

TERMS OF REFERENCE

MARCH 3, 2025

For:

Application Enhancement Services

RFP_23_006_06



A Social Impact Enterprise
Live Love Lebanon, NGO

TERMS OF REFERENCE

Procurement department

LEBANON | BEIRUT | BACHOURA | NASSIF YAZIGI ST. | BEIRUT DIGITAL DISTRICT 1079 | 2nd FLOOR

TENDER No:	RFP_23_006_06
TENDER TITLE:	Application Enhancement Services
TENDER DATE:	Monday, March 03, 2025

SYNOPSIS OF THE RFP	
RFP No.	RFP_23_006_06
Issue Date	Monday, March 03, 2025
Title	Application Enhancement Services
Issuing Office & Email/Physical Address for Submission of Proposals	LIVE LOVE LEBANON Office: Lebanon Beirut Bachoura Nassif Yazigi St. Beirut Digital District 1079 2nd Floor we@livelovebeirut.com
Deadline for Receipt of Questions	Monday, March 10, 2025 at 4:00 PM Beirut time
Deadline for Receipt of Proposals	Monday, March 17, 2025 at 4:00 PM Beirut time
Point of Contact for Receipt of Questions	procurement@livelovebeirut.com
Anticipated Award Type	Firm Fixed Price Purchase Order Issuance of this RFP in no way obligates LLL to award a subcontract or purchase order and offerors will not be reimbursed for any costs associated with the preparation of their bid.
Basis for Award	An award will be made based on the Trade Off Method. The award will be issued to the responsible and reasonable offeror who provides the best value to LLL and its client using a combination of technical and cost/price factors.



A Social Impact Enterprise
Live Love Lebanon, NGO

TERMS OF REFERENCE

Procurement department

LEBANON | BEIRUT | BACHOURA | NASSIF YAZIGI ST. | BEIRUT DIGITAL DISTRICT 1079 | 2nd FLOOR

I. INTRODUCTION AND PURPOSE

1. Purpose

LIVE LOVE LEBANON, the implementer of the RDPP-funded "DECENT & SUSTAINABLE LIVELIHOODS IN THE CIRCULAR ECONOMY" Project, invites qualified offerors to submit proposals for **"Application Enhancement Services"**.

2. Issuing Office

The Issuing Office and Contact Person noted in the above synopsis is the sole point of contact at LLL for purposes of this RFP. Any prospective offeror who fails to register their interest with this office assumes complete responsibility if they do not receive direct communications (amendments, answers to questions, etc.) before the closing date.

3. Type of Award Anticipated

LLL anticipates awarding a Firm Fixed Price Purchase Order. This subcontract type is subject to change during negotiations.

A Firm Fixed Price Purchase Order is an award for a total firm fixed price, for the provision of specific services, goods, or deliverables and is not adjusted if the actual costs are higher or lower than the fixed price amount. Offerors must include all direct and indirect costs in their total proposed price.

II. GENERAL INSTRUCTIONS TO OFFERORS

1. General Instructions

"Offeror", "Subcontractor", and/or "Bidder" means a firm proposing the work under this RFP. "Offer" and/or "Proposal" means the package of documents the firm submits to propose the work.

Offerors wishing to respond to this RFP must submit proposals in English per the following instructions. Offerors are required to review all instructions and specifications contained in this RFP. Failure to do so will be at the Offeror's risk. If the solicitation is amended, all terms and conditions not modified in the amendment shall remain unchanged.

Issuance of this RFP in no way obligates LLL to award a subcontract or purchase order. Offerors will not be reimbursed for any costs associated with the preparation or submission of their proposal. LLL shall in no case be responsible or liable for these costs.

Proposals are due no later than **Monday, March 17, 2025 at 4:00 PM Beirut time** to be submitted in PDF file to procurement@livelovebeirut.com

The RFP number and title of the activity shall be stated in the email's subject line. Offerors must submit the cost and technical proposals in one email with two separate folders/PDF files (one technical proposal: VOLUME I and another financial proposal: VOLUME II).

Offerors who fail to submit two separate PDF files (one for technical and another for financial records) will be disqualified.

Late offers will be rejected except under extraordinary circumstances at LLL's discretion.

The submission to LLL of a proposal in response to this RFP will constitute an offer and indicates the Offeror's agreement to the terms and conditions in this RFP and any Annexes hereto. LLL reserves the right not to evaluate a nonresponsive or incomplete proposal.



A Social Impact Enterprise
Live Love Lebanon, NGO

TERMS OF REFERENCE

Procurement department

LEBANON | BEIRUT | BACHOURA | NASSIF YAZIGI ST. | BEIRUT DIGITAL DISTRICT 1079 | 2nd FLOOR

2. Questions regarding the RFP

Each Offeror is responsible for reading and complying with the terms and conditions of this RFP. Requests for clarification or additional information must be submitted in writing via email or in writing to the Issuing Office as specified in the Synopsis above. No questions will be answered by phone. Any verbal information received from an LLL or RDPP employee or other entity shall not be considered as an official response to any question regarding this RFP.

Copies of questions and responses will be distributed in writing to all prospective bidders who are on record as having received this RFP after the submission date specified in the Synopsis above.

III. INSTRUCTIONS FOR THE PREPARATION OF TECHNICAL PROPOSALS

Technical proposals shall be in a separate PDF file from cost/price proposals and labelled as "VOLUME I: TECHNICAL PROPOSAL".

Technical proposals shall include the following contents:

1. Technical approach:
 - The proposal must show how the Offeror plans to complete the work and describe an approach, methodology, timeline, and solutions that demonstrate the achievement of timely and acceptable performance of the work.
2. Management approach and personnel qualifications:
 - Description of the Offeror's project management staff assigned to the project, with at least 5 years of experience in their area of expertise.

CVs must be provided.

3. Corporate capabilities and past performance:
 - Minimum 5 years of experience in developing and enhancing mobile and web applications, with a focus on e-commerce, logistics, and/or sustainability platforms.
 - Demonstrated track record in scaling and optimizing applications, particularly those built using React Native, Next.js, Firebase, and Google Cloud Platform (GCP), ensuring they are high-performance, secure, and easily maintainable.
 - Full-stack developers with expertise in mobile (React Native) and web (Next.js) development.
 - Experience with microservices architecture, cloud infrastructure, and data security best practices to handle sensitive user data and financial transactions securely.

1. Services Specified

For this RFP, LLL is in need of the services described in **Section IX "SCOPE OF WORK"**.

2. Technical Evaluation Criteria

Each proposal will be evaluated and scored against the evaluation criteria and evaluation sub-criteria. Cost/Price proposals are not assigned points, but for overall evaluation purposes of this RFP, technical evaluation factors other than cost/price, when combined, are considered "more important than cost/price factors".



A Social Impact Enterprise
Live Love Lebanon, NGO

TERMS OF REFERENCE

Procurement department

LEBANON | BEIRUT | BACHOURA | NASSIF YAZIGI ST. | BEIRUT DIGITAL DISTRICT 1079 | 2nd FLOOR

IV. INSTRUCTIONS FOR THE PREPARATION OF COST/PRICE PROPOSALS

1. Cost/Price Proposals

Cost/Price proposals shall be submitted in a separate folder from technical proposals and labelled as "VOLUME II: COST/PRICE PROPOSAL".

Provided in ANNEX IV is a template for the Price Schedule for firm-fixed-price awards. Offerors shall complete the template, including as much detailed information as possible.

It is important to note that Value Added Tax (VAT) shall be included on a separate line.

The Subcontractor is responsible for all applicable taxes and fees, as prescribed under the applicable laws for income, compensation, permits, licenses, and other taxes and fees due as required.

V. BASIS OF AWARD

1. Trade Off Method

LLL will review all proposals, make an award based on the technical and cost evaluation criteria stated above and select the Offeror whose proposal provides the best value to LLL. LLL may also exclude an offer from consideration if it determines that an Offeror is "not responsible", i.e., it does not have the management and financial capabilities required to perform the required work.

Evaluation points will not be awarded for cost. The cost will primarily be evaluated for realism and reasonableness. LLL may award to a higher-priced offeror if a determination is made that the higher technical evaluation of that Offeror merits the additional cost/price. Technical and cost factors will trade-off to determine the best value.

LLL may award to an Offeror without discussions. Therefore, the initial offer **must contain the Offeror's best price and technical terms**.

2. Responsibility Determination

LLL will not enter into any agreement with an Offeror prior to ensuring the Offeror's responsibility. When assessing an Offeror's responsibility, the following factors are taken into consideration:

- Provide evidence of the required business licenses to operate in the host country. MOF registration, legal registration papers.
- Having adequate financial resources to finance and perform the work or deliver goods or the ability to obtain financial resources without receiving advance funds from LLL.
- Ability to comply with required or proposed delivery or performance schedules.
- Have a satisfactory past performance record.
- Have a satisfactory record of integrity and business ethics.
- Have the necessary organisation, experience, accounting and operational controls and technical skills.
- Be qualified and eligible to perform work under applicable laws and regulations.
- Technical proposal covering the work methodology used throughout the project phases.
- The Subcontractor may be asked to provide additional information about the Company and key personnel for LLL to vet the Company properly.



A Social Impact Enterprise
Live Love Lebanon, NGO

TERMS OF REFERENCE

Procurement department

LEBANON | BEIRUT | BACHOURA | NASSIF YAZIGI ST. | BEIRUT DIGITAL DISTRICT 1079 | 2nd FLOOR

VI. ANTICIPATED POST-AWARD DELIVERABLES

Upon award of a subcontract, the deliverables and deadlines detailed in **Section IX "SCOPE OF WORK"** will be submitted to LLL. The Offeror should detail proposed costs per deliverable in the Price Schedule. All the deliverables must be submitted to and approved by LLL before payment will be processed.

VII. INSPECTION & ACCEPTANCE

The designated LLL **Projects Coordinator** and **Project Manager** will inspect from time to time the services being performed to determine whether the activities are being performed in a satisfactory manner, and that all equipment / services or supplies are of acceptable quality and standards. The subcontractor shall be responsible for any countermeasures or corrective action, within the scope of this RFP, which may be required by the LLL Chief of Party as a result of such inspection.

VIII. ANTI-CORRUPTION POLICY

LLL conducts business under the strictest ethical standards to assure fairness in competition, reasonable prices and successful performance or delivery of quality goods and equipment.

LLL does not tolerate the following acts of corruption:

- Any requests for a bribe, kickback, facilitation payment or gratuity in payment, gift or special consideration by an LLL employee or their representatives to influence an award or approval decision.
- Any offer of a bribe, kickback, facilitation payment or gratuity in payment, gift or special consideration by an offeror or Subcontractor to influence an award or approval decision.
- Any fraud, such as misstating or withholding information to benefit the Offeror or Subcontractor.
- Any collusion or conflict of interest in which an LLL employee, consultant, or representative has a business or personal relationship with a principal or owner of the Offeror or Subcontractor that may appear to favour the Offeror or Subcontractor unfairly. Subcontractors must also avoid collusion or conflicts of interest in their procurements from vendors. Any relationship must be disclosed immediately to LLL management for review and appropriate action, including possible exclusion from award.

These acts of corruption are not tolerated and may result in serious consequences, including termination of the award and excluding the Offeror or Subcontractor from participating in future tenders.

By signing this proposal, the Offeror confirms adherence to this standard and ensures that no attempts shall be made to influence LLL staff through bribes, gratuities, facilitation payments, kickbacks, or fraud. The Offeror also acknowledges that violation of this policy may result in termination, repayment of funds disallowed by the corrupt actions and possible suspension and debarment by LLL.



A Social Impact Enterprise
Live Love Lebanon, NGO

TERMS OF REFERENCE

Procurement department

LEBANON | BEIRUT | BACHOURA | NASSIF YAZIGI ST. | BEIRUT DIGITAL DISTRICT 1079 | 2nd FLOOR

IX. SCOPE OF WORK

1. Description / Background

Lebanon is facing multi-layered challenges deriving from its longstanding structural issues, which have been exacerbated by the economic crises of the past three years. Soaring prices in the international markets, due to a worldwide inflation in recent months, have significantly impacted domestic prices as Lebanon heavily relies on imports, importing 52.8% of all goods and services in 2021 (World Bank). This reliance on imports has increased the country's debt, decreased the demand for domestically produced goods and services, and has resulted in an inability to develop its own industries. This has led to increased competition over limited resources and limited employment opportunities, fuelling already high tensions between Syrian and Lebanese host communities.

Lebanon also continues to grapple with significant solid waste management issues that originated in the 2015 garbage crisis and persist as a significant challenge nationally. These ongoing issues highlight the inadequacy of waste disposal infrastructure and the economic repercussions of mismanaged waste. As demonstrated in a report by Human Rights Watch, published in 2020, the economic burden is substantial, with Lebanon disproportionately spending \$154.5 per ton of solid waste managed, significantly higher than other countries in the region, including Jordan and Syria. Annually, this amounts to around \$420 million, creating a strain on the national economy, which is already in crisis. Moreover, improper solid waste management incurs a huge cost of \$66.5 million annually in environmental degradation. While civil society is actively contributing to addressing the waste management crisis, there continues to be a lack of accessible and convenient recycling schemes in much of the country. This underlines the urgent need for sustainable waste management services and practices.

Reducing reliance on expensive imports by sourcing local alternatives will lead to a reduction of financial pressure on the most vulnerable households and will increase availability of affordable locally produced goods and increase decent employment opportunities. The negative effects of the waste crisis in Lebanon is a visible reminder of the state's failure to provide basic services to its population. Landfills release excessive amounts of methane, a greenhouse gas linked to climate change. Existing circular economic models propose a solution to such challenges by reducing the amount of waste generated, by keeping materials within the market systems therefore minimising waste, and sustaining livelihood opportunities. Opportunities exist at the level of collection, sorting and treatment or recycling of the waste products but the lack of access and awareness among the population mean that these opportunities are missed.

BY targeting vulnerable groups with circular economy activities including income-generation and employment opportunities AND BY strengthening the capacities and skills of entities and individuals to expand the recycling value chain and establish new circular economy value chains AND BY raising awareness and advocating for behavioural change in relation to waste and prioritisation of the waste sector as a source of decent employment opportunities THEN targeted beneficiaries will have access to livelihood opportunities that will sustain beyond the project duration and contribute to Lebanon's economic recovery while having positive environmental and social consequences for the country.

The intervention logic of this project is built upon a multi-faceted approach aimed at addressing the identified development problem of limited livelihood opportunities in Lebanon.

2. Objective

The objective of the project is "ENHANCED DECENT & SUSTAINABLE LIVELIHOODS OF REFUGEES & HOST COMMUNITIES THROUGH LEVERAGING OPPORTUNITIES IN THE CIRCULAR ECONOMY IN LEBANON".

3. Responsibilities and Key Tasks

The platform consists of multiple interconnected applications, each requiring specific improvements. The following sections highlight areas needing enhancement, excluding features that are already present.

a) User App (React Native) – Enhancements.

- Onboarding & Registration: Social login.
- Requesting Pickups: Select categories with sub-items. (Mouse, screen, Ipad, etc...)
- Vehicle Types: Option for motorbike or truck pickups depending on quantities of recyclables
- Improved Pickup Scheduling: More flexible pickup time slots.
- Enhanced Payment System: Integration with additional local payment gateways.
- Loyalty & Rewards: Expand reward system for recycling activities.
- Driver Tracking & Ratings: Real-time driver location, push notifications, two-way rating system.
- User Dashboard Improvements: More detailed recycling history, impact tracking.
- Enhanced Chat & Support: Improved in-app support with automated responses.
- Chat & Call: In-app messaging or calls with drivers.
- Membership & Credits: Monthly credits for pickups.
- Marketplace: Option to buy eco-friendly items, delivered by drivers.
- Recycling Education: In-app pages or external links about recycling.

b) Driver App (React Native) – Enhancements.

- Driver Profile & Photo: Managed from the dashboard, shown to users.
- Capacity & Cash Limits: Limit driver max accept orders, max pickup volume, and max cash handling.
- Zone & Group Assignment: Drivers belong to specific zones with configurations (rate multipliers, blocking rules).
- Ratings & Feedback: Drivers rate clients, feedback visible on the dashboard.
- Enhanced Address Details: Drivers can add audio notes or photos for locations.
- Queue & Scheduling: Immediate and scheduled order lists, with alerts for new orders.
- Chat & Call with Users: In-app communication.
- Un-assignment Requests: Drivers can request to unassign an order (admin approval needed).
- Security Codes: For high-value items, drivers check a pickup code.
- Real-Time Tracking: Show driver & location/status to the dashboard.
- Session Tracking: Log driver working hours.

The Truck module is a part of the Driver App (React Native)

- Route & Pickup Management: Assigned routes, multi-stop pickups, map navigation.
- Capacity Tracking: Monitor load vs. max truck capacity.
- QR Code & Recyclables Logging: Scan and log bags/items, add notes or photos.
- Cash Handling: Record any cash transactions.

c) Shop App (React Native)– Enhancements

- Drop-Off Management: Check-in process for drivers and direct user drop-offs.
- Cash Flow Handling: Record driver deposits, process user pay-outs, track daily balances.
- Security & Verification: QR code scanning for bags, optional Wi-Fi/geolocation checks.
- Bag Tracking: Unique QR codes on bags, updating status upon receipt.
- Inventory & Performance Reports: View volumes of recyclable types, track performance by driver or zone.



A Social Impact Enterprise
Live Love Lebanon, NGO

TERMS OF REFERENCE

Procurement department

LEBANON | BEIRUT | BACHOURA | NASSIF YAZIGI ST. | BEIRUT DIGITAL DISTRICT 1079 | 2nd FLOOR

The Warehouse module is a part of the Shop App (React Native)

- Check-In & Weighing: Notifications when trucks arrive, record weight on scales.
- Bag/Item Verification: Scan QR codes, confirm counts, note item type and condition.
- Sorting & Processing: Update status (sorted, pressed, contaminated), track item movements.
- Inventory Management: Monitor total volumes by category, track storage locations.
- Internal Reporting: Metrics on daily/weekly throughput, efficiency, and anomalies.
- Outbound Shipments: Record shipments leaving the warehouse.

Dashboard (Web Application)

- User & Driver Management: Create/edit profiles, manage zones, block or limit drivers, monitor payments.
- Truck & Warehouse Integration: Assign trucks to routes, monitor deliveries, verify weigh-ins.
- Inventory & Operational Reports: View of all collected, processed, and shipped recyclables.
- Financial Reconciliation: Track online and cash payments, driver deposits, shop pay-outs, user refunds.
- Analytics & Exports: Generate custom or scheduled reports, export data.
- Role-Based Access Control: Different permission levels.
- Real-Time Monitoring: Map-based tracking of drivers, trucks, and warehouse statuses.

Technology Stack:

- Frontend: React Native - Nextjs.
- Backend: Firebase, Google Cloud Platform (GCP), Pub/Sub, Microservices, GraphQL.
- Location Services: Radar - background location - firebase geohash.
- Payment Gateway: Stripe, Local Lebanese bank integration.
- Search and Analytics: Elasticsearch.

4. Deliverables

- a) Full-stack enhancement of all three applications and the central Dashboard.
- b) Enhancement of existing applications and the central dashboard.
- c) Optimization of security measures and data protection.
- d) Quality assurance testing and deployment.
- e) Development of updated documentation.
- f) Continuous project management and communication.

5. Period of performance

The service framework agreement will be for 21 Months.