVITATION TO BID: No. ITB/AKK/2023/05/004**

**FOR Recruiting IT Technician**

**CLOSING DATE AND TIME: 22/04/2023 – 14:00 Pm**

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## **INTRODUCTION**

Akkarouna is a local women lead 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 a lab architect 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.
- Annex B: Financial Offer Form (Official Quotation / Unit price must be calculated per day).
- Annex C: IT Officer Registration Form (ID, MOF).
- Annex D: Confirmation letter -- Validation of Payment.
- Annex E: 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**. 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 1<sup>st</sup>, 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 15 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 D).**
  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 E).**

### 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: 22/05/2023, 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:** 1<sup>st</sup> envelop: Name of company/trainer - Financial Documents  
2<sup>nd</sup> 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.

Akkarouna  
Akkar



## Terms of Reference IT Technician

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Issued on: 21-03-2022	Issued by: Mostafa Maarouf	Validated by : Ahmad Brahim	Category and Level: B3
Updated on: 5-11-2023	Updated by: Camilia Safatli	Validated by: Safa Saleh	Job Code : ITO

### **JOB HOLDER**

**Name:**

**Start Date:**

### **Description:**

The IT Technician will ensure that IT resources available for personnel , and AICA's Digital Lab, are in good and stable working order maintaining the computers and all other IT equipment as well as providing smooth network running.

### **Main areas of responsibilities:**

#### ➤ **General IT Tasks:**

- Adhere to AICA policies and donor guidelines.
- Cover all AICA's areas of expertise in providing direct assistance, and respond with agreed time limits to call outs.
- Installation, configuration and maintenance of Computer hardware, software, Network systems, CCTV, IP telephone system, and finger print system.
- Diagnose hardware and software faults and solve technical and application problems.
- Keep AICA's digital system & /or AICA's Digital Lab, running smoothly ensuring users get maximum benefit
- Set up new user's accounts and profiles and deal with password issues
- Provide support for the logistics department including procedural documentation and relevant reports.
- Test and evaluate new technology
- Provide direct support and for the IT team, and follow up regularly with them.

#### ➤ **Media Tasks:**

- Ensure AICA website and other applications stay up and running and offering technical support.
- Coordinate with designer about all AICA's design
- Sharing media posts on all social platforms over all events and / or activities
- Act as photographer for all AICA's events and for the Haraki youth sport club event

#### ➤ **Purchase:**

- Estimate desirable development of network according to the number of users and the layout of the bases
- Keep an up-to-date price list and index of IT equipment suppliers, Ensuring regular contact with suppliers
- Implement purchases of IT equipment necessary for the mission, respecting the rules and procedures of validation
- Providing support to the logistic department when purchasing electronic equipment

### **Qualifications & Requirements:**

- Background: Technical Degree or Bachelor degree in IT
- Languages: Fluent in Arabic, Good command in writing and speaking English
- Personal qualities and soft skills: High degree of adaptability and collaboration, problem solving skills.
- Computer skills: IT hardware and software (computers, servers, network...)
- Driving License: Available.

### **ORG CHART POSITION (reporting and functional relationships):**

Line manager: Logistics Coordinator, Functional manager: Logistics Coordinator

I, the undersigned employee, agree to the above mentioned responsibilities and conditions of employment

Made in two copies, "**Read and approved**"

Place: AICA HQ

Date: 11- 05 – 2023

Employee Signature



**ANNEX E**

**To:** Akkarouna Association.

**Subject:** Confirmation letter – Black List.

**Reference:** ITB/AKK/2023/05/004.

I ....., as an IT Technician that provides IT Technician services

.....

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:**



## ANNEX D

**To:** Akkarouna Association.

**Subject:** Confirmation letter / Validation of Payment.

**Reference:** ITB/AKK/2023/05/004.

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

.....

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:**