

**Request for Proposal**

For Business development support training Consultant

FOR

DANISH REFUGEE COUNCIL (LEBANON)

<b>Request for proposal (RFP) BEY/2021/01</b>	
Name of the organization	Danish Refugee Council
Date of issue	13 <sup>th</sup> January 2021
Last date and time for receipts of bids	1 <sup>st</sup> of February 2021 at 2:00 pm
Address for the submission of proposals	By email at: LBN-Procurement-RFP@drc.ngo
Address for queries	By email at: LBN-Procurement-RFP@drc.ngo

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and whenever possible – for the fulfilment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956, and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced.

All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

Operating since 2004 in Lebanon, DRC has addressed the needs and rights of vulnerable populations, working initially with Palestinian refugees (since 2004), Iraqi refugees (2007-2010), Lebanese IDPs (during the 2006 conflict), migrant domestic workers (since 2009) and, since 2011, responding to the Syrian refugee crisis.

For further information about DRC, please refer to our website: [www.drc.dk](http://www.drc.dk)

### **Background:**

DRC is currently implementing a livelihoods project in the North of Lebanon and Bekaa regions. Under this project, MSMEs will be supported through financial and business development support. DRC is thus looking for a consultant to train its field staff in providing the business development support to these MSMEs, upon already existing DRC curriculum for business development support.

Within the business development support, several topics could be delivered:

- Business management
- Book keeping
- Business plan
- Marketing
- Customer service
- Human resources
- Etc.

### **Objectives:**

DRC is seeking to appoint a **Business development support training consultant** for the following objectives:

The Business development support training consultant will be responsible to revise the existing business development support (BDS) materials and tools, and to adapt them to the Lebanese context if and when relevant.

The consultant will be in charge of adapting and/or creating a new module as part of the existing BDS curriculum: a module on contingency for businesses, to adapt to the economic crisis and covid-19 context.

The consultant will also be responsible to develop a short training (about one or two days) for the DRC field staffs who will be in charge of supporting and providing business development support to the MSMEs. The training provided and the revision of tools (and creation of some modules whenever needed) will have to focus on strategic planning and sustainability of the supported MSMEs. The assistance provided to the MSMEs should indeed revolve around strategic planning and sustainability of these MSMEs. Finally, the consultant should provide this training to the DRC staffs in a practical way in order to make them ready for implementation.

The already existing curriculum of DRC and various documents will be shared with the consultant.

The training will, pending the covid19 situation, be done either remotely or face-to-face.

#### **Responsibilities:**

- Review of existing tools and materials in use in DRC, and review relevant secondary materials
- Create a new module for BDS on business contingency and on media marketing
- Discuss possible processes, tools and materials with the DRC Economic Recovery Teams
- To consider in the curriculum revision, the factor of economic crisis, covid-19 and education
- Propose drafts revision of the curriculum and agenda for the training before proceeding with the final products
- Train key field staff on conducting the business development support and adopting the best communication strategy with MSMEs beneficiaries

#### **Deliverables:**

**The consultancy work will start as soon as possible and will take up to 7 working days.**

Specific deliverables include:

- A revised business development support curriculum, including a new module on business contingency and on media training
- Delivery of training sessions on the new curriculum for the DRC staff.

The BDS curriculum, materials and tools developed will be considered as DRC intellectual property, thus DRC has the right to use and share with its partners.

**Timeframe for Outputs/Deliverables:** up to a maximum of 7 days

The below timeframe is indicative and can be amended by the consultant as per his/her own vision of the timeframe.

<b>Deliverables</b>	<b>D1</b>	<b>D2</b>	<b>D3</b>	<b>D4</b>	<b>D5</b>	<b>D6</b>	<b>D7</b>
A revised curriculum, and the creation of a new module on business contingency	X	X	X	X			
Preparation of the training for DRC staffs				X	X		
Delivery of training						X	X

**Experience and technical competencies:**

- At least four-year of relevant experience in business development, in business management, in livelihoods, or relevant career;
- Excellent level of written and spoken proficiency in English and Arabic languages;
- University degree in business management, economics, or other relevant discipline;
- Demonstrable experience in developing similar products for programs related to the humanitarian sector;
- Experience and understanding of the issues faced by MSMEs in Lebanon;
- Excellent computer skills and experience in editing, formatting, and polishing large documents.

**Education:** (include certificates, licenses etc.)

University degree in business management, economics, or any other related field.

**Languages:** Full proficiency in spoken and written English and Arabic.

**Key stakeholders:** (internal and external)

- DRC programme teams.

**Location:**

Based on the above timeframe for outputs and deliverables table, the consultant will be executing his/her tasks in Beirut or remotely.

**To Apply:**

Interested applicants should submit the following:

The **technical proposal** must include

- Detailed CV
- Relevant experience

- Confirmation on the availability corresponding to the list of deliverables stated above.
- Relevant feedback / references from previous clients

The **financial proposal** must specify the following:

The costs for the services requested in the deliverables, it could be per visit, per month, etc...

The Costs should be provided in **USD**.

The Consultant shall be wholly responsible for all taxes, national insurance or other contributions which are or may be payable out of, or as a result of the receipt of, any fees or other monies paid or payable in connection with this Agreement. The Consultant shall accordingly indemnify and hold DRC harmless against all taxes (including VAT), national insurance or other contributions, costs, claims, penalties, interest, expenses or proceedings arising out of or in connection with such taxes and contributions.

**The Consultant should notify DRC of his/her registration for V.A.T. and provides V.A.T. invoices in respect of the Consultancy Services, if applicable.**

### **Instructions for Submission of Bid**

- **By Email:** Email submissions will be accepted and must be sent to the following address:  
[LBN-Procurement-RFP@drc.ngo](mailto:LBN-Procurement-RFP@drc.ngo) quoting, **RFP# BEY/2021/01, in the Subject line.**  
RFPs must be received in the email inbox by the closing deadline.

The closing date for submission of proposals is **1st of February at 14:00 pm (local Beirut time)**.

**Any bids received past the deadline will be disqualified.**

All related questions should only be addressed to: [LBN-Procurement-RFP@drc.ngo](mailto:LBN-Procurement-RFP@drc.ngo)

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Bids submitted by mail or courier are done so at the bidder's risk and DRC takes no responsibility for the receipt of such bids.

All bids received in pencil will be disqualified.

#### **Validity of Offer**

Your bid must be valid for a minimum of 30 days from the date of the RFP closing date. Bids not meeting the Bid Validity Period may be disqualified. DRC will attempt to notify all suppliers of the outcome of their proposals as soon as possible after evaluation.

#### **Evaluation of Bids**

All Bids received and accepted will be evaluated on a 'line item' basis as follows:

- a) **Administrative Evaluation:** Evaluated to ensure compliance with all the RFP requirements and to ensure that all Bids and calculations are readable and acceptable and includes:
- *Signed Code of Conduct*
  - *Supplier profile registration form*

b) **Technical Evaluation:** All Bids received will undergo a Technical Evaluation based on 'cumulative bid score' as stated below:

Generic Technical compliance:

- Technical/Finance proportion 70/30
- Minimum passing technical score 40

The technical criteria for this RFP and their weighting in the technical evaluation are:

Technical Criteria #	Technical Criteria	Technical Weighting
1	Required documents have been provided and instructions have been followed	10
2	Experience in developing business development support curriculum in the humanitarian sector	20
3	Experience and understanding of the issues faced by MSMEs in Lebanon	20
4	Experience providing technical training of trainers	10
5	Ability to write technical materials in English and in Arabic	10
<b>Financial</b>		
Financial proposal / quotation		30

\*Out of the maximum 70 points that can be given for the Technical evaluation, bidders must obtain a minimum score of at least 40 in order to proceed to the financial evaluation. Only then will the financial offer be evaluated and reviewed against the technical offer.

c) Bids that comply with the requested items, specifications, and delivery conditions will be classed as 'responsive' (acceptable). Only Bids classed as 'responsive' (acceptable) will progress onto the 'Financial Evaluation' and will be shortlisted. 'Non-responsive' bids (not-acceptable Bids) will no longer be under consideration at this stage.

d) **Financial Evaluation:** All 'Responsive' Bids will undergo a Financial Evaluation based on proportion 70/30 where 30 is the weighted percentage of price offer.

**Note:** Shortlisted suppliers complying the technical and financial requirements may be asked for an interview with the responsible manager and supplier chain.

### **Contract Award**

Under the 'best value for money' principle, DRC will award the contract(s) (DRC Purchase Requisition or Service Contract) to the 'lowest responsive bid' except where other considerations are warranted. These other considerations can be – total cost of ownership; cost of on-going consumables; price vs warranty; quality vs price.



### **RFP Enquires**

All enquires and questions should be addressed to the email given in the RFP Detail's section! All Q&A's will be shared with all invited suppliers.

**Under DRC's Anticorruption Policy, Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.**

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Sincerely,

Supply Chain Department

January 2021