

### Request for Quotation (RFQ)

RFQ Number: LED RFQ- 272

Issuance Date: August 10, 2021

Deadline for Offers: August 19, 2021

Description: Accounting and CRM software

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](mailto: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 **August 19, 2021** by email to [LEDprocurement@lebanon-edp.com](mailto: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 **272** 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 **August 17, 2021** by email to [LEDprocurement@lebanon-edp.com](mailto: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 fixed-price, 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.
- Individuals responding to this RFQ are requested to submit a copy of their identification card along with MOF registration if applicable.

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 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.**
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*

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***

##### **Jack and Fred SAL      Zikreet, Metn, Mount Lebanon**

Jack and Fred SAL (JF) is a company that manufactures several types of detergents. The company operations expanded, and manufacturing volume reached its peak as a result of the pandemic that hit the world at beginning of 2020. Since then, JF sales have been increasing month after month, and that is due to the high-end quality detergents that are offered by the company.

JF uses high-quality and safe controlled processes, and trained professionals to offer a wide range of products which can be categorized as personal care, home care, and industrial care. The company offers several types of detergents, such as food detergents, hand gel, surface sanitizers, and other standard cleaning detergents and disinfectants. The company has in its plans an expansion and is looking forward to adding more products to their manufacturing list of products.

JF serves the market segment through defined products in various verticals like companies, restaurants, catering, and other related segments. JF started selling their products directly to distributors in the local market and large businesses and restaurants that could be purchasing large amounts should the product gain the required interest. Customers were satisfied with the products of JF, and through word of mouth and personal relations of the owners, the company now has a large list of clients in the local market and markets abroad.

Alfred Choueifaty, and through the personal relations he built throughout his career, had the opportunity to sign deals with several companies that helped in exporting JF's products to markets abroad. Currently, JF is in negotiations 2 firms to sign deals that include supplying offices and shops owned by the two companies in Lebanon and the MENA region. These two deals could be a door for JF to sign more export deals and increase their export sales which is crucial for Lebanese companies nowadays.

2 other clients are also in advanced negotiations with JF, they took samples of JF's products and are giving great feedback. They will be signing deals that will help increase the sales of JF

JF believe that they have room for some improvements in the in-house operations of the company, and mainly in the collection of data and money from the market, along with dividing clients into accounts that help the company analyze the market and its needs. Therefore, JF needs proper Accounting Software and a strong Customer Relationship Management solution software that could help the company perfectly record the flow of money, examine their financial conditions, and maintain a centralized database across their sales department. For the company to cope well with the 2 deals mentioned above and to be able to manage all their operations perfectly when signing other deals, they will need Accounting Software and a CRM software solution.

LED will cost-share with JF to hire a consultancy firm that will work with the top management of the company on obtaining Accounting Software and a CRM solution software that will help JF automate tasks and enter data faster and in the most efficient way. The consultancy firm will work on adding the Accounting Software that best suits the type of tasks and data found in JF. Through this software,

they should be able to record transactions, generate reports, manage customer and vendor contacts, create purchase orders, track project levels, bill customers, monitor account balances, decrease the probability of errors, and increase collaboration between different departments by keeping all financial information in one space. The Accounting Software features include accounts receivables, accounts payables, payroll finances, banking data, and reports.

The consultancy firm will also work on acquiring CRM Software that will enhance the way JF manages the flow of data and tasks with their customers. The company will be able to manage all communications and interactions with prospects, automate data entry, organize contact data, segment customers, create sales reports, automate forecasting for sales performance, scale sales processes over time, ensure team communication is facilitated and flowing in the proper speed, and allow administrative tasks to be performed efficiently.

The features of the CRM software will include contact management, interaction tracking, lead management, email integration, document management, quotes/proposal management, pipeline management, workflow automation, reporting/analytics, and forecasting.

### ***B- 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. **The client has the right to stop meeting consultants/ consultancy firms at his disclosure.**

<b>Client</b>	<b>Business Advisor</b>	<b>Tel</b>
Jack and Fred SAL	Hussein sheet	+961 70 516 905

Each consultant should submit a proposal that include a detailed SOW accompanied with price for each technical assistant. Please note that each consultancy 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  
Fattal- Dolphin Building, 7th Floor  
Daoud Ammoun Str., Horsh Tabet, Sin El Fil  
Beirut, Lebanon

Reference: RFQ No. 272

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): \_\_\_\_\_