

Terms of Reference

SWMS Software Development

Qualification of Companies

Background

With funding from the EU Regional Trust Fund in Response to the Syrian Crisis;

Within the framework of the “Promoting Sustainable Management of Water Services and Resourced in Countries Affected by the Syrian Crisis” (TF-MADAD/2016/T04.20) project implemented by the MiyahCon consortium led by GVC, the Arab Countries Water Utilities Association (ACWUA) developed the Smart Workforce Management System (SWMS) for use by Lebanese Water Establishments.

Within the framework of the “Water, Sanitation and Hygiene (WASH) programme for Syrian refugees and Lebanese host communities” (TFMADAD/2018/T04.98) project implemented by the H2ALL consortium led by NRC, GVC intends to further develop and adapt SWMS to meet the specific needs of the Bekaa Water Establishment.

GVC therefore seeks to solicit the services of a software development company to implement the upgrade of SWMS and support its rollout and maintenance.

To this end, GVC has contracted an external utility management consultant to design the intervention and represent the organization towards as well as supervise the Service Provider.

SWMS

The Smart Workforce Management System (SWMS) includes a web app and an Android app. SWMS was custom-made to fulfil the needs of Water Establishments’ field work and includes the following features:

Mobile Application (Android, JAVA)

Creation of new job requests and surveys, which includes:

- Attachment of images.
- Recording of geographical location from GPS or pre-defined asset locations.
- Selection of different types requests and filling of custom forms.

Closing of work orders assigned to the specific user account, which includes:

- Filling of custom forms.
- Noting errors in pre-defined asset data.
- Attachment of images.
- Resetting of geographical location from GPS.

Manual synching of updated information which includes:

- User names and privileges.
- Pre-defined asset data.
- Uploading of created requests.
- Downloading and uploading of assigned work orders.

Web Application (ASP.NET 4.0)

Creation of new job and service requests, which includes:

- Selection of geographical location from Google Maps or pre-defined asset locations.
- Selection of different types requests and filling of custom forms.

Approval and assignment of work orders, which includes:

- Approval according to user type and privileges.
- Assigning the work order to a team.
- Approving the closing of finished work orders.

Management of work, which includes:

- Updated tables maps showing locations and other attributes of current requests and work orders.
- Data export.
- Update of pre-defined asset data.
- Creating/updating users, user information, and privileges.

The goal of the contract is to upgrade the system (web app, Android app, and database) in areas including:

- User interface and app performance
- GIS integration
- User privileges and workflows
- Debugging

Eligibility

Provision of following documents is mandatory for qualification:

- Proof of business registration with relevant authorities (MOF)
- Proof of tax compliance (VAT/tax registration certificate)
- Proof of Owner's ID (national ID card/passport number)
- Power of Attorney from the owner of the company to the legal representative (if different than owner)
- Company profile providing work experience, management structure and where applicable provide details of technical staff and non-technical staff working with company.
- Provide at least three (3) official references from current and/or previous customers with their contact details (email and phone numbers)

At minimum, the company should:

- Have at least 15 employees.
- Have operated in software development of a similar nature for the last 5 years.
- Certified Microsoft developer with proven experience in Microsoft SQL Server
- Present a minimum of (3) references from reputed official sources for developing similar applications within the last (3) years.

Moreover, the bidder is expected to demonstrate the following capabilities through the aforementioned minimum references or additional references as needed:

- Mobile app development using native Android code.
- REST API development and integration with mobile apps.
- ASP.NET Web-forms with C#.
- Business process management web applications.
- GIS development for web (e.g. Google maps API).
- GIS development for mobile (e.g. Google maps API).
- Data visualisation, reporting, and analytics.

Preferably, the bidder will demonstrate experience in the following:

- EsriGIS API development.
- Agile SCRUM and 2-week SCRUM release cycle.

Process

This call aims at qualifying a limited number of companies based on the abovementioned eligibility criteria, which will then be expected to sign a Non-Disclosure Agreement. Qualified and compliant companies will then be presented with the SWMS source code and all available documentation, as well as detailed terms of reference describing the upgrade and its objectives, and a meeting will be held with representatives of GVC to explain and discuss expectations. The companies will each then present a suggested workplan, methodology, and financial bid. GVC will award one successful bidder which then becomes the Service Provider.

Milestone	Timeline (2021)
Launch of the qualification call (this document)	By July 1 st
Deadline to submit application to qualify	July 22 nd
Notification of successful qualification	July 26 th
Signature of Non-Disclosure Agreement	July 28 th
Invitation to bid (detailed terms of reference)	July 29 th
Clarification meeting (discussion of expectations)	August 3 rd
Deadline to bid	August 10 th
Award of successful bidder	August 13 th
Contracting and commencement	August 17 th
Deadline to deliver (estimated)	In 06 weeks after signing contract

ANNEX 1 – BID SUBMISSION FORM

Reference: Pre-Qualification of Software Development Company

A. VENDOR INFORMATION

OFFICIAL NAME <small>(Official denomination and its translation in English if existing)</small>	
Other trading names of company (if any)	
LEGAL FORM (partnership, private limited company, etc.)	
REGISTRATION NUMBER	
PLACE OF REGISTRATION	
DATE OF REGISTRATION	
REGISTRATION EXPIRY DATE (if any)	
COMPANY NATIONALITY	
VAT NUMBER (if available)	
MOF NUMBER	
REGISTERED ADDRESS	
PRIMARY CONTACT <small>(Name, Job title, Phone, Email of the referral person for the Bid)</small>	

Please attach copies of the most recent documents showing the legal status of the bidder, including:

- Commercial registration or any other document showing the registration and the ownership in Arabic **and translated in English.**
- VAT (if any) or/and MOF registration
- ID of owner or legal representative
- Power of attorney for the legal representative

B. VENDOR GENERAL DECLARATIONS

In response to the present CALL for Pre-Qualification, we, the undersigned, hereby declare that:

- 1. We have examined and accept in full the content of the call, including the annexes and its provisions, without reservation or restriction.
- 2. We offer our services, in accordance with the terms of the CALL and the conditions and time limits laid down, without reserve or restriction.
- 3. We have legal and regulatory capacity to pursue the professional activity needed for performing the contract as required in the Instructions to tenderers
- 4. We agree to abide by the ethics clauses that we have no potential conflict of interests or any relation with other candidates or other parties in the Call at the time of the submission of this application.
- 5. The bidder, including all members of the group in case of consortium and including sub-contractors if applicable, complies with all the selection criteria for which a consolidated assessment will be made as provided in Call documents
- 6. We agree 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 above-mentioned Call for pre-qualification, and agree that it shall be used only for the purposes of this procedure.

Place and Date

.....

Name of Vendor

.....

Name of Representative

.....

Signature

.....

Company stamp

.....

ANNEX 2 – DECLARATION ON ETHICAL STANDARDS AND RIGHT OF ACCESS

Reference: Pre-Qualification of Software Development Company

We World-GVC, as a humanitarian organization, expects its vendors (suppliers, contractors and service providers) to have high ethical standards as indicated in the following declaration.

I, the undersigned,, representative of....., declare to understand and to comply with the following rules governing the pre-qualification:

1) General Principles

For the duration of registration with We World-GVC as a vendor, the Vendor and his staff declare to:

- Comply with all laws and regulations in effect in the country or countries of business;
- Respect human rights - Exploitation of child labour and all kind of sexual violence and sexual exploitation and abuse in the frame of the work or not (inside and outside the working hours and the working place) must be prohibited in accordance with **We World PSEAH Policy**
- Respect the basic social rights and working conditions
- Respect the environmental legislation
- Reject all the association of terrorism
- Not be involved in any activity linked to terrorism
- Avoid any relation with parties who support terrorism or who are linked to terrorist actions and funds
- Accept WW Policies and Procedures (available at <https://www.weworld.it/scopri-weworld/conti-chiari-e-garanzie/>)

2) Fraud and corruption

We World-GVC rejects any proposal put forward by bidders or candidates, or, where applicable, terminate their contract, if it is determined that they have engaged in corrupt, fraudulent, collusive or coercive practices and they have involved in criminal organizations or any other illegal activity as specified in the We World (available at <https://www.weworld.it/scopri-weworld/conti-chiari-e-garanzie/>)

- Corrupt practice is defined as is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to introduce improperly the activities of We World-GVC
- Fraudulent practice is any act of omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, We World-GVC to obtain a financial or other benefit or to avoid an obligation
- Collusive practice is an undisclosed arrangement between two or more bidders or candidates designed to artificially alter the results of the tender procedure to obtain a financial or other benefit
- Coercive practice is impairing or harming, or threatening to impair or harm, directly or indirectly, any participant in the tender process to influence improperly its activities

We World-GVC strictly applies the transparency principle and rejects any conflict of interest. A conflict of interest exists where the impartial and objective exercise of We World-GVC is compromised for reasons involving family, emotional life, political or national affinity, economic interest or any other direct or indirect personal interest.

- This may also result from the involvement of technical assistance when We World-GVC uses a technical assistance contract to help drafting the tender specifications of a subsequent procurement procedure. In this case the Vendor can be rejected from the procedure when the Vendor, its staff or sub-contractors, such as

expert(s), were involved in the preparation of procurement documents and this entails a distortion of competition that cannot be remedied otherwise.

- The Vendor has a professional conflicting interest that negatively affects its capacity to perform a contract. Such a situation arises where an operator could be awarded a contract to evaluate a project in which it has participated or to audit accounts that it has previously certified, and therefore is treated at the selection stage. If the operator is in such a situation, the corresponding tender is rejected.

We World-GVC shall inform immediately the European Commission in writing in the event of being confronted by these practices, and provide all the relevant information. They shall inform European Commission under the same terms about any suspected or established breach of the present rules as well as in case of any situation likely to constitute a conflict of interest.

For the duration of the contract the vendor and his staff declare to not be in any of the follow situation:

- Bankruptcy
- Involved in any form of corruption
- Judgement for non-professional conduct
- Guilt of professional misconduct
- Non fulfilment of obligations relating to the payment of social security contributions and/or of taxes
- Judgement for fraud, corruption, involvement in criminal organizations or any other illegal activity
- Failure to comply with the contractual obligations of previous contracts financed by the Budget of the Donor

The vendor confirms that:

- Where any potential conflict of interest exists between the vendor or any of the vendor's staff members with any of We World-GVC staff member, the vendor shall notify We World-GVC in writing of the potential conflict. We World-GVC shall then determine whether action is required. A conflict of interest can be due to a relationship with a staff member such as close family etc.
- The vendor will immediately notify We World-GVC's senior management if exposed for alleged corruption by representatives of We World-GVC.
- The vendor shall be registered with the relevant government authority with regard to taxation.
- The vendor shall pay taxes according to all applicable national laws and regulations.
- The vendor warrants that it is not involved in the production or sale of any weapons including anti-personnel mines.

3) Conditions of employees

The vendor confirms that:

- No workers re forced, bonded or involuntary prison workers.
- Workers shall not be required to lodge "deposits" or identity papers with their employer and shall be free to leave their employer after reasonable notice.
- Workers, without distinction, shall have the right to join or form trade unions of their own choosing and to bargain collectively.
- There shall be no discrimination at the work place based on ethnic background, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.
- Measures shall be established to protect workers from sexually intrusive, threatening, insulting or exploitative behaviour, and from discrimination or termination of employment on unjustifiable grounds, e.g. marriage, pregnancy, parenthood or HIV status.
- Physical abuse or punishment, or threats of physical abuse, sexual or other harassment and verbal abuse, as well as other forms of intimidation, shall be prohibited.
- Steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in, the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

4) We World-GVC Code of Ethics and Fraud Prevention Policy

We World-GVC, carrying out its activities and managing its own relationship, refers to the contents of its Code of Ethics and Fraud Prevention Policy. Violations of the provisions contained in the Code of Ethics and Fraud Prevention Policy by the contractual parties, may lead, depending on the gravity of the violation, to terminate this contract and demand payment of damages. (**We World Code of Ethics and Antifraud & Anticorruption Policy** available at <https://www.weworld.it/scopri-weworld/conti-chiari-e-garanzie/>)

5) Right of access and controls

The Vendor shall provide any detailed information requested by We World-GVC, the European Commission, the European Anti-Fraud Office (OLAF) and the Court of Auditors, or by any other qualified outside body chosen by the Commission or by We World-GVC, for the purpose of checking that the activities implemented in the context of the present contract are being properly carried out. The Vendor therefore allows We World-GVC, the European Commission, the European Anti-Fraud Office (OLAF), and the Court of Auditors) to carry out the documentary and on-the-spot checks deemed necessary by the abovementioned authorities

Data Protection: We World-GVC commits itself to protect the personal data of its partners and Vendors. The Vendor shall have the right to access their personal data and to rectify any such data. Should the Vendor have any queries concerning the processing of their personal data, s/he shall address them to We World-GVC.

Professional secrecy: the parties to the contract are bound to maintain professional secrecy for the entire duration of the contract and after its completion. All reports and documents drawn up or received by the Vendor during the performance of the contract are confidential.

6) Environmental Conditions

For the duration of the contract the Vendor and his staff declare to respect the principles established in the **We World Environmental Safeguarding Policy** (available at <https://www.weworld.it/scopri-weworld/conti-chiari-e-garanzie/>)

- The Vendor shall consider local, regional, global environmental aspects and national and international environmental legislation and regulations shall be respected
- The production and the extraction of raw materials for production shall not contribute to the destruction of the resources and the Vendor shall take into consideration the environmental measures throughout the production and distribution chain.
- Hazardous chemicals and other substances shall be carefully managed in accordance with documented safety procedures.
- Environmental measures shall be taken into consideration throughout the production and distribution chain ranging from the production of raw material to the consumer sale. Local, regional and global environmental aspects shall be considered. The local environment at the production site shall not be exploited or degraded by pollution.

We, the undersigned verify that we are in compliance with all applicable laws and regulations and meet the ethical standards as listed above, or positively agree to these ethical standards and are willing to implement necessary changes in the organisation.

Place and Date

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Name of Vendor

.....

Name of Representative

.....

Signature

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Company stamp

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ANNEX 3 – FINANCIAL IDENTIFICATION FORM

Reference: Pre-Qualification of Software Development Company

ACCOUNT HOLDER	
NAME	
FULL ADDRESS (Town/City, Post Code, Country)	
POST CODE	
EMAIL	
TELEPHONE	

BANK DETAILS	
BENEFICIARY NAME	
BENEFICIARY ACCOUNT NO.	
SWIFT	
IBAN	
BENEFICIARY BANK	
BANK BRANCH	
BANK ADDRESS (Town/City, Post Code, Country)	

REMARKS:

Place and Date
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Name of Vendor
.....

Name of Representative
.....

Signature
.....

Company stamp
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ANNEX 4 – LIST OF SIMILAR ASSIGNMENT PERFORMED IN THE PAST

Reference: Pre-Qualification of Software Development Company

#	Name of project/kind of consultancy	Total value of the contracted consultancy	Total value of tenders prepared / supervised	Starting date	End Date	Contracting authority

Note: The list should not be limited to this Form in regards to the number of consultancies reported. A comprehensive list of the last 10 years' experience has to be submitted adapting the Form to the necessary rows.

Place and Date

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Name of Vendor

.....

Name of Representative

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Signature

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Company stamp

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