



REQUEST FOR PROPOSAL

ACTED **Syria**

Instructions to Bidders

Date: 22/05/2020

RFP No.: RFP/16MULTI/AMM/PRO/22-05-2020/1

ACTED is seeking through this Request for Proposals (RFP) to prequalify one or more companies for the supply of the following services in various locations in Syria. Shortlisted bidders will be provided with additional details regarding ACTED's areas of operation for this project:

SERVICE SPECIFICATIONS:

- | | |
|------------------------------|--|
| 1. Description: | Electronic Transfer System (for Electronic Vouchers) |
| 2. Service Location | Syria |
| 3. Service class / category: | Software / Online Platform |
| 4. Specifications: | As per detailed in the Terms of Reference |
| 5. Proposed Timeline | Pilot Project for 10 months starting in September 2020 |

RESPONSIBILITIES OF THE CONTRACTOR:

- | | |
|---------------------------|--------------------------------------|
| 1. Terms of delivery: | 10 months starting in September 2020 |
| 2. Validity of the offer: | 3 months minimum |

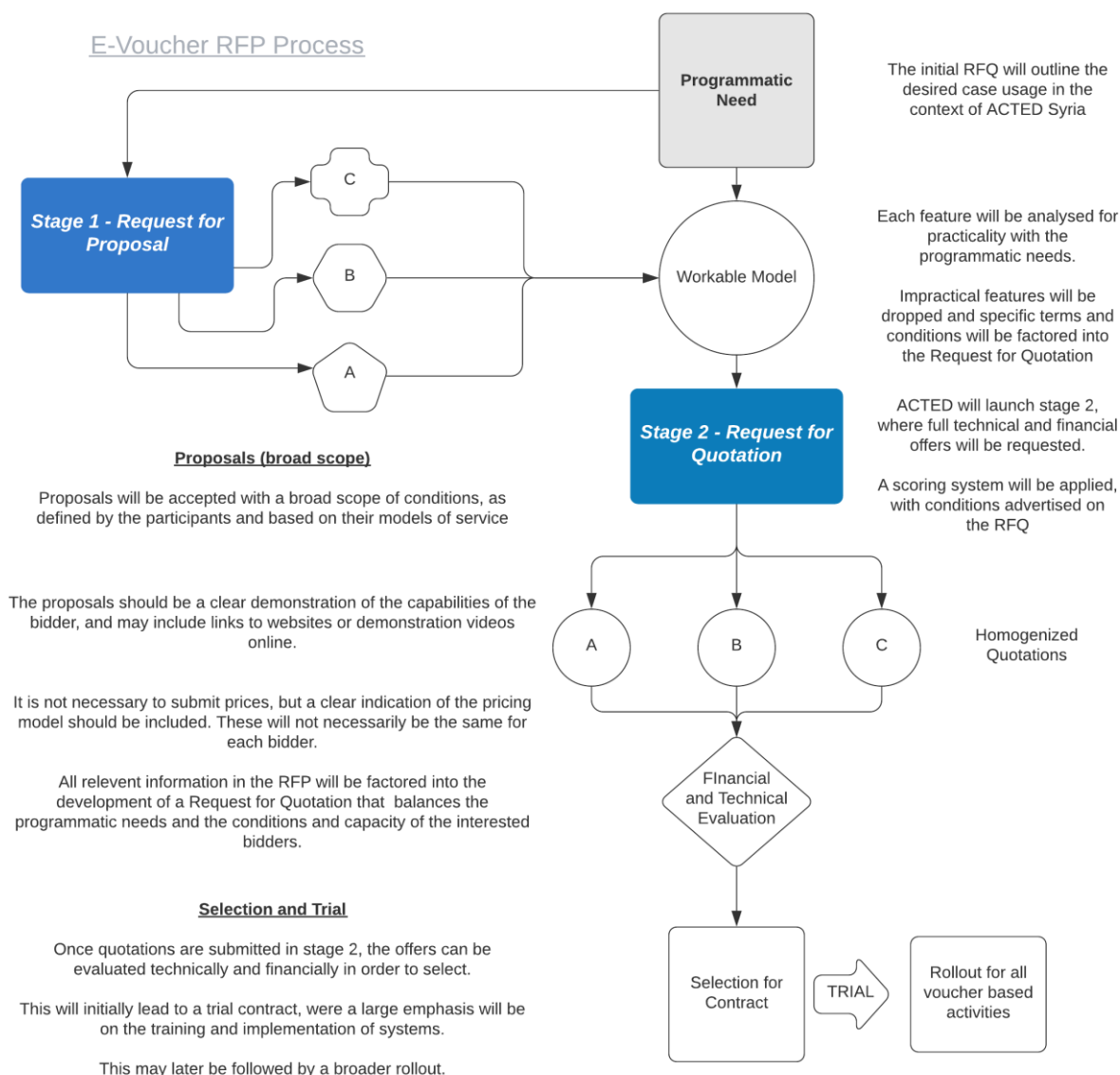
SPECIFIC CONDITIONS:

Note that late submissions, or submissions not including all of the below mandatory documentation, may not be considered.

1. The **closing date** of this tender is fixed on **10/06/2020 at 12:00 (local time in Jordan)** by email to syria2.tender@acted.org, Cc tender@acted.org
2. A pre-tender information session will be organized on **28/05/2020 at 14:00 (local time in Jordan)** in **ACTED's office in Amman, Jordan: Saqra Building, 238A Arar Street (entrance C – 5th floor), Wadi Saqra**. Participation is preferable but not compulsory. To arrange remote participation in the information session by Skype please contact ACTED by e-mail at syria2.tender@acted.org CC: tender@acted.org not later than **16:00 (local time in Jordan) on 27/05/2020**.
3. A written summary of all inquiries raised by interested bidders will be shared by email on **03/06/2020**.
4. **Bidding Documents** must be clearly marked **"RFP/16/99/ACT/22-05-2020/1 – not to be opened before 10/06/2020"** in the subject line, and include the following **mandatory** documentation:
5. The answers to this tender must include the mandatory following elements:
 - Signed and stamped **'Instructions to Bidders'**;
 - Signed and stamped **'Bidder's Questionnaire'**;
 - Signed and stamped **'Bidder's Ethical Declaration'**;
 - Signed and stamped **'Bidder's Checklist'**;
 - Signed and stamped **'Terms of Reference'**;
 - Signed and stamped **'Technical Proposal'** with any necessary supporting documentation;
 - A copy of the legal representative Passport & ID and company registration document (**compulsory**)

EVALUATION CRITERIA:

To select a supplier for the e-transfer system pilot project ACTED is launching a two stage procurement process.



Stage 1 – Request for Proposal

ACTED will evaluate the proposals in terms of experience, technical specifications of the system, after-sales service, and system security and protection. Up to 100 points will be awarded based on bidders' responses to a series of questions. Supporting evidence must be provided. Proposals that score over 50% and which satisfy ACTED's minimum standards will be prequalified to proceed to the second phase of the process. To ensure the selected system is most appropriate for the project, ACTED reserves the right to request additional technical information from pre-qualified bidders and/or to implement a second phase technical evaluation. Refer to the TOR for further details:

- **Experience.** ACTED is looking for an established company with experience implementing projects in Syria. Up to 50 points will be awarded for experience.

Bidders with no evidence of prior experience implementing e-voucher systems in Syria will be disqualified. Key questions:



1. Geographic locations that the system can operate in and the experience you have in operating in these areas;
 2. Types of e-transfer your system allows and what types have you implemented in Syria;
- **Technical specifications of the system.**
Up to 20 points will be awarded for the technical specifications of the system.
The system (hardware and software) must be suitable for ACTED's pilot project and offer long-term scalability. The system **must** have e-voucher functionality, be able to operate online and offline, and have a central platform that is accessible from multiple different locations at the same time. Proposals that do not meet these requirements will be disqualified. Key questions:
 3. Details of the e-voucher system, including hardware and centralised management system and the core functions;
 4. Communication within the system for both vendors and participants;
 5. General Transaction including details of how transactions are conducted, processed and errors are handled;
 6. Offline function;
 7. The types of reports and data that the system can produce, and details on what can and cannot be customised;
 - **After-sales support.** ACTED will award up to 30 points based on the level of after-sales support. ACTED reserves the right to check references in determining the points to be awarded. Key questions:
 8. Support, the type of technical support the company offers, both one-offs and ongoing;
 - **Security and protection.** The system must be secure. Proposals should include attached data protection and anti-fraud policies that are compliant with to ACTED's own policies and procedures and GDPR; no points are awarded based on system security but **systems that do not meet ACTED's minimum standards will be disqualified.**
 9. System security;
 10. Data protection policies and procedures of the organisation and particularly those related to the system itself;
 - **Pricing mechanism.** Not scored – for information only.
 11. Pricing mechanism (**please make sure not to provide any actual costs at this stage**).

Stage 2 – Restricted Call for Tender

ACTED will use the provided to technical proposals to develop a Request for Quotations (RFQ) and shortlisted suppliers will be invited to submit Financial Offers in a Restricted Call for Tender. To ensure the selected system is most appropriate for the project, ACTED reserves the right to request additional technical information from pre-qualified bidders and/or to implement a second phase technical evaluation. ACTED will select a company based on technical and financial considerations, will be awarded a contract for the duration of the 10-month pilot project. ACTED reserves the right to extend the duration of the pilot project or to re-tender after the initial 10-month period.

GENERAL CONDITIONS:

1. Late offers, or offers sent to any other address or email address, will not be considered. Any missing document might lead to the direct disqualification of the applicant.
2. Tenderers must fill, sign, stamp and return the documents according to ACTED's format. **Electronic signatures, white ink, or price correction by hand are not accepted.**



3. Participation in the RFP does not guarantee the award of a contract. ACTED will not be responsible for any costs or expenses incurred by Bidders in connection with preparation and submission of their bids.
4. Offers that do not comply with the overall length and deadline of the assignment (as provided above), and/or do not plan to cover the full scope of work will be disqualified.
5. Any error or major discrepancy related to the instructions listed in the Terms of Reference may lead to the rejection of the bid.
6. Clarifications will only be requested by ACTED to bidders when information provided is not sufficient to conduct an objective assessment of the submitted offer.
7. To ensure equal treatment of applicants, ACTED cannot give a prior opinion on the eligibility and selection of bidders.
8. By undertaking this pilot project, the service provider and their staff are expected to abide to humanitarian principles and to ensure the confidentiality of the data collected, and follow at all times ACTED's Code of Conduct.
9. All data collected as part of this pilot project must be kept strictly confidential and will remain ACTED's property. By the end of the pilot project, the service provider shall submit all ACTED/project-related documentation back to ACTED management. Deliverables produced under the contract shall not be shared externally without ACTED's prior written approval.
10. It is the responsibility of the service provider to budget for a translator (if required), as well as any medical/health insurance.
11. ACTED will not take the responsibility of the transportation, access, accommodation and food-related expenses. It is the sole responsibility of the service provider to take the appropriate measures to ensure access and lodging of their staff in the field, and to procure all necessary equipment, tools, etc.; insurance coverage copy for all experts including professional liability applicable to the project areas.
12. 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 contact us by WhatsApp on the following phone number **0090 5466578736** and/or send an e-mail to transparency@acted.org.*

Name _____

Position: _____

Signature & Stamp: _____

Date: _____

Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.



BIDDER'S QUESTIONNAIRE ACTED SYRIA

Date: _____

Tender N° : **RFP/16MULTI/AMM/PRO/22-05-2020/1**

PART I: INFORMATION			
A. Company Details and General Information			
Name of Company		Trading As	
Address (headquarters)		Telephone	
Zip Code (headquarters)		Fax	
City (headquarters)		E-mail address 1	
PO Box		E-mail address 2	
Country (headquarters)		Website address	
Parent Company or name of owner		Subsidiaries/ Associates/ Overseas Representative	
Sales Person's Name		Sales Person's Position	
Sales Person's phone		Sales Persons' E-mail	
<i>Governance of the company: Chairman, Vice-Chairman, Treasurer or Secretary of the Board of Directors or Board of Trustees</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		Type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		Gender (e.g. male, female)	
Current employer and job title:		Occupation	
Address of residence		Citizenship(s)	
Province/Region		E-mail address	
Is the individual a U.S. citizen or legal permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Professional Licenses – State Issued Certifications	
<i>Management of the company: CEO, Executive Director, Deputy Director, President or Vice-President</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed)		Gender (e.g. male, female)	



as "Name")			
Current employer and job title:		Occupation	
Address of residence		Citizenship(s)	
Province/Region		E-mail addresses	
Is the individual a U.S. citizen or legal permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Professional Licenses – State Issued Certifications	
<i>Management of the company: Chief Finance Officer or Chief Accountant</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		Gender (e.g. male, female)	
Current employer and job title:		Occupation	
Address of residence		Citizenship(s)	
Province/Region		E-mail addresses	
Is the individual a U.S. citizen or legal permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Professional Licenses – State Issued Certifications	
<i>Company's staff & insurance</i>			
No. Full Time Employees:		Employee average work wage per hour:	
% of Men to Women:		Any employee(s) with relatives working with ACTED?	<input type="checkbox"/> Yes <input type="checkbox"/> No
No. of Children:		What is the legal minimum wage paid?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In what capacity?		Are paid vacations offered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What are their ages?		Are flexible working hours offered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Name of insurance company:		Staff covered by health insurance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Description of the Company</i>			
Type of Business (multiple choices possible):	<input type="checkbox"/> Manufacturing <input type="checkbox"/> Consulting Company <input type="checkbox"/> Authorized Agent <input type="checkbox"/> Manufacturing <input type="checkbox"/> Trader <input type="checkbox"/> Other, please specify : _____		
Sector of Business (multiple choices possible):	<input type="checkbox"/> Goods / supplies <input type="checkbox"/> Services <input type="checkbox"/> Equipment <input type="checkbox"/> Works <input type="checkbox"/> Other, please specify : _____		
Year Established:		Country of registration:	
Licence number:		Valid until:	
Working languages:	<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Arabic <input type="checkbox"/> Chinese		



	<input type="checkbox"/> Spanish <input type="checkbox"/> Other, please specify : _____	
Technical documents available in:	<input type="checkbox"/> English <input type="checkbox"/> Arabic <input type="checkbox"/> French <input type="checkbox"/> Chinese <input type="checkbox"/> Spanish <input type="checkbox"/> Other, please specify : _____	
B. Financial Information		
VAT Number:		Tax Number:
Bank Name:		Bank Account Number:
Bank Address:		Account Name:
Swift/BIC number:		Standard Payment Terms:
Has the company been audited in the last 3 years?		<input type="checkbox"/> Yes <input type="checkbox"/> No
Please attach a copy of the company's most recent Annual or Audited Financial Report		<input type="checkbox"/> Attached
Annual Value of Total Sales for the last 3 Years:		
Year:		Year:
USD:		USD:
Annual Value of Export Sales for the last 3 years		
Year:		Year:
USD:		USD:
C. Experience		
Company's recent business with ACTED and/or other International Aid Agencies or United Nations Agencies:		
#	Organisation	Contact person
		Phone/E-mail
		Goods/Works/Services
		Value (USD)
		Destination
1		
2		
3		
4		
5		
What is your company's main area of expertise?		
What is your company's business coverage area?		<input type="checkbox"/> National <input type="checkbox"/> Restricted to (specify location) : _____
To which countries has your company exported and/or managed projects in the last 3 years?		
Provide any other information that demonstrates your company's qualifications and experience (eg. awards)		
List any national or international Trade/Professional Organisations of which your company is a member		
D. Technical Capability		
Type of Quality Assurance Certificate		<input type="checkbox"/> Attached
Type of Certification/Qualification Documents		<input type="checkbox"/> Attached
International Offices/Representation		
List below up to 10 of the core Goods and/or Services your company sells:		
1)	6)	



2)	7)
3)	8)
4)	9)
5)	10)
List the main assets of your company (trucks & heavy machines, heavy & valuable equipment, premises & warehouses, production sites etc.)	
1)	6)
2)	7)
3)	8)
4)	9)
5)	10)
E. Miscellaneous	
Does your company have an Environmental Policy? (Yes/No)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your company have an Ethical Trading Policy? (Yes/No)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your company have an Anti-terrorist Policy? (Yes/No)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is your company compliant with the EU General Data Protection Regulation (or equivalent)? (Yes/No)	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered yes to the above two questions, please attach copies of your policy:	<input type="checkbox"/> Attached
Has your company ever been bankrupt, or is in the process of being wound up, having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning these matters, or is in any analogous situation arising from a similar procedure provided for in national law?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered yes, please provide details:	
Has your company ever been convicted of an offence concerning its professional conduct by a judgment which as force of res judicata?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered yes, please provide details:	
Has your company ever been guilty of grave professional misconduct proven by other means?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered yes, please provide details:	
Has your company ever not fulfilled its obligations relating to the payment of social security contributions, or the payment of taxes in accordance with the law of the country in which it is established, or with those of France, or those of the country where the contract is to be performed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered yes, please provide details:	
Has your company ever been the subject of a judgement, which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered yes, please provide details:	
Has your company ever been declared to be in serious breach of contract for failure to comply with its contractual obligations, following another procurement procedure or grant award procedure financed by a donor country?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered yes, please provide details:	
Has your company ever been declared to be in serious breach of contract for failure to comply with its contractual obligations, following another procurement procedure or grant award procedure financed by a donor country?	<input type="checkbox"/> Yes <input type="checkbox"/> No

If you answered yes, please provide details:			
Has your company ever been in any dispute with any Government Agency, the United Nations, or International Aid Organisations (including ACTED)?			<input type="checkbox"/> Yes <input type="checkbox"/> No
If you answered yes, please provide details:			
Do you agree with terms of payment of 30 days? <input type="checkbox"/> Yes <input type="checkbox"/> No		Do you accept visit of ACTED staff & external auditors to your office?	<input type="checkbox"/> Yes <input type="checkbox"/> No
PART II: CERTIFICATION			
I, the undersigned warrant that the information provided in this form is correct, and in the event of changes, details will be provided to ACTED as soon as possible in writing. I also understand that ACTED does not do business with companies, or any affiliates or subsidiaries, which engage in any practices that are in breach of ACTED's Child Protection, Sexual Exploitation and Abuse Protection, Conflict of Interest, Anti-fraud, Anti-terrorism Policy and Data Protection Policies (available on request).			
Name:		Date:	
Title/Position		Place:	
E-mail address (for contact for verification purposes):		Signature:	
Phone number (for contact for verification purposes):		Company Stamp:	
Check list of supporting documents			For ACTED use only
1) Trading license	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	
2) VAT registration/tax clearance certificate	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	
3) Company profile	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	
4) Proof of trading/dealership/agent	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	
5) Evidence of similar contracts	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	
6) References	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	
7) Particulars of CEO and key personnel	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	
8) Articles of Association & Certificate of incorporation	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	
9) Financial statements (latest)	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	
10) Other (specify):	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked	

Company Name: _____

Authorized Representative Name: _____

Signature: _____

Stamp: _____

Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.

BIDDER'S ETHICAL DECLARATION

Date:

Tender N°: RFP/16MULTI/AMM/PRO/22-05-2020/1

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 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
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.

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: _____

Signature & Stamp: _____

Date: _____

Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.

BIDDER'S CHECK LIST ACTED SYRIA

Date: _____

Tender N°: [RFP/16MULTI/AMM/PRO/22-05-2020/1](#)

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. Attached, signed and stamped by the supplier on ACTED's format unless otherwise stated (compulsory) .					
1a. Form PRO-05 – Instructions to Bidders Signed & Stamped (compulsory) .					
1b. Form PRO-06-01 – Bidders Questionnaire Form Signed and stamped (compulsory) .					
1c. Form PRO-06-02 – Bidder's Ethical Declaration Signed and stamped (compulsory) .					
1d. Form PRO-06-03 – Bidder's Checklist Signed and stamped (compulsory) .					
1e. Terms of Reference Signed and stamped (compulsory) .					
2. Technical Proposal signed and stamped, including detailed responses to all the questions in the TOR and supporting documentation (compulsory) .					
3. The bidding documents are filled in English (compulsory)					
4. A copy of the company registration documents and license, ID & Passport of the legal representative of the company (compulsory)					
5. Terms of Reference signed and stamped (compulsory)					

Name _____

Position: _____

Signature & Stamp: _____

Date: _____

Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.

Note that the supporting documentation in the technical proposal will not be considered for administrative evaluation but that any missing documentation may lead to rejection during technical evaluation.

TERMS OF REFERENCE ACTED SYRIA

Date:

Tender N°: [RFP/16MULTI/AMM/PRO/22-05-2020/1](#)

Tenderer's name: _____

Tenderer's address: _____

ACTED

ACTED WORLDWIDE

ACTED is a non-governmental organization with headquarters in Paris, founded in 1993. Independent, private and not-for-profit, ACTED respects a strict political and religious impartiality and operates according to principles of non-discrimination and transparency. ACTED endeavours to respond to humanitarian crises and build resilience; promote inclusive and sustainable growth; co-construct effective governance and support the building of civil society worldwide by investing in people and their potential. ACTED's mission is to save lives and support people in meeting their needs in hard to reach areas. ACTED develops and implements programmes that target the most vulnerable amongst populations that have suffered from conflict, natural disaster, or socio-economic hardship. ACTED's approach looks beyond the immediate emergency towards opportunities for longer term livelihoods reconstruction and sustainable development. As of 2018, ACTED was present in four continents and our teams intervene in 37 countries towards 16 million people, responding to emergency situations, supporting rehabilitation projects and accompanying the dynamics of development.

ACTED IN SYRIA

ACTED has operated in Syria since December 2012, delivering Water, Sanitation and Hygiene (WASH), Shelter Non-Food Items (SNFI), Food Security, Agriculture and Livelihoods assistance to conflict-affected populations. ACTED is currently operating from eight offices across Syria and relies on 800 staff for its multi-sectoral programming. In 2018, ACTED implemented 27 projects reaching over 750,000 participants. ACTED's approach is to address immediate needs through first-line emergency interventions while building the resilience of target communities with early recovery efforts. ACTED's approach is needs-based, supporting internally displaced people (IDPs), returnees, and host communities.

PROJECT SCOPE

ACTED's mission in Syria is planning pilot an electronic transfer system to provide food assistance in Syria and is looking to contract a supplier to provide an e-voucher system for both unconditional value and commodity vouchers. At the end of the Pilot scheme, ACTED will evaluate the results and if it is successful will look to roll out an e-voucher system across its activities in Syria. It is important to note that due to the complex Syria context ACTED might need to adjust the type of commodities, the specific documentation in the system, areas of intervention and duration of the pilot.

This project aims at providing the vouchers to 2,000 to 3,000 beneficiaries a month on a duration of 8 months. The estimated value of assistance for this type of project and number of beneficiaries would be around USD 1.2 and 2.2 million, but this is subject to change.

PILOT DETAILS

The pilot will happen in Syria and involve 8 months of commodity or unrestricted value vouchers.

DURATION

Duration of the pilot will be 10 months starting in September 2020. Each household will receive 8 months of support.

TYPE OF VOUCHER

Commodity and Value voucher for food items

IMPLEMENTATION ENVIRONMENT

Connectivity: limited mobile networks and 4G is available in some program locations and it is expected that hardware devices will be collected at the end of each day of the shopping period and taken back to ACTED offices which have relatively stable high speed internet. However as ACTED Syria cannot guarantee continuous coverage at the point of voucher redemption, ACTED Syria seeks solutions that do not rely on continuous connectivity.

Electricity is supply intermittent, often relying on generators or local power supply so there are frequent outages. ACTED will be able to charge devices overnight but ACTED Syria seeks solutions that are not reliant on a constant electricity supply and are cost efficient (for ACTED, vendors and participants).

Participant Literacy and Numeracy: Vendors using the electronic voucher system will have medium to high literacy and numeracy skills. Participants using the electronic voucher system will have a range of literacy and numeracy skills, including some illiterate users. We seek solutions that are accessible to vulnerable populations with low literacy and numeracy skills, and limited experience with mobile and other technologies. However, we recognize that some vulnerable participants may require additional assistance to complete any voucher transaction. We seek solutions that offer an appropriate balance between accessibility for vulnerable users while still offering efficiency, security and transparency gains.

SUMMARY OF ACTED MINIMUM REQUIREMENTS

An electronic voucher platform shall deliver functionality in a number of key areas, and will specifically:

1. Enable both value and commodity voucher distributions to program participants in Syria.
2. Enable transactions between participants and approved vendors, permitting the exchange of electronic vouchers for locally available goods, according to program rules.
3. Provide access to a centralized management platform that supports ACTED administration of voucher programs.
4. ACTED is willing to accept the most suitable hardware and transaction process used by participants and local vendors for voucher redemption. Proposals must include a centralized management platform that is accessible online and provides easy and quick access to voucher transaction data.
5. Hardware and transaction process must be able to function offline as well as online.
6. The supplier must have experience of operating e-transfer systems in Syria with teams able to provide training and support to ACTED field teams and vendors in Syria
7. System can provide both raw, unanalysed data, and structured reports in a non-proprietary format, which can be saved to ACTEDs own servers.
8. The system must be able to interact with ACTED's Microsoft Office based systems

9. The supplier must have strong system security measures in place and a robust data protection policy and procedures, which meets the minimum legal requirements for Jordan, Turkey and the EU.

DELIVERABLE

A proposal providing detailed description of the e-voucher system, show casing the system capabilities while also demonstrating that it meets ACTED's minimum requirements. The purpose of the proposal is to provide ACTED with a clear understanding of the different capabilities of an e-transfer system and enable us to make an informed decision on the type of system that suits out needs.

In addition to outlining how the system meets our minimum requirements, please provide details for these elements of the e-voucher system:

1. Geographic locations that the system can operate in and the experience you have in operating in these areas;
2. Types of e-transfer your system allows and what types have you implemented in Syria;
3. Details of the e-voucher system, including hardware and centralised management system and the core functions;
4. Communication within the system for both vendors and participants;
5. General Transaction including details of how transactions are conducted, processed and errors are handled;
6. Offline function;
7. The types of reports and data that the system can produce, and details on what can and cannot be customised;
8. Support, the type of technical support the company offers, both one-offs and ongoing;
9. System security;
10. Data protection policies, anti-fraud policies, and procedures of the organisation and particularly those related to the system itself;
11. Pricing mechanism (**please make sure not to provide any actual costs at this stage**).

Geographic location

1. What are your areas of operation within Syria? Please provide supporting documentation, for example - letters of recommendation or copies of past contracts, with costs redacted.
 - a. For each area, how long have you operated there?
 - b. What type of e-system was being used?
 - c. What was the activity that the e-transfer system being utilised for?
 - d. In each area how many organisations were utilising your system

Types of electronic transfer

- 1- What are the different types of e-transfer that your system supports?
- 2- For e-vouchers – what are the different types of voucher your system supports

E –voucher system

- 1- Please outline the central management system platform, including whether it is cloud based, web portal or downloadable software.
 - a. Is it accessible online



- b. what voucher transaction data can be accessed through the platform and in what format data
- 2- Does the system require an ACTED to have an ERP system in order to function or can it be used with Microsoft office based systems¹.
- 3- Hardware - please outline the types of hardware and transaction processes that will be used by participants – for example point of sale devices, smart phone with application, cards with chips or magnetic strips².
- 4- Please provide details of the systems core functions, In particular these key aspects of the system:
 - a. Program Set-up, including the:
 - i. Registration process
 - ii. How ACTED programme data can be Integrated and formats the data can be in.
 - iii. Does it have ability to edit information throughout the implementation of the activity and how complex is the process.
 - iv. How voucher content can be defined
 - v. The process of the Distribution of vouchers (for instance does it support batch distribution of vouchers)
 - vi. What is the currency of operation and the other types of currency that are supported
 - vii. Does the system support English and Arabic and what other languages does it support.
 - b. Communication
 - viii. What types of messaging do vendors and participants receive if there is an error and how are errors and error messaged handled by system?
 - ix. Does the system provide successful transaction messaging and remaining account balances for participants? How are these displayed and recorded?;.,;.,;.
 - x. Is the system capable of providing transaction and account total updates to vendors and participants upon their request?
 - c. General Transaction
 - i. What methods of authentication by participants are possible with the system, considering differing levels of literacy and numeracy.
 - ii. When it deducts value from participants accounts
 - iii. How transactions and failed transactions are identified
 - iv. How are transactions tracked
 - d. Offline function
 - i. Does the system function offline?
 - ii. Please describe how the system functions offline
 - e. Reporting
 - i. What type of data and reports does the system provide?
 - ii. Can the reporting and data be downloaded and in what formats
 - iii. What are the types of report that are available?
 - iv. Is it possible to tailor reports?

¹ ACTED does not currently have an ERP system and is unlikely to introduce one for the purposes of this pilot. Suppliers should take this into consideration when submitting a proposal.

²For this pilot ACTED is looking for a robust, low cost and easy to use hardware solution.



- v. What the options for receiving reports (i.e. scheduled reports, on-demand)

Support

- 1- Please outline the type of support your company can provide to ACTED, including:
 - a. Any field based support, including locations that you have ready access to. Please provide an organogram of the field staff (using job titles only).
 - b. Type of tech support including the hours that support is available (specify time zone).
 - c. What trainings do you provide and to whom?
 - d. What support is provided as part of costs that ACTED pay and what is additional extra? Please do not provide any prices at this stage as doing so could jeopardise your chances of being shortlisted.

System security

- 2- Please provide details of how the system and data is secured, including
 - a. whether encryption is used and what type,
 - b. User login management (for instance 2FA system)
 - c. Can access controls be defined within the system and does it allow for differing levels of access and permissions?
 - d. Does the system track and capture user profile information? What information does it capture?
 - e. How is data stored on your system? What if any additional protection is put in place for this data?

Data protection

- 1- Please provide details on how data is managed and protected within your system
 - a. What are your company's data protection policies? Please attached the policy document.
 - b. Which country's legal jurisdiction, for data protection, is your company required to adhere to?
 - c. Has your company achieved an internationally recognised standards data protection (for instance ISO 27001 and ISO 27701)? Please attached the latest certificates
 - d. How is data stored on your system? What security measures are put in place for this data?
 - e. Who, if anyone, has access to any ACTED system? What is that person/s level of access, how is it managed and what knowledge would ACTED have that some from the company has accessed the ACTED system?
 - f. Where is the data from the system stored (including geographical locations) and what legal jurisdictions do this data fall under?
 - g. In the last 10 years has the company had any data breaches. If there have been any breaches, please provide details of the type of breach and the measures taken to prevent it happening again.
 - h. Please outline the process the company would take if it discovered a data breach for within an ACTED system.
 - i. Please provide details of your mechanism for handling complaints relating to data protection.
 - j. If ACTED should no cease to use your companies servicers please explain what happens to the data.
 - k. What happens to data after the end of agreement with ACTED?
 - l. What security standards prevent unauthorised access to data processed and stored in the system?
 - m. What is your policy related to disclosure of data to third parties?



- n. Is the company prepared to sign a data protection agreement with ACTED?

Pricing mechanism

1- Please give details of your pricing mechanisms,

- a. How you structure overhead fee (for example - percentage of each beneficiary grant or based on number of beneficiaries), and details of what is included in this fee and payment frequency
- b. List of additional resources that incur additional costs (for example - equipment, applications, consumables, trainings, consultancies) and details of how these are costed (hire, daily rates etc)

important to note: please make sure not to provide any actual costs at this stage as it could jeopardise your chances of being shortlisted.

Company Name: _____

Authorized Representative Name: _____

Signature: _____

Stamp:

Note that electronic signatures and stamps are not accepted, and the offer will not be considered eligible if white ink or correction by hand are used, or if all papers are not signed and stamped.