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| **From:** | Wahat-Al-Farah Association for special needs (WAF) | **To:** |  |
| **Address :** | Bkeftine-El-Koura-Lebanon | **Address :** |  |
| **Contact Person:** | Rim Fares/Procurement Specialist | **Contact Person:** |  |
| **Phone:** | +961 71 98 66 97 | **Phone:** |  |
| **Email:** | procurement.wahafarah@gmail.com | **Email:** |  |

Wahat Al Farah for Special Needs cordially invites all qualified bidders to submit their offers in response to the service requirements outlined in this Request for Quotation.

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| **Request for quotation details:** | |
| **RFQ #:** | C4W027/24 |
| **RFQ Issuing Date:** | May 7 , 2024 |
| **Quotation Submission deadline:** | May 10, 2024, 2:00 p.m. Extended until May 22 |
| **Currency of Bid (3-letter code):** | USD |
| **Bid Validity Period** | 90 days |
| **Service Delivery Period** | 6 Months Starting May 2024 |
| **Required Delivery Destination of the Service:** | Wahat al farah HQ Bkeftine-El-Koura-Lebanon |
| **Payment terms:** | Bank Note (Monthly Basis) |

**IMPORTANT NOTE**

* Wahat al farah will award this contract to one Specialist based on the lowest-cost technically compliant bid
* WAF reserves the right to correct any miscalculation on the bid form
* Bids in any currency other than USD may be disqualified

**RFQ SUBMISSION INSTRUCTIONS**

**Offers can be submitted through the following method**

**Email Submission/** **تقديم عبر البريد الإلكتروني:**

Submit your offer via email to [procurement.wahafarah@gmail.com](mailto:procurement.wahafarah@gmail.com) Ensure that the subject of your email is <RFQ#: C4W027/24 – **Quality Control Specialist**

**Or**

**In-Person Submission/** **تقديم شخصيًا**

Hand-deliver your offer to the Procurement Department at Wahat Al Farah in Bkeftine, Please make sure that the subject on the envelope is also <RFQ#: C4W027/24 – **Quality Control Specialist** >.

**The following Documents are required to be submitted/** **يجب تقديم الوثائق التالية:**

1. This request for quotation completed signed and stamped Mandatory
2. Financial offer form fully and accurately filled in, signed and stamped. Mandatory
3. CV’s Mandatory

*Administrative documents required Form registered Local Company*

a) Copy of company registration/ نسخة من سجل الشركات.

b) Copy of tax registration/ نسخة من تسجيل الضرائب

c) Copy of VAT registration if any / نسخة من تسجيل ضريبة القيمة المضافة إذا كانت متاحة

*Administrative documents required from individuals:*

a) Copy of ID or Passport/ نسخة من بطاقة الهوية أو جواز السفر

b) Copy of fiscal number registration *if any*/ نسخة من تسجيل الرقم الضريبي

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| *Financial Offer Form/عرض مالي:* | | | | | |
| **WAF TO COMPLETE** | | | | **BIDDER TO COMPLETE**  **مقدم العرض لإكماله** | |
| **Item No.** | **Service Description -**  **وصف الخدمة** | **Estimated Quantity**  **الكمية المقدرة** | **UOM**  **الوحدة** | **Unit Price (USD)**  **سعر الوحدة / الشهر (دولار أمريكي)** | **Total Price (USD)**  **السعر الإجمالي (بالدولار الأمريكي)** |
| 1 | **Quality control Specialist** (Task as per the TOR) | 1 | LS |  |  |
|  |  |  | **TOTAL AMOUNT:** | |  |

|  |  |  |
| --- | --- | --- |
| **Starting date:***Bid not meeting Wahat al farah payment terms may be disqualified* |  | **Day/Month/year** |
| **Bid Validity Period*:*** *Your Bid must be valid as stated on the* ***Request for Quotation Details****. Bids not meeting the Bid Validity Period may be disqualified.* |  | **(Calendar) days** |
| **Supplier Payment Modality:** *Bid not meeting Wahat al farah payment terms may be disqualified* |  | |
| **Supplier/ Candidate name:** *as per the registration paper* |  | |
| ***Signature, Date & Stamp:*** *Company Stamp only if any* |  | |

**Term of Reference (ToR)**

**Subject: Quality Control Specialist**

Wahat Al Farah Association is looking for **Quality Control Specialist** for Strengthening and Empowering Persons with disabilities and vulnerable groups through CFW project.

This project is part of the project "Support for Disadvantaged, Peripheral Neighbourhoods in Lebanon through Cash for Work (C4WL)” that is funded by the German Federal Ministry for Economic Cooperation and Development (BMZ). C4WL is implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) in partnership with the Ministry of Social Affairs and in cooperation with Wahat Al-Farah Association

**1. Introduction:**

This TOR delineates the roles and responsibilities for the Quality Control Specialist position at Wahat Al Farah Association's community kitchen. The incumbent will ensure that all food prepared and served meets stringent standards of quality, taste, hygiene, and safety.

**2. Scope of Work:**

*a. Inspecting Incoming Ingredients:*

- Thoroughly examine incoming ingredients (e.g., vegetables, meat, dairy) to ascertain freshness, safety, and compliance with established standards.

*b. Checking Taste and Appearance of Dishes:*

- Regularly assess prepared dishes, both taste-wise and visually, to ensure they align with expected standards of quality, appearance, and texture.

*c. Ensuring Hygiene and Safety:*

- Oversee kitchen cleanliness, verify staff adherence to proper attire and hairnet usage, and supervise routine sanitation of kitchen equipment to uphold hygiene and safety protocols.

*d. Providing Feedback & Training:*

- Offer constructive feedback to kitchen staff and the chef regarding areas necessitating improvement in food quality and adherence to safety protocols.

- Conduct frequent training sessions on food safety practices and prerequisite programs (GMP-GHP) to enhance staff understanding and compliance.

*e. Responding to Customer Complaints:*

- Promptly and thoroughly investigate customer complaints concerning food quality.

- Identify the underlying cause and implement corrective measures to preclude future recurrences.

**3. Weekly Presence:**

The Quality Control Specialist will be present one day per week throughout the 6-months duration to oversee ongoing quality control efforts and provide immediate feedback and guidance to kitchen staff

**4. Deliverables:**

a. Regular reports detailing findings from ingredient inspections, dish evaluations, and kitchen hygiene assessments.

b. Training records indicating staff participation in food safety and prerequisite programs.

c. Action plans delineating improvements based on feedback and complaint investigations.

**5. Timeline:**

The Quality Control Specialist will allocate one full day per week to the industrial kitchen's operations, ensuring continuous monitoring and evaluation to uphold quality and safety standards throughout the 6-month duration.

**6. Payment Terms:**

Payment will be disbursed according to mutually agreed-upon terms, reflecting the level of effort and efficacy demonstrated in maintaining and enhancing food quality and safety standards.

**7. Approval and Amendments:**

This TOR necessitates approval by Wahat Al Farah Association, and any modifications to the scope of work must receive consensus from both parties.

**8. Confidentiality:**

The Quality Control Specialist must maintain strict confidentiality regarding sensitive information obtained during duty performance, including customer complaints and kitchen operations.

**9. Qualifications:**

a. Bachelor's degree in Food Science, Nutrition, or a related field preferred.

b. Demonstrated experience in food quality control and assurance within an industrial kitchen setting.

c. Proficiency in food safety regulations and best practices, encompassing HACCP principles.

d. Exceptional communication and interpersonal skills.

e. Capability to work autonomously and collaboratively within a dynamic environment.

This TOR incorporates the requirement for the Quality Control Specialist to be present one day per week throughout the 6-month pro, providing consistent oversight and support to maintain quality standards.