

CARE International in Lebanon Furn El Chebbak - Sami El-Solh Street, Serhal Building 4th floor, Beirut, Lebanon

Date: February 23, 2018

#### **REQUEST FOR QUOTATION** DATABASE SPECIALIST Ref: 201802/CILB0003

Dear Messrs.

We are CARE International in Lebanon, an INGO based in Furn El Chebbak, Beirut - Lebanon. Cooperative for Assistance and Relief Everywhere "CARE" is one of the world's largest humanitarian organizations fighting global poverty, working in more than 70 countries around the world. With more than 65 years of experience and long-term presence in many of the world's poorest and most vulnerable countries.

CARE first established a mission in Lebanon in 2006 and in April 2013 further enhanced its presence in Lebanon in order to address needs of the refugee population and host communities due to the current situation.

CARE International in Lebanon is currently running a project of Livelihood Activities in Lebanonfunded by BMZ]. [Add the activity required].

Following this, your entity is invited to submit an offer / guotation for "DATABASE SPECIALIST/ Ref: 201802/CILB0003".

You will also find for your review in the **Annex A**:

1) Annex A – Appendix 1: Terms of Reference

In order to submit a complying quotation, you should complete all documents in **Annex B**. This includes:

- 1) Annex B Appendix 1: "Declaration for Bidders".
- <u>Annex B Appendix 2:</u> "Proof of Company Registration in Lebanon"
   <u>Annex B Appendix 3:</u> "Technical Proposal"
   <u>Annex B Appendix 4:</u> "References"

- 5) Annex B Appendix 5: "Detailed Financial Proposal"

#### Vendor Questions and Offer Submission deadline:

If CIL, either on its own initiative or in response to a request from a prospective bidder, provide additional information on the RFQ, such information will be communicated simultaneously in writing to all the bidders.

Bidders may submit **questions** in writing procurement@careliban.org by Wednesday February 28, 2018 3:00pm Beirut time specifying the RFQ title: "Database Specialist/ Ref: 201802/CILB0003" CARE will reply to all questions and request for clarification by Thursday March 1, 2018 5:00pm (Beirut Time).

#### The offers must be submitted to procurement@careliban.org by Monday March 5, 2018 16:00 (Beirut Time).

The Service Provider must insure and provide all the requested documents in the Annexes and submit her/his offered price to procurement@careliban.org. The Admin / Technical documents "Annex B 1-4"

must be submitted in one pdf file. The financial offer "<u>Annex B - Appendix 5</u>" shall be submitted in pdf signed version and as excel sheet to <u>procurement@careliban.org.</u>

The title of the email should read: "Database Specialist/ Ref: 201802/CILB0003"

#### **Donor Rules and Regulations:**

Participation is open on equal terms to any natural and legal persons or company provided the company is registered as a corporation.

The BMZ or persons mandated by the BMZ, have rights of access to Service Provider s/Service Providers who have received funds from BMZ

• In implementing BMZ project activities, CARE International in Lebanon and any contracted service providers must have regard to and comply with, and use their best endeavors to ensure compliance with relevant and applicable laws, regulations and policies of Lebanon, including those related to occupational health and safety.

• CARE International in Lebanon does not provide support or resources to organizations or individuals associated with terrorism, including 'terrorist organizations). CIL and its service providers shall use their 'best endeavors to ensure that funds provided under this Contract, including sub-contracts, do not provide direct or indirect support or resources to organizations or individuals associated with terrorism'.

• For further information on BMZ rules and regulations, service provider is to follow BMZ link <a href="https://www.bmz.de/en/">https://www.bmz.de/en/</a>

### Period of validity

Bidders shall be bound by their quotations for a period of **ninety (90) days** minimum from the deadline for submission of quotations.

#### Currency of offer

Bidders must be presented their offers in US Dollars; Value Added Tax "VAT" must be included in the pricing "if the vendor is registered in VAT". If the vendor is not registered in VAT, please mention that in official writing letter. The offer must be **written in English** and provide a **price for this job only**.

#### Opening, evaluation of bids and selection criteria

The opening and examination of quotations is for the purpose of checking whether the submitted offers are complete and whether the offers are generally in order.

The subsequent evaluation of the offers shall be carried out by an Evaluation Committee made up of representatives of the CARE team.

The contract (service agreement) will be awarded to the offer offering best value for money, (the **quotation offering the best price-quality ratio**), while taking care to avoid any conflict of interests, amongst those judged technically and administratively compliant.

Bidders will be evaluated according to the criteria listed but not limited to the below:

The evaluation criteria must be based on the qualifications of the database specialist:

- Extensive professional experience in database design for international NGO and/or private sector with <u>at least 5 successful</u>, <u>complex databases designed and in current utilization by current or</u> <u>former clients</u>
- Strong skills in database systems (<u>PostgreSQL, SQL server, MySQL</u>) as well in designing and using <u>FileMaker Developer- certified</u> (or equivalent in on job experience) in <u>Microsoft Access 2010</u> (and/or other proposed software)
- Basic understanding of data security and encryption tools
- Experience producing user guideline manuals and training staff in the use of databases

- <u>Able to design extremely user-friendly databases</u> that can be used by individuals with only basic computer literacy
- Bidder business profile and proposed resumes relevance
- Demonstrable ability to perform all functions related to the scope within the time specified
- Proposed methodology and timeline that meets CIL requirements
- Years of relevant experience
- Acceptable previous experience with CARE International in Lebanon
- Compliance with CARE and donor terms and conditions
- Bidder's references
- Total price/cost submission taking into consideration the methodology used to achieve the deliverables

Ideally, the consultant will also:

- Have a minimum of Bachelor's degree in a related fields
- Have a minimum of 5 years' experience in the field
- Express thorough knowledge of data management software

In the interests of transparency and equal treatment and without being able to modify their offers, bidders may be required, at the sole written request of the evaluation committee, to provide clarifications or additional information as deem necessary within 48 hours after quotation opening. Any such request for clarification must be limited to the information requested.

Any attempt by a bidder to influence the evaluation committee in the process of examination, clarification, evaluation and comparison of offers, to obtain information on how the procedure is progressing or to influence CARE in its decision concerning the award of the contract will result in the immediate rejection of his offer. Offers should be delivered by the deadline to be considered for evaluation.

#### Ethics

CARE pays very careful attention to working with companies that commit to respect basic Ethics Rules. The bidders / potential vendors must read and understand the Good Business Regulations as defined by CARE and introduced in the Annex B Appendix 1 of this RFQ. The bidder will have to fill and sign the Annex B Appendix 1: Declaration for Bidders.

#### Period of Performance

The selected vendor shall mobilize all necessary and appropriate resources and coordinate all work / services activities with CARE to ensure timely delivery of services. CARE shall not approve requests for time extension for reasons within the responsibility of the vendor.

#### **Quality of the services**

The delivery and implementation of the services and deliverables will be closely being monitored and approved by CARE's representative, Donor representatives or any external audit firm appointed by the Donor "as per donor rules and regulation" on a regular basis and before any payment is made to the vendor.

#### **Documentation**

On completion of the deliverables, the vendor will hand over all specified documentation, detailed reports, and final report as mentioned in the TOR to CARE representative.

#### Review and acceptance of the services

A CARE representative will carry out the monitoring and approval of the deliverables and work / services.

#### Payment procedure

All payments will be made by cheque or bank transfer to the vendor account in accordance with the CIL's standard payment schedule. All payments shall be issued upon the delivery and acceptance of deliverables.

Payments will occur after acceptance of the works / services and final detailed report by the CARE representative and upon the receiving of an original invoice issued by the vendor.

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Procurement Team **CARE International in Lebanon** email: <u>procurement@careliban.org</u> Address: Furn el Shebak – Sami El Soloh Ave, Serhal Building – 4th floor, Beirut – Lebanon. |Tel: + 961 1 381 775

# ANNEX A - APPENDIX 1

## **TERMS OF REFERENCE**

#### 1. Background of the Organisation

CARE is an international humanitarian and development organisation without religious, political or government affiliation. CARE is committed to protecting and promoting the rights of vulnerable girls and boys, women and men and improving the lives of refugees and host communities alike.

CARE works at national, municipality and at the community level to develop customized solutions and ensure long-term sustainability as well as respond to basic needs. We design projects that fall into alignment with national priorities and be owned by communities. Our interventions range across clean water, affordable sanitation and community healthcare and sexual and reproductive health rights programs, economic opportunities, and protection. Across program areas, CARE's activities are guided by a rights-based, holistic, gender-sensitive/transformative, and inclusive approach.

CARE International has been operational in Lebanon since 2013 and works across the country.

## 2. Terms of Reference

CARE International in Lebanon is seeking a senior-level database specialist (or consultancy firm) to design a programme database that manages beneficiary information and services, performs some data analysis, and create reports. It will include demographic information, project information, services received, scores on various tests, and other related information. The database is to be designed based on a discussion with the CARE Project Manager and MEAL team, along with a 2-3 hour brainstorming workshop will all CARE programme team (10-12 individuals). This workshop will be led by the consultant who will also be responsible for training relevant members of CARE's team (10-12 individuals) on how to manage and update the database. Developed material will be the property of CARE International in Lebanon.

### 3. Database functions and specifications

- Import data in xls format and from online servers of beneficiary lists
- Provides layouts/formatting enabling English-only speakers to use the database for review and analysis purposes
- Employs unique identifiers per individual clients/beneficiaries
- Multi-level password protection to assure anonymity of PLHIV clients and confidential information
- Data validation
- User-friendly format (drop down lists, checkboxes, auto populating fields...)
- Data exportable to other software such as Excel
- Usable offline

Other functions may be identified as part of the conceptualization and consultation process.

### 4. Deliverables

- Study sources of information, tracking tools, and individual program information needs
- One 2-3 hour brainstorming session with CARE programme team
- One database designed and ready to use
- Develop, test and validate a database system that will act as an online internal reporting system
- Two training sessions (4 hours each) on how to use, manage and update the database

### 5. Qualifications

- Extensive professional experience in database design for international NGO and/or private sector with at least 5 successful, complex databases designed and in current utilization by current or former clients
- Strong skills in database systems (PostgreSQL, SQL server, MySQL) as well in designing and using FileMaker Developer- certified (or equivalent in on job experience) in Microsoft Access 2010 (and/or other proposed software)
- Basic understanding of data security and encryption tools
- Experience producing user guideline manuals and training staff in the use of databases
- Able to design extremely user friendly databases that can be used by individuals with only basic computer literacy

## 6. Timeframe

The total process should take 5-6 weeks.

#### ANNEX B APPENDICES

- 1) Annex B Appendix 1: "Declaration for Bidders".
- 2) Annex B Appendix 2: "Proof of Company Registration in Lebanon or individual profile"
- 3) Annex B Appendix 3: "Technical Proposal"
- 4) Annex B Appendix 4: "Reference Letters"
- 5) Annex B Appendix 5: "Detailed Financial Proposal"

# ANNEX B - APPENDIX 1 DECLARATION FOR BIDDERS

#### "Database Specialist Ref: 201802/CILB0003"

I/we hereby declare that [\_\_\_\_\_\_] established in Lebanon agrees to participate in the preparation of the above-mentioned procurement procedure in observance of the principles and declarations made hereunder and is fully aware that any failure to comply thereto could lead to its exclusion from the procurement procedure and to the rejection of its quotation.

I/we hereby declare that [\_\_\_\_\_\_] shall carry out its duties to the highest professional standards in the best interests of the Contracting Authority with no consideration linked to possibilities for future contracts and that it observes the following principles and minimum standards throughout its commercial and procurement activities and has procedures in place to ensure that respect for these principles and standards is upheld by its staff and contractors:

### LABOUR STANDARDS

Employment is freely chosen.

a. There is no forced, bonded or involuntary prison labour.

b. Workers are not required to lodge `deposits' or their identity papers with the employer and are free to leave their employer after reasonable notice.

Freedom of association and the right to collective bargaining are respected.

a. Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.

b. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

Working conditions are safe and hygienic.

a. A safe and hygienic working environment shall be provided. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work.

b. Access to clean toilet facilities and potable water, and, if appropriate, sanitary facilities for food storage shall be provided.

c. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.

Child Labour shall not be used.

a. The International Labour Organization ("ILO") defines "child labour" as work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that is mentally, physically, socially or morally dangerous and harmful to children; and

interferes with their schooling by depriving them of the opportunity to attend school; obliging them to leave school prematurely; or requiring them to attempt to combine school attendance with excessively long and heavy work.

b. There shall be no recruitment of children and children under 18 years of age shall not be employed at night or in hazardous conditions, including any work which is likely to jeopardize children's physical, mental or moral health, safety or morals. This shall be ensured in terms of the *ILO Convention No.* 182 on the Worst Forms of Child Labour, 1999 and the ILO Convention No. 138 on the Minimum Age for Admission to Employment and Work, 1973 which lists the following minimum age for employment:

	The minimum age at which children can	Possible exceptions for developing countries
Hazardous work Any work which is likely to jeopardize children's physical, mental or moral health, safety or morals should not be done by anyone under the age of 18.		18 (16 under strict conditions)
Basic Minimum Age The minimum age for work should not be below the age for finishing compulsory schooling, which is generally 15.	,	14
Light work Children between the ages of 13 and 15 years old may do light work, as long as it does not threaten their health and safety, or hinder their education or vocational orientation and training.	13-15	12-14

#### Living wages are paid.

a. Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks, whichever is higher.

b. In any event wages should always be high enough to meet basic needs and to provide some discretionary income.

#### Working hours are not excessive.

a. Working hours comply with national laws and benchmark industry standards.b. In any event, workers shall not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7 day period on average.c. Overtime shall be voluntary, shall not exceed 12 hours per week, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

#### No discrimination is practiced.

There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

#### Regular employment is provided.

To every extent possible work performed must be on the basis of a recognized employment relationship established through national law and practice.

No harsh or inhumane treatment is allowed.

Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

### **ENVIRONMENTAL STANDARDS**

Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business and should aim to address at least the following:

#### Waste Management.

Waste is minimized and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air, and water pollution are adopted. In the case of hazardous materials, emergency response plans are in place.

#### Packaging and Paper.

Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.

### Conservation.

Processes and activities are monitored and modified as necessary to ensure that conservation of scarce resources, including water, flora and fauna and productive land in certain situations.

#### Energy Use.

All production and delivery processes, including the use of heating, ventilation, lighting, IT systems and transportation, are based on the need to maximize efficient energy use and to minimize harmful emissions.

#### **TRANSPORT & CARGO STANDARDS**

Any transport services shall be provided by a company which adheres to the highest possible safety and employment standards and which commits to respect human rights and observe international humanitarian law. It is preferred that the company demonstrate it has an effective ethical policy in place, particularly if the company is a broker or freight-forwarder, in order to ensure that standards are met. If the supplier of the goods is arranging transport then the supplier should ensure that transport services also meet these standards.

Where air transport is required, preference shall be given to providers who are not on the Donor Safety Ban List and whose aircraft are registered in countries which meet the International Civil Aviation Organization's standards.

The supplier shall not engage the services of a transport provider known to also transport illicit or illegal goods such as narcotics or to transport arms, ammunition or other conflict-sensitive materials to or from territories subject to a UN or Donor embargo.

The supplier shall not engage in the sale or transport of arms or conflict-sensitive supplies to governments which systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardize regional peace and security.

### MISBEHAVIOUR, INELIGIBILITY AND EXCLUSION

The contractor shall not demonstrate the following misbehaviors as these would be considered valid grounds for a systematic exclusion of an awarding market procedure and for the termination of all working relationship and contracts:

- Fraud defined as any intentional act or omission relating to:
  - The use or presentation of false, incorrect or incomplete statements or documents, which has as its effect the misappropriation or wrongful retention of CARE or institutional donor's funds
  - Non-disclosure of information, with the same effect
  - The misapplication of such funds for purposes other than those for which they were originally granted
- Active corruption: to deliberately promise or give an advantage to an official for him/her to act or refrain from acting in accordance with his duty in a way which damages or is likely to damage CARE or institutional donor's financial interests
- **Collusion**: the co-ordination of firm's competitive behavior, with the likely result that prices rise, output is restricted and the profits of the colluding companies are higher than they would otherwise be. Collusive behavior does not always rely on the existence of explicit agreements between firms, but can also be tacit.
- **Coercive practice:** harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract.
- **Bribery:** to offer CARE employees monetary or in kind gifts in order to gain additional markets or to continue a contract.
- **Involvement in a criminal organization** or any other **illegal activity** established by a judgement, by the US Government, the European Union, the United Nations or any other donor funding CARE.
- **Immoral Human Resources practices:** exploitation of child labour and the non-respect of basic social rights and working conditions of employees or sub-contractors.

# CARE will not award contracts to candidates or tenderers who, during the procurement procedure:

- Are subject to a conflict of interest
- Are guilty of misrepresentation in supplying the information required by CARE as a condition of participation in the contract procedure or fail to supply this information

#### CONFIDENTIALITY

The supplier agrees to hold in trust and confidence any information or documents disclosed to it, discovered by it or prepared by it in the course of or as a result of its participation in the abovementioned procurement procedure, and agrees that it shall be used only for the purposes of this procedure.

#### ELIGIBILITY UNDER DONOR FINANCIAL RULES

I/we furthermore hereby declare that [\_\_\_\_\_]

(a) is not subject to any conflict of interest in the ongoing procurement procedure for this contract "Database Specialist/ Ref: 201802/CILB0003" with other commitments or contracts recently concluded or to be concluded either individually or through any consortium to which it might belong or through any subsidiary or related company;

(b) is not bankrupt or being wound up or having its affairs administered by the courts. It has not entered into an arrangement with creditors or suspended business activities and is not the subject of proceedings concerning those matters. Neither is it in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

(c) has never been convicted of any offence concerning its professional conduct by a judgment which has the force of res judicata;

(d) has never been proven guilty of any grave professional misconduct;

(e) has never failed to fulfill its obligations relating to the payment of social security contributions or the payment of taxes in accordance with the applicable legal provisions of the country in which they are established or with those of the country of the grant beneficiary (CARE) or those of the country where the contract is to be performed;

(f) has never been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity, including coercive or collusive activities, detrimental to the institutional donor and/or CARE's financial interests;

(g) is not currently subject to any administrative penalty imposed by an Donor funded donor for (I) being found guilty of misrepresentation in supplying the information required as a condition of participation in a procurement procedure or failing to supply this information; or (ii) being declared in serious breach of its obligations under any contract covered by the Donor budget.

(h) following another procurement procedure or grant award procedure financed by an institutional donor, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

(i)Contractor certifies that it has not knowingly provided and will not knowingly provide, in violation of applicable laws, material support or resources to any individual or organization that advocates, plans, sponsors, engages in, or has engaged in an act of terrorism.

Signed on ....., at .....

Name: .....

Stamp:

# ANNEX B - APPENDIX 2 PROOF OF COMPANY REGISTRATION

Please attach

### For firms:

Registration Certificate in Ministry of Finance (MOF Financial Number) - (الرقم المالي) - Registration Certificate in Value Added Taxed "VAT" - شهادة التسجيل في الضريبة على القيمة المضافة - Commercial Circular - الإذاعة التجارية / السجل التجاري - Copy of Owner/s ID - الإذاعة التحاركة / أو الممثل العام للشركة - مورة عن هوية المدير العام أو مؤسس الشركة - أو الممثل العام للشركة - Resumes of key personnel

## For individuals:

Please attach proof of:

- Copy of the CV demonstrating previous experience with focus on relevant/similar assignment;
- Contact of three references;
- Copy of newly issued judgmental record;
- Copy of ID or passport
- Registration Certificate in Ministry of Finance (MOF Financial Number) if applicable or else 7.5% will be deducted from proposed rates

# PLEASE MAKE SURE TO FILL THE VENDOR PROFILE FORM

# **VENDOR PROFILE FORM**

# I. REQUIRED INFORMATION (Please Print Clearly)

CARE Contact Name:	
Company/Individual	
Name:	
Owner Name (if different	Nationality of
from above):	Owner:
Contact Person:	
Full Address	
(Street/City,	
etc):	
Phone No:	Fax No:
E-mail:	Website:

# II. CUSTOMER REFERENCES

Provide 3 current customer references, listing customer, phone number, contact person, <u>contact's e-mail</u> and a description of the product or service provided to the customer. (If you need additional space please use a separate page.)

	Name of		
	Organization/Business		
1	Name of Contact Person	Title	
	E-mail:	Phone:	
	Type of product / service provided to client		
	Name of		
	Organization/Business		1
2	Name of Contact Person	Title	
2	E-mail:	Phone:	
	Type of product / service provided to client		
	Name of		
	Organization/Business		
3	Name of Contact Person	Title	
	E-mail:	Phone:	
	Type of product / service provided to client		

# III. Indicate below the products or services sold or provided by you

[a]	[b]	
[C]	[d]	
[e]	[f]	
[g]	[h]	

# IV. Registration of Business

<ol> <li>Is your firm registered as a business entity with the government?</li> </ol>		YES	NO 🗌
2. If YES, please provide your business registration number			

3. If applicable, please provide Sales Tax Registration Number (VAT Number)		
4. Indicate how long have you been in this type of business		-
5. Have you ever done business with other aid agencies? If so, provide names of agencies immediately below:	YES 🗌	NO 🗌
6. Are you related to any person currently employed with CARE?	YES 🗌	NO 🗌
7. If YES, please provide name and position		
8. Provide here, any additional information regarding your business		
NOTE: Donor regulations may require CA prior to effecting payment to the Bidder.	RE to deduct taxes or	n any transaction

# V. Certification

I certify that the foregoing is true and complete to the best of my knowledge and belief and that no				
material changes have occurred to the business which would affect any of the above				
representations.				
CERTIFICATION REGARDING TERRORISM: Seller hereby certifies that it has not provided and will not provide material support or resources to any individual or organization that it knows, or has reason to know, is an individual or organization that advocates, plans, sponsors, engages in, or has engaged in an act of terrorism.				
Misrepresentation above may result in cancellation and severing all ties with the agency/person and will be deleted from				
CARE's database of clients. I have read the above statement and certify under oath that the information contained herein is				
true and accurate to the best of my knowledge and belief.				
Name of Person Completing Form (Please print clearly)				
Title:	Signature:	Date:		

# ANNEX A - APPENDIX 3 TEHCNICAL PROPOSAL

Please include her the technical proposal that reflects the Terms of References in this RFQ.

# **ANNEX A - APPENDIX 4** REFERENCES

Name at least 3 Customer References: either customers in the Humanitarian sector or customers which used similar services. Please include a list of the customers:

- a) contract value,b) the nature of the works,
- c) the period of performance of the contract,
- d) the outcome of the deal.
- e) customers' contact details "Phone number and email for the contact person"

# ANNEX A - APPENDIX 5 DETAILED FINANCIAL OFFER

Note that only budgets in **US Dollars** will be accepted and this part to be separated from the technical proposal for submission.