



Request for Quotation (RFQ)

RFQ Number: LED RFQ- 107

Issuance Date: March 11, 2020

Deadline for Offers: March 25, 2020

Description: IT Service Providers to Provide TA for LED Clients

For: LED-Lebanon

Funded By: United States Agency for International Development (USAID),
Contract No. AID-268-17-C-00001-00

Implemented By: Chemonics Beirut S.A.R.L

Point of Contact: Roger Karam

***** ETHICAL AND BUSINESS CONDUCT REQUIREMENTS *****

Chemonics is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit. Chemonics expects suppliers to comply with our Standards of Business Conduct, available at <http://www.chemonics.com/OurStory/OurMissionAndValues/Standards-of-Business-Conduct/Pages/default.aspx>.

Chemonics does not tolerate fraud, collusion among offerors, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to both USAID and the Office of the Inspector General.

Employees and agents of Chemonics are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to USAID and the Office of the Inspector General. In addition, Chemonics will inform USAID and the Office of the Inspector General of any supplier offers of money, fee, commission, credit, gift, gratuity, object of value, or compensation to obtain business.

Offerors responding to this RFQ must include the following as part of the proposal submission:

- Disclose any close, familial, or financial relationships with Chemonics or project staff. For example, if an offeror's cousin is employed by the project, the offeror must state this.
- Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror's father owns a company that is submitting another proposal, the offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to Chemonics' prohibitions against fraud, bribery and kickbacks.

Please contact Douglas Griffith, dgriffith@chemonics.com with any questions or concerns regarding the above information or to report any potential violations. Potential violations may also be reported directly to Chemonics' Washington office through the contact information listed on the website found at the hyperlink above.

Section 1: Instructions to Offerors

1. **Introduction:** Chemonics, through Chemonics Beirut S.A.R.L., acting on behalf of the U.S. Agency for International Development (USAID) and the Lebanon Enterprise Development (LED) Project, under contract number AID-268-C-17-00001, is soliciting proposals from consultancy firms that can assist our clients in the below SOW.

Offerors are responsible for ensuring that their offers are received by Chemonics in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

Offerors should take note that this RFQ does not obligate Chemonics to execute a subcontract nor does it commit Chemonics to pay for any costs incurred in the preparation and submission of any proposals for this solicitation. Furthermore, Chemonics reserves the right to reject any and all offers, if such action is considered to be in the best interest of Chemonics.

2. **Offer Deadline and Protocol:** Offerors shall submit their proposals electronically in accordance with the instructions below:
 - **Technical and financial** offers must be received no later than 4 pm local Beirut time on **March 25, 2020** by email to LEDprocurement@lebanon-edp.com
 - Technical offer ONLY shall be submitted to the client. It is the responsibility of the offeror to share contact information of the client and send the technical offer before the above-mentioned deadline.

Please reference the RFQ number **107 with the client name** in any response to this RFQ. Offers received after the specified time and date will be considered late and will be considered only at the discretion of Chemonics.

2. **Questions:** Questions regarding the technical should be asked to the client directly during site visit & questions regarding administrative requirements of this RFQ may be submitted no later than 4 pm local Beirut time on **March 23, 2020** by email to LEDprocurement@lebanon-edp.com . Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that Chemonics believes may be of interest to other offerors will be circulated to all RFQ recipients who have indicated an interest in bidding.

Only the written answers issued by Chemonics will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of Chemonics or any other entity should not be considered as an official response to any questions regarding this RFQ.

3. **Scope of Work:** Section 3 contains the scope of work of the required service.
4. **Quotations:** Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including delivery and all other costs in **USD or equivalent in LBP as per BDL rate**. Offers must remain valid for not less than thirty (30) calendar days after the offer deadline. Offerors are requested to provide quotations on their official quotation format or letterhead;

In addition, offerors responding to this RFQ are requested to submit the following:

- Organizations responding to this RFQ are requested to submit a copy of their official registration or business license.

- Individuals responding to this RFQ are requested to submit a copy of their identification card along with MOF registration if applicable.
5. **Taxes and VAT:** The agreement under which this procurement is financed is not exempt from the payment of taxes, tariffs, duties, or other levies imposed by any laws in effect in the Cooperating Country. Therefore, offerors must include taxes, charges, tariffs, duties and levies in accordance with the laws of the Cooperating Country.
Chemonics Beirut SARL is VAT exempted all invoices issued by your company will be stamped and signed with a special stamp filled in detail as mentioned in the agreement with the ministry of finance.
 6. **Eligibility:** By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. Chemonics will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.
 7. **Evaluation Criteria:** The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and is determined via a trade-off analysis to be the best value based on application of the following evaluation criteria. The relative importance of each individual criterion is indicated by the number of points below
 1. *Cost: 30 Points*
 2. *Offeror's qualification, expertise & past experience: 20 Points*
 3. *Scope of Work: 25 Points*
 4. *Site Visit & Client feedback: 20 Points*
 5. *Timeline & Days of Intervention: 5 Points*

Follow-up discussions may be conducted with several Consultant(s) to resolve any questions, finalize the scope of work and agreement on final not-to-exceed costs as a means to recommend final selection to Chemonics.

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. Chemonics reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested. It is anticipated that award will be made solely on the basis of these original quotations. However, Chemonics reserves the right to conduct any of the following:

- Chemonics may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFQ, Chemonics may issue a partial award or split the award among various suppliers, if in the best interest of the Lebanon LED Project.
- Chemonics may cancel this RFQ at any time.

Please note that in submitting a response to this RFQ, the offeror understands that USAID is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to the Lebanon-LED Project for consideration, as

USAID will not consider protests regarding procurements carried out by implementing partners. Chemonics, at its sole discretion, will make a final decision on the protest for this procurement.

8. **Terms and Conditions:** This is a Request for Proposal only. Issuance of this RFQ does not in any way obligate Chemonics, the LED Project, or USAID to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

This solicitation is subject to Chemonics' standard terms and conditions. Any resultant award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request.

Section 2: Offer Checklist

To assist offerors in preparation of proposals, the following checklist summarizes the documentation to include an offer in response to this RFQ:

- SOW
- Timeline & Days of intervention;
- Cost
- Qualification, expertise & past experience: please include:
 - CVs for the consultants that will work on the project
 - Company Profile
 - List of clients having similar intervention
- Company Registration papers

Section 3: Scope of Work

A- Description of the Client

Dynamic Objects SARL Samoria one Building, Main Street, Batroun

“Dynamic Objects SARL” is a CRM/ERP service provider and Microsoft Dynamics 365 Partner. Their services include end-to-end CRM (Customer Relationship Management) and ERP (Enterprise Resource Planning) business solutions, business process management and Microsoft cloud offerings.

Dynamic Objects is currently servicing Lebanese, Gulf and international customers and was recently honored among a global field of top Microsoft partners for demonstrating excellence in innovation and implementation of customer solutions based on Microsoft technology and chosen as finalist for the 2019 Microsoft Diversity and Inclusion Change-maker award.

“Dynamic Objects SARL” is under negotiation with a client to sell their new vertical solution “Dynamic Delivery” and “Dynamic Hospitality” which sits on top of Dynamics 365 for customer engagement. Both solutions target the restaurant industry and provide brands with the software tools needed to manage mobile orders, customer loyalty and delivery tracking as well as centralizing customer feedback and monitoring brand and branch performance. Both Products at this stage require business and practice coaching for optimal packaging, payment and invoice processing, as well as additional system functionalities to meet international standards.

The client needs the solution to be scalable across brands. The solution needs to be functionally and technically compliant with Microsoft Dynamics 365 for customer engagement best practices and international standards. The solutions need to have a clearly defined strategy to enhance the offering with future versions of the Dynamics 365 product.

LED will cost-share with “Dynamics Objects” to have the consultancy needed to get the deal done which includes:

1. On the technical level, the consultant will help with the technical design of the solution (this is already in place but there are items that need to be added and others fine-tuned) specifically regarding the integration between the mobile app (Customer), Dynamics 365 (Backend system) through Microsoft Azure (APIS).
2. On the functional level, conduct a full assessment of the business processes in place to identify and fix potential roadblocks especially regarding scaling out the application to multiple brands with a large customer base.
3. Global sales enablement and geo expansion consultation for the solution.
4. Digital Marketing consultation (on demand content, digital assets) for the solution.

Tech Support: Deichounieh el Metn, Mar Jerjes Road, Metn, Mount Lebanon

Tech Support is an information technology company that provides customers with a high quality of IT consultancy, computer networking, and IT services and has been in business for the past seventeen years. The company was founded by George Sakr, an IT specialist who held several high-level positions before launching his own company

They are dedicated to providing the unsurpassed IT support in enlightening the design, supplies, installs, and support for IT infrastructure solutions that advance operational efficiency, productivity and resources into competitive advantage.

One of the biggest challenges he faces is finding the right employee to expand his team or fill in the place of a previous one. As most companies do, they spread the word among their connections or use paid ads, online recruiting websites, LinkedIn, etc. Usually, all the mentioned resources require large fees to connect companies with job seekers; because the market is not competitive, there aren't many well-known recruiting websites, and mostly they are local to the country they operate in.

After facing this issue many times, he decided to build and maintain a recruiting platform that connect recruiters and company owners to job seekers, and this is how "we-link.co" was born.

The team at Tech Support started developing the web portal with PHP Laravel technology for the backend, MySQL for the database, and HTML5 and JavaScript for the frontend. They finished the core project (MVP), which allows recruiters to create an account (company account or recruiting agency) and post a job in their desired category or field.

On the other hand, job seekers can create an account, search for jobs by specifying the location and desired field, and if a job they're interested in is found, they can click "Apply". An email is sent to the recruiter and communication starts within the website. This version was published online a year ago silently without any marketing campaign, and they have over 3,000 users so far who are frequently visiting the website to update their resumes and apply for jobs. The platform is working seamlessly, and all interactions on the website are now offered for free to both recruiters and job seekers.

Tech Support offer the recruiters and job seekers a clean and modern design, a responsive design, geolocation, multi-country support, multi-currencies, multilingual support, support for RTL languages, companies listing, companies page/profile, multi companies/resume per user, job application with an external URL feature, users/roles and permissions system, PayPal integrated, Google AdSense, Google maps integration, SMS notifications, Google Re-Captcha, Messaging System between recruiters and job seekers, CMS for Static pages, RSS feeds generator, search engine optimization (SEO), Website backup and social networks Login (Facebook, Google).

After receiving several requests and comments from recruiters and job seekers, who were not able to use the current website to finalize deals due to the lack of the following: Online payment, Paid memberships, Premium packages, Email notifications, newsletters, Confidential companies, Recurring payments and Invoice/Sales system. Therefore, Tech Support will have to implement more advanced features to meet these requests and finalize the recruitment part of the portal.

LED will cost-share with Tech Support to hire a senior web developer who will assist the company to develop the platform (we-link.co) as well as assist with recruitment and training of all new junior web developers. We-Link platform should be equipped with highly advanced functions, and below is a list of what will the system include in terms of technical specifications:

- Multiple countries to operate on a global scale.
- Multiple languages
- Geolocation based on IP to determine the country of origin and detect the primary language of the country to display the system in this language.
- Multiple payment gateways to support online payments all over the globe.
- Membership packages and recurring invoices based on these monthly/yearly memberships.
- Advanced filter/search algorithms to better display jobs to their targeted job seekers / vice versa.
- Advanced security features to allow for maximum privacy and protect users' data.
- Internal communication system between recruiters and job seekers.
- Recruitment management system custom tailored for recruiting agencies, and the ability to create private jobs that generate links specific to these jobs (not public to all job seekers).

- Proper SEO integration with google, bing, etc ... to maximize exposure on various search engines.
- Sharing on all social media platforms to get even more exposure.

Softwave SARLMouamen building, Madaress street Zahrieh, Tripoli, North Lebanon.

Softwave is a leading Lebanese company providing customized IT solutions and business services that was established in 1993. They have created a customized ERP system managing a variety of business such as hospitality, retail, real estate, oil & gas, education, IT services, laboratory equipment control and others.

Softwave has been serving one of their clients for many years as provider of ERP software with the old computer languages, which are not valid anymore. Today, the client is asking Softwave to upgrade their system to the latest technology with cloud environment and to be partner with Microsoft.

To get the new deal with them, Softwave must customize the ERP software and to be partner with Microsoft. Softwave currently lacks the latest technology with cloud environment and the knowhow to be partner with Microsoft which will put the deal with the client at risk and limit their ability to grow and develop their current customers and get new ones.

LED will cost share with Softwave with the consultancy needed to develop and upgrade new ERP along with training their staff on this ERP and to be partner with “Microsoft” in order to get the deal done.

Kronfol Group for Manufacturing and Trading S.A.R.L/ ALPINA Chocolate Abou saab bldg., old road, Damour, Mount Lebanon

Founded in 1970, Alpina, a family-owned business based out of Beirut, grew into becoming one of the leading chocolatiers in Lebanon and the Middle East. Due to high demand on premium quality chocolate, a new factory was inaugurated in 2014 in the town of Damour, a town that was strategically chosen to create job opportunities in an otherwise impoverished area under the name of Kronfol Group for Manufacturing and Trading allowing the company to cater to private labels both locally and internationally. Kronfol Group now employs 52 employees working at full capacity. Over 50% of the employees are women as per its founder’s beliefs in equal opportunity and female empowerment and of which up to 80% are between the age of 18 and 30. Today, Kronfol Group locally distributes its products under the brand name of Alpina and exports its products to all the GCC countries and Western Africa under varies private labels.

LED will cost-share with Kronfol management to hire a web developer who will assist the company to develop its online platform to expand the services and maintain quality of service to the client.

Site Visit

The site visit for this requirement is mandatory. If you submit a tender without having attended the site visit your bid may be deemed non-compliant and will not be considered.

To arrange a visit, please coordinate a site visit with our business advisor before the deadline and cc LEDprocurement@lebanon-edp.com

	Business Advisor	Tel	Email
Tech Support	Joumana Maakaroun	+961 70 516 728	joumana.maakaroun@berytech.org

Dynamic Objects SARL	Fouad Abi Antoun	+961 3 672012	fouada@biatcenter.org
Softwave	Fouad Abi Antoun	+961 3 672012	fouada@biatcenter.org
Kronfol	Joumana Maakaroun	+961 70 516 728	joumana.maakaroun@berytech.org

Scope of Work:

Each consultancy firm should submit a proposal that include a detailed SOW accompanied with price for each technical assistant per client. Please note that each firm has the right to choose to submit their proposal for one and/or more companies combined.

N.B: Before awarding the contract for the winning vendor please be reminded that the SOW hence deliverables will be divided between LED and the client firm. The consultancy firm will sign two separate contracts for the SOW:

1. A contract to be signed with LED that represents most of the technical assistance deliverables and;
2. A contract to be signed with the client firm to represent the deliverables for the client cost share part.

Section 4: Offer Cover Letter

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:

To: LED Project
Qubic Center, 10th Floor, Section E&D
Daoud Ammoun Str., Horsh Tabet, Sin El Fil
Beirut, Lebanon

Reference: RFQ No. 107

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any Chemonics or LED project staff members;
- We have no close, familial, or financial relationships with any other offerors submitting proposals in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- All information in our proposal and all supporting documentation is authentic and accurate.
- We understand and agree to Chemonics’ prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: _____

Name and Title of Signatory: _____

Date: _____

Company Name: _____

Company Address: _____

Company Telephone and Website: _____

Company Registration or Taxpayer ID Number: _____

Company DUNS Number: _____

Does the company have an active bank account (Yes/No)? _____

Official name associated with bank account (for payment): _____