

Request for Quotation (RFQ)

RFQ Number: LED RFQ- 261

Issuance Date: Jun 28, 2021

Deadline for Offers: July 8, 2021

Description: Digital Transformation

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 **local Lebanese firms** that can support our clients on the below scope of work.

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 **July 8, 2021** 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 **261** 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.

3. **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 **July 6, 2021** 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.
4. **Scope of Work:** Section 3 contains the scope of work of the required service.
5. **Quotations:** Quotations in response to this RFQ must be priced on a Level-of-effort (Number of working days) term contract, all-inclusive basis, including delivery and all other costs. **Pricing must be presented in USD** and 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.

6. **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 will be stamped and signed with a special stamp filled in detail as mentioned in the agreement with the ministry of finance.
7. **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.
8. **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*

In case you have already an established daily rate with LED, this rate shall be fixed for a at least six month.

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.

9. **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 (Duration **AND** Man-days)
- Cost in USD
- 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

Vent Nouveau SAL 7 Mezher Street, Antelias, Metn, Mount Lebanon

Vent Nouveau was founded in 1970 and managed by Mr. Joseph Kanakry, who leads a team of eight women, including his wife, sister, and daughter, who hold key positions in the business. The company's operations are divided into three categories:

- **Tourism:** Vent Nouveau acts as a full-service inbound operator with a focus on Lebanon and offers its services at preferential rates for groups and individuals to corporate companies and tour operators in Jordan, Oman, Egypt, KSA, Iran, Turkey and Bulgaria.
- **Customized Travel:** Vent Nouveau offers complete travel management solutions for business and individual travelers by providing a full range of services and amenities.
- **Meeting technologies:** Vent Nouveau provides turnkey solutions for both outdoor and indoor spaces, including furniture, decoration, flooring, wall and ceiling coverings, acoustics, audio visuals, lighting, and stage equipment for meeting rooms, conferences halls, cinemas, theaters, stadiums, and others. The list of the main clients in this segment includes ABC (cinemas), AUB (auditorium), LAU (auditorium), USJ (auditoriums), Kraytem Palace (Conference Room), Msayleh Palace (Conference Room).

Worldwide, VN has partnerships in many countries such as France, Bulgaria, UK, KSA and Iran.

VN meets its customers' needs with care, efficiency, innovation, and transparency at the best prices. It is a "carnet d'adresse" in its field, and it was empowered with the nationwide presence, strength, and stability as one of the most trusted names in the industry.

The COVID-19 pandemic has proven extremely challenging for the travel industry; in addition to the unstable economic and financial situations of the country, the company's activities slowed down and decreased. Starting 2020, VN started repositioning themselves to cope new future enquiries; as they anticipate changes in travel rules, destinations range, duration of trips, combined trips, proximity and in general different perception of tourism.

With the implementation of the vaccine, the world will gradually return to normal. As the adage goes, "Fix your nets during a storm." The owners feel now is the time to clean up their house and prepare for the upcoming hospitality boom. They realize it is necessary to expand their coverage, change their marketing and sales practices, and capitalize on their 50 years of continuous existence in the domain, as well as the networks of friends, professional colleagues, and local institutions. Vent Nouveau set a clear business continuity strategy that requires a transition to the digital era. This necessitates not only investing in web storefront and CRM systems for customer management, but also on the back-office infrastructure to manage the fulfilment and support. Till present, VN made a progress in developing their website and doing direct communication and marketing campaigns; all the work was completed by the VN team internally.

VN is attempting to extend its collaborations with other tourism-related businesses to gain confidence and gather references. Therefore, many deals are under negotiation.

VN is a well-structured company, and the owners have logical business thought, but they lack resources required to optimize the impact for B2B and B2C audiences, provide constant back-to-back data sharing with both clients and suppliers, and develop and implement solutions, services, and interactions. Today, the data is exchanged via e-mail and WhatsApp, so it is unstructured, posing numerous challenges for the company in terms of audience segmentation, personalization, and targeting and result in missed opportunities.

VN needs to manage the deals well and complete tasks as effectively as possible and increase the ease of use of data between the company and its partners; therefore, the need for an external expertise to help them get more organized, communicate easily and save time, have track on the audience and the business success, is becoming a necessity for the business.

LED will cost share with VN to hire a consultancy firm to take forward and upward the business of the company into the digital world to stream incoming traffic and generate engagement with the company offerings. The consultant will create a roadmap focused on the three operation segments, which visualize the measures that should be taken to achieve a successful business outcome. He will develop strategies and approaches, and lead the creation of innovative work, to ensure that the VN website and social media platforms are continually updated with fresh and engaging communication content. Also, he will support in the selection of a Customer Relationship Management (CRM) module to build a consolidated, automated, and actionable database, enabling digital retargeting, audience segmentations, targets profiling and focused marketing and communication based on groups similarities and personalized communication.

Site Visit

Site visit or conference call with the client for this requirement is mandatory. If you submit a tender without having attended the site visit or making a conference call, your bid may be deemed non-compliant and will not be considered.

To arrange a visit or conference call, please coordinate with our business advisor for each client before the deadline. Depending on the situation, each client has the right to take conference calls instead of site visit. **each client has the right to stop meeting consultants/ consultancy firms at his disclosure.**

Client	Business Advisor	Tel
Vent Nouveau SAL	Nivine Chaaban	+961 70 516 132

Scope of Work:

Each consultancy firm should submit a proposal that include a detailed SOW accompanied with price for each technical assistant.

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 consultant 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
Fattal- Dolphin Building, 7th Floor
Daoud Ammoun Str., Horsh Tabet, Sin El Fil
Beirut, Lebanon

Reference: RFQ No. 261

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/Consultant Name: _____

Company/ Consultant Address: _____

Company/ Consultant Telephone and Website: _____

Company/ Consultant Registration or Taxpayer ID Number: _____

Company DUNS Number: _____

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

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