

REQUEST FOR QUOTATION (RFQ)
RFQ/IL/181909

Wednesday March 27, 2019

Subject: Salesforce Consultant

Opening Date: Wednesday March 27, 2019

Closing Date & Time: Monday April 08, 2019 at 6:00 pm (Beirut Local Time)

Currency: USD

Language: English

ABOUT INJAZ LEBANON

INJAZ Lebanon is a non-profit organization, an affiliate of Junior Achievement (JA) Worldwide, with a mission to equip youth with the skills and mindset they need to become the entrepreneurs and business leaders stimulating their communities. It is also a member of INJAZ Al-Arab, a regional network of 14 countries across the MENA region. INJAZ Lebanon delivers programs in partnership with the business sector focusing on entrepreneurship, work readiness and financial literacy.

Dear Sir / Madam,

INJAZ Lebanon is looking for a Consultant to support in the Salesforce platform development as per INJAZ's below requirements:

- ❖ Assist INJAZ in defining CRM implementation project objectives and scope
- ❖ Support in translating INJAZ's requirements into well architected solutions that best leverage the platform
- ❖ Assist, Support and Guide in the business process mapping sessions
- ❖ Assist and support in the technical delivery of custom development, integrations, and data migration elements of a salesforce.com implementation
- ❖ Assist and support in the development of custom solutions and interfaces that includes but are not limited to: recommending best practices, building reports, designing dashboards.
- ❖ Conduct code reviews for on-going projects to ensure that code quality is at the highest level possible and design patterns are being used which are appropriate for the project
- ❖ Support INJAZ Lebanon's team during design and initiation phases

Consultant Qualifications

Technical experience with:

- ❖ Salesforce Service Cloud
- ❖ Salesforce Lightning UI
- ❖ Salesforce Marketing Cloud
- ❖ Salesforce Community Portal
- ❖ Web development technologies and tool sets – JavaScript, HTML, CSS, XML, JSON
- ❖ Identity and Access Management architecture and technologies
- ❖ Experience working with NGOs on a similar project
- ❖ Experience using Agile methodology
- ❖ Salesforce.com Certified Developer will be a plus

Interested Consultants are invited to respond to this call for quotations in **full**

Quotations may be submitted on or before Monday April 08, 2019 no later than 6:00 pm via e-mail attention : Ms. Miryam Abi Hatem (myriam@injaz-lebanon.org), Finance & Administration Manager. Quotations that are received by INJAZ Lebanon after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Instructions

- ❖ Quotations are required to be:
 - a. valid for 90 days after the date of bid opening. A bid valid for a shorter period shall be rejected
 - b. submitted in English language
 - c. sent by Monday April 08, 2019 at 6:00 pm Beirut Time via email to Ms. Miryam Abi Hatem
 - d. Subject of the email must clearly indicate: “RFQ/IL/181909, Name of your company/Consultant name, Date of Submission”
- ❖ Each quotation should state the below:
 - a. Supplier Name
 - b. Quotation Number
 - c. If VAT is applicable, please attach a copy of the VAT certificate or mention the VAT registration number on your quotation
 - d. Payment Terms
 - e. Validity
- ❖ Required Documents from the Company who will submit an offer:
 - a. Company/Consultant’s Business License (Registration in the Ministry of Finance, and Interior if Applicable)
 - b. VAT Registration Certificate if any
 - c. Relevant qualification certifications
 - d. Curriculum Vitae
- ❖ An authorized representative of the seller must sign, stamp and date the quotation, and other relative documents accompanying it.

Conditions

- ❖ Payment for the services shall be made by cheque or wire transfer to the consultant after submission of an appropriate and acceptable original invoice to INJAZ Lebanon
- ❖ Payment terms are as follows:
 - 50% upon agreement on the business process mapping
 - 50% 30 days after project completion
- ❖ Quotations with missing information will be disqualified from participating in this tender.
- ❖ At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by INJAZ after it has received the quotation.
- ❖ If you were not contacted after 30 working days from closing date, then be notified that your quotation was not awarded.
- ❖ No phone calls are allowed

Thank you and we look forward to receiving your quotation.

Sincerely,
INJAZ Lebanon