

NATIONAL CALL FOR TENDER **ACTED LEBANON**

Instructions to bidders

Date: 17/09/2018

Tender N°: [T/11CQC/T16/ATS/BRT/17-09-2018/001](#)

ACTED Lebanon is requesting through this tender a company to provide detailed written quotations for the supply of the following service:

PRODUCT SPECIFICATIONS:

- | | |
|---------------------|--|
| 1. Description: | Consultancy for curriculum development of appliance maintenance and repair (washing machines and refrigerators) and training of trainers |
| 2. Service/Category | Consultancy services |
| 3. Quantity/unit; | The consultancy will last for an estimated six (6) months |
| 4. Location | ACTED Beirut Office 8th floor, Eshmoun Bldg, Damascus Road, Sodeco, Ashrafieh, Beirut |

RESPONSIBILITIES OF THE SUPPLIER/CONSULTANT:

- | | |
|---------------------------|---|
| 1. Terms of delivery: | <u>Specified in the terms of reference attached, deadline depending on contract signature for the consultancies</u> |
| 2. Date of delivery for: | <u>Expected 6 months after contract signature</u> |
| 3. Validity of the offer: | <u>6 months</u> |

GENERAL CONDITIONS:

- The **closing date** of this tender is **01/10/2018 5.00PM Local Lebanon time** in ACTED office at the following address :
8th floor, Eshmoun Bldg, Damascus Road, Sodeco, Ashrafieh, Beirut
Tel: +961 01 324331
or emailed both to : lebanon.tender@acted.org and in cc, tender@acted.org
- Tenderers will fill, sign, stamp and return the Offer form according to ACTED's format.
- Tenderers will sign and return all pages of the Terms of Reference for which they apply.
- The offer to the call for tender will not result in the award of a contract.



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5. The offer must be submitted to ACTED Logistics department in a sealed envelope stamped and signed by the company and indicating the tender title, date, and time of submission. The envelope must bear the mention (T/11CQC/T16/ATS/BRT/17-09-2018/001) - **not to opened before 02/10/2018** and the purpose of the offer.
6. The offers must be submitted in **English** and prices must be expressed in **USD**.
7. **ALL THE PAGES OF TENDER DOCUMENTS** (instructions to bidders, offer form, Questionnaire, ToRs, Ethical declaration and bidders checklist) have to be signed stamped by the bidder.
8. Unsealed envelope and late offers will not be considered.
9. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors' compliance requirements, all contract offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED's anti-terrorism policy. To this end, ACTED reserves the right to carry out anti-terrorism checks on contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractor."

NOTE: ACTED adopts a zero tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and has set up a Transparency focal point (Transparency Team supervised by the Director of Audit and Transparency) via a specific e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practices (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please send an e-mail to transparency@acted.org.

SPECIFIC CONDITIONS:

The answers to this tender should include the following elements.

1. A written offer form (02 OFFER FORM) including the price per man-day of work and the total price.
2. Past project experience: Information provided for each relevant past project shall include a summary sheet (highlighting the client, description of the project, location of project, role of the company, project status-completed or ongoing) and a completion certificate (recommended) from the client. All documents shall be provided in English (except completion certificates if not available in English). Completion Certificates shall be attached to the relevant project summary sheet for easy consultation.
3. A preliminary work plan detailing the specific competencies of the staff working on the project at different stages and the hours/days allocated to each employee for each project.
4. Concise CVs of key staff expected to work on the projects highlighting their experiences relevant to the project.
5. A copy of the insurance for international consultants (medical insurance including transportation coverage).
6. The attached terms of reference signed.
7. Any relevant certifications the company might have, particularly ISO certifications.
8. Any other documents relevant to the TORs.

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____

Date: _____

OFFER FORM ACTED Lebanon

Date:

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To be filled by Bidder (COMPULSORY)**Details of Bidding Company:**

1. Company Name: (_____)
2. Company Authorized Representative Name: (_____)
3. Company Registration No: (_____)
No/Country/ Ministry
4. Company Specialization: (_____)
5. Mailing Address: (_____)
Country/Governorate./City/St name/Shop-Office No
 - a. Contact Numbers: (Land Line: _____ / Mobile No: _____)
 - b. E-mail Address: (_____)

I undersigned _____, agree to provide ACTED, non-profit NGO, with items answering the following specifications, according to the general conditions and responsibilities that I engage myself to follow.

Description	Unit	Quantity	Unit Price USD Excluding VAT	Unit Price USD Including VAT	Total Price USD Excluding VAT	Total Price USD Including VAT
<ul style="list-style-type: none"> A comprehensive training booklet/curriculum in both English and Arabic (It is estimated that the training programme will cover an estimated 60 hours (50% theoretical and 50% practical). The final number of hours for the training programme will be decided in consultation with the Alliance2015 consortium.) Hand-outs and other educational materials that can support in delivery of the trainings in both English and Arabic A detailed BoQ of the materials needed for establishing the training programme. 	Lumpsum service	1				
Training of trainers	Per hour rate	10 hours				
ALL OTHER FEES TO BE CONSIDERED FOR THE CONSULTANCY (FLIGHTS, TRANSPORT, VISAS, FEEDING, OTHERS, ETC.)						

NB: THE NUMBER OF HOURS MENTIONED ABOVE MIGHT BE SUBJECT TO CHANGE

ANNEX 1-(TOR) INCLUDES ALL THE DETAILED INFORMATION - REFER TO ANNEX 1 PRIOR TO PRICING FOR SCHEDULE

BIDDER'S TERMS AND CONDITIONS:

- Validity of the offer: _____ (recommended: 6 months or more)
- Preparation days needed to start work after contracting _____ (Calendar days)
- Days needed to deliver the complete service _____ (Calendar days)
- Terms of payment: _____

Name of Bidder's Authorized Representative: _____



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Authorized signature and stamp: _____

Date: _____

NB: in case of Request for Tender, please attach the service proposal to the present offer form

ANNEX 1 – TOR FOR APPLIANCE MAINTENANCE AND REPAIR (WASHING MACHINES AND REFRIGERATORS) CURRICULUM**STANDARD TERMS OF REFERENCE****Curriculum Design – appliance maintenance and repair (washing machines and refrigerators)**

Project: Alliance2015 - ACTED

About Alliance2015:

Alliance2015 is a strategic partnership of seven European non-governmental organisations engaged in humanitarian and development activities. The Alliance2015 members operating in Lebanon include ACTED (France), Cesvi (Italy), Concern Worldwide (Ireland), Hivos (The Netherlands).

Project Description:

The Alliance2015 Partnership, represented by lead agency ACTED, Cesvi, Concern and Hivos, is running a programme that aims to address root causes of conflict and instability in Lebanon, through the creation of sustainable income-generating and livelihood opportunities for vulnerable populations. Over three years, Alliance2015 partners will work directly with 1,800 individuals, 18 Social development Centers (SDCs) and at least 27 Micro, Small and Medium Enterprises (MSMEs) across Lebanon. The integrated programme targets vulnerable communities with economic inclusion activities through three main pathways: (1) Building the capacity of SDCs leads to an improved delivery of livelihood-related services; (2) Improving the technical and soft skills of vulnerable individuals to ensure increased economic opportunity and reduce negative coping mechanisms and tensions and (3) Improving the capacity of the private sector leads to growth and job creation. Activities include providing livelihood-related resources, assets and renovations to each targeted SDC; offering TVET and soft skills training, paid apprenticeship programs and job-matching services to vulnerable individuals; and providing businesses development services and value chain support to MSMEs.

OBJECTIVES:

The curriculum should focus on teaching the foundational mechanics of refrigerators and washing machines –not specific to brands– and the foundational skills needed to identify and fix their problems. The curriculum should be covering 3 main parts as following:

1 General overview about electronics and household appliances

- Introduction to basic electronic and mechanical repair of household goods
- Introduction to the tools required to repair refrigerators and washing machines
- Control board configurations used in appliance repair
- Working with and handling electronics boards when repairing household appliances

2 Refrigerators – preventive and corrective maintenance

- Introduction to existing types of refrigerators within the Lebanese market (top mount, side by side and French door refrigerator etc)
- Electronic and mechanical defrosting systems
- Proper electrical and plumbing requirements
- Electronic controls using thermistors and thermostats to monitor temperature (diagnose and repair)
- Identification and repair of common faults and problems in refrigerators

3 Washing machines - preventive and corrective maintenance.

- Introduction to existing types of washing machines in the Lebanese market
- Installation of washing machine (electrical and plumbing requirements)
- How to disassemble/reassemble washing machines
- Identification and repair of common faults and problems in washing machines

DURATION OF THE TRAINING:

- It is estimated that the training programme will cover an estimated 60 hours (50% theoretical and 50% practical). The final number of hours for the training programme will be decided in consultation with the Alliance2015 consortium.

Deliverables:

- A comprehensive training booklet/curriculum in both English and Arabic
- Hand-outs and other educational materials that can support in delivery of the trainings in both English and Arabic
- Conduct a ToT for trainer(s) identified by Alliance2015 consortium
- A detailed BoQ of the materials needed for establishing the training programme



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Note: The consortium will assist in developing the final design of the booklet, including supporting on formatting.

Eligible candidates should:

- Have one or more qualified personal on the team with 3-5 years of experience working in appliance maintenance and repairs
- Have one or more qualified personal on the team with relevant technical qualifications and competencies for drafting of curriculums
- Have excellent working proficiency in both Arabic and English
- Previous experience in curriculum development/delivery of trainings is an advantage

SCORING CRITERIA

Past Experience developing curriculums	10 %
Past Experience doing practical work in repair and maintenance of goods	30 %
Financial offer	40 %
Competency	20 %
TOTAL	100%

Name of Bidder's Authorized Representative: _____

Authorized signature and stamp: _____



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APPLICANT'S QUESTIONNAIRE **ACTED Lebanon**

Date:

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A. Company Name:

B. Company Owner(s) / Partners full names:

- 1
- 2
- 3
- 4

C. Company Legal Authorized Representative for this Tender:

Complete Name: _____

Position in the Company: _____

Signature: _____

D. Additional Information about the Company:

1 Official Date of Registration: _____

2 Company Type / Profession as per Registration: _____

3 Full Name of the Three Company Representatives:

Name	Position	Location	Mobile Number

4 Total number of full time employees:

5 Company Telephone Number:

6 Company Fax Number:

7 Email Address:

8 Have you worked with NGOs before? If Yes, please list them with detailed information:

-
-
-

9 Have you worked on similar types of projects before? If Yes, please list them below with detailed information (if needed please provide separate list):

•
•
•

10 Bank Accounts:
(Please mention yes or no only)

In Lebanon	In Europe	Other

E. Past Performances:
1 Contract Award History

Please list the last supply contracts awarded by your company since 2009 up to now

No	Project Description	Location	Partner Name	Duration	Project Cost (USD)
1					
2					
3					
4					
5					

2 Company Assets as of January 1st 2016:

Please list your Company main assets (machine, equipment, premises & warehouses, trucks & heavy machines, production center, etc)

No	Description	Location/Address	Quantity
1			
2			
3			
4			
5			

I undersigned, certify that I am the designated legal representative of this Company, that the information provided above is correct and I am aware of the fact that I will be held responsible for providing false information.

I declare and certify that the information above is true and accurate to the best of my knowledge. I understand and accept any false or inaccurate information may result in the cancellation of any offer made by the Bidder, even if discovered later.

Name _____ Position: _____

Signature & Stamp: _____ Date: _____

BIDDER'S ETHICAL DECLARATION- ACTED Lebanon

Date:

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Tenderer's name: _____

Tenderer's address: _____

CODE OF CONDUCT:

1. Labour Standards

The labour standards in this code are based on the conventions of the International Labour Organisation (ILO).

- *Employment is freely chosen*

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

Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the legitimate activities of trade unions. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. 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 safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment. Workers shall receive regular and recorded health and safety training, and



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such training shall be repeated for new or reassigned workers. Access to clean toilet facilities and potable water and, if appropriate, sanitary facilities for food storage shall be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. The company observing the standards shall assign responsibility for health and safety to a senior management representative.

- *Child Labour shall not be used*

There shall be no new recruitment of child labour. Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her/him to attend and remain in quality education until no longer a child. Children and young people under 18 years of age shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

- *Living wages are paid*

Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks. In any event wages should always be high enough to meet basic needs and to provide some discretionary income. All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

- *Working hours are not excessive*

Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. In any event, workers shall not on a regular basis be required to work in excess of the local legal working hours. Overtime shall be voluntary, shall not exceed local legal limits, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

- *No discrimination is practised*

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 recognised employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

- *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.

B. Environmental Standards

Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business. Detailed performance standards are a matter for suppliers, but should address at least the following:

- *Waste Management*

Waste is minimised 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 maximise efficient energy use and to minimise harmful emissions.

- ***Safety precautions for transport and cargo handling***

All transport and cargo handling processes are based on the need to maximise safety precautions and to minimise potential injuries to ACTED beneficiaries and staff as well as the suppliers's employees or those of its subcontractors.

C. Business Behaviour

The conduct of the supplier should not violate the basic rights of ACTED's beneficiaries.

The supplier should not be engaged

1. in the manufacture of arms



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2. in the sale of arms 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 jeopardise regional peace and security.

D. ACTED procurement rules and regulations

Suppliers should comply with ACTED procurement rules and regulations outlines in ACTED Logistics Manual Version 1.2. or above. In particular, ACTED's procurement policy set out in Section 2.1 and 2.4. (contract awarding). By doing so, Suppliers acknowledge that they do not find themselves in any of the situations of exclusion as referred to under section 2.4.2.

Operating Principles

The implementation of the Code of Conduct will be a shared responsibility between ACTED and its suppliers, informed by a number of operating principles, which will be reviewed from time to time.

ACTED will:

1. Assign responsibility for ensuring compliance with the Code of Conduct to a senior manager.
2. Communicate its commitment to the Code of Conduct to employees, supporters and donors, as well as to all suppliers of goods and services.
3. Make appropriate human and financial resources available to meet its stated commitments, including training and guidelines for relevant personnel.
4. Provide guidance and reasonable non-financial support to suppliers who genuinely seek to promote and implement the Code standards in their own business and in the relevant supply chains, within available resources.
5. Adopt appropriate methods and systems for monitoring and verifying the achievement of the standards.
6. Seek to maximise the beneficial effect of the resources available, e.g. by collaborating with other NGOs, and by prioritising the most likely locations of non-compliance.

ACTED expects suppliers to:

1. Accept responsibility for labour and environmental conditions under which products are made and services provided. This includes all work contracted or sub-contracted and that conducted by home or other out-workers.
2. Assign responsibility for implementing the Code of Conduct to a senior manager.
3. Make a written Statement of Intent regarding the company's policy in relation to the Code of Conduct and how it will be implemented, and communicate this to staff and suppliers as well as to ACTED.

Both parties will

1. require the immediate cessation of serious breaches of the Code and, where these persist, terminate the business relationship.
2. Seek to ensure all employees are aware of their rights and involved in the decisions which affect them.
3. Avoid discriminating against enterprises in developing countries.
4. Recognise official regulation and inspection of workplace standards, and the interests of legitimate trades unions and other representative organisations.
5. seek arbitration in the case of unresolved disputes.



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Qualifications to the Policy Statement

The humanitarian imperative is paramount. Where speed of deployment is essential in saving lives, ACTED will purchase necessary goods and services from the most appropriate available source.

ACTED can accept neither uncontrolled cost increases nor drops in quality. It accepts appropriate internal costs but will work with suppliers to achieve required ethical standards as far as possible at no increase in cost or decrease in quality.

I undersigned [_____], agree to adopt the above Code of Conduct and to commit to comply with the labour and environmental standards specified, both in my own company and those of my suppliers.

Name & Position of Tenderer's authorized representative _____

Authorized signature _____

BIDDER'S CHECK LIST ACTED Lebanon

Date:

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BEFORE SENDING YOUR BIDDING DOCUMENTS, PLEASE CHECK THAT EACH OF THE FOLLOWING ITEM IS COMPLETE AND RESPECTS THE FOLLOWING CRITERIA :

Description	To be filled in by Bidder		For ACTED use only (to be filled in by Purchase Committee)		
	Included		Present		Comments
	Yes	No	Yes	No	
1. An original and one copy of the bid have been provided					
2. PART 1 (form PRO-05) – Instructions to Bidders is attached, filled, signed and stamped by the supplier. (compulsory)					
3. PART 2 (form PRO-06) – Offer Form is attached, filled, signed and stamped by the supplier. (compulsory)					
4. The prices in the Offer Form are in USD (compulsory)					
5. PART 3 (form PRO-06-01)– Bidders Questionnaire Form is attached, filled, signed and stamped by the supplier (compulsory)					
6. PART 4 – (form PRO-06-02)– Bidder's Ethical Declaration is attached, filled, signed and stamped by the supplier (compulsory)					
7. The Bidding documents are filled in English.					
8. ANNEXES – Proofs of past performances in a similar field of activity (e.g. past deliveries of similar items) are provided					



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9. ANNEXES – A Copy of Company registration documents and license are included + a copy of the ID of the legal representative (Compulsory)					
10. ANNEXES – CV(s) of consultant(s) (Compulsory)					
11. For consultancy or training lots bidding: a copy of insurance certificate must be included. For international consultant professional, medical and repatriation insurances are required. For National consultants professional and civil liability insurances are required.					

Name & Position of Bidder's authorized representative _____

Authorized signature _____