INTERNATIONAL RESCUE COMMITTEE
Tender Documents

Request for Proposal of Services
IRC ref# 5LB/BEY/15/4776

Attachments:
Annex A,
Annex B,
The contents of this Request for Proposal (RFP) as well as any subsequent communication between the International Rescue Committee (IRC) and the Provider are to be treated as confidential and are not to be distributed or shared without prior written authorization from IRC’s Authorized Representative.

STATEMENT OF WORK AND TERMS OF REFERENCE

1. BACKGROUND

The International Rescue Committee (IRC) Economic Recovery and Development (ERD) programs in Lebanon were initially focused on unconditional cash distributions, with efforts evolving to promote livelihoods support to most vulnerable Syrian refugees and Lebanese host communities. The current program provides this support, but also examines economic vulnerability to provide additional assistance moving towards skill building and income generation. In support of these efforts, a Livelihoods Center (LC) was opened in Akkar (northern Lebanon) in February 2014.

In April 2015, DFID awarded the IRC funding to continue supporting acutely vulnerable registered and unregistered Syrian refugees and Lebanese households. The project begins 8 May 2015 and runs through the end of December 2016. The objective of the program is to assist vulnerable households in the most affected areas of the Akkar and Mount Lebanon in meeting their essential needs and increasing their self-reliance; this is expected to ultimately lessen the use of negative coping strategies for survival.

Under this grant, the IRC will manage two (2) stand-alone Livelihoods Centers (LCs) in Akkar and Mount Lebanon, each serving as venues for the IRC’s ERD activities. Interventions include cash for work, vocational training, legal and job counseling, apprenticeship, financial management and other life skills training and job referrals through a livelihoods center. LCs also serve as a space to provide advice to both job-seekers and employers on legal matters pertaining to Lebanese labor regulations. LCs are the hub of ERD’s service delivery, but not exclusively so. In addition, the IRC is developing a private sector initiative aimed at (1) strengthening the capacity of existing employers to expand employment opportunities and (2) supporting the startup of new small and medium size enterprises (SMEs) through targeted training and small business grants. Additional market assessments and other research are conducted under this program.

2. SCOPE

In order to further operationalize beneficiary and employer (“client”) management as related to each Livelihoods Centre, the IRC seeks to better integrate information and communications technologies (ICT) in support of client intake, job matching, tracking of service provisions, quality monitoring, and reporting. This requires leveraging adapted, integrated, and/or newly developed software(s) and hardware(s) to support the systemization of the IRC Livelihoods Centers.

This RFP will source software, hardware, and services to support the development of a Livelihoods Information Management System (LIMS).

3. PRODUCT SPECIFIC DETAILS

The IRC requires a customer relationship management (CRM) system in conjunction with standard monitoring and evaluation processes, to:
1. Facilitate **registration** of beneficiaries and employers, to include the distribution of basic ID cards with unique identification
2. Enable **tracking** of beneficiaries or employers as they receive various services
3. Provide an accessible **database** of beneficiary and employer information that includes custom reports and dashboards as defined for donor reporting needs

Each LC will register anywhere from 50 to 100 beneficiaries per day (or 10,000 annually); the total number of employers registered is much less, amounting to less than 100 in each LC. The frequency of registration ebbs and flow as a function of program implementation, community outreach, and otherwise.

IRC thus seeks to automate and streamline all processes associated with client management at the LCs by adopting a **Livelihoods Information Management System (LIMS)**. The resulting LIMS will support client tracking, reporting and visualizations. Given the nature of IRC’s work, which ranges from acute emergency response to protracted recovery, the viability of this system is largely dependent on quick user uptake from all individuals who will interact with the system: field implementers, managers, implementation partners, and those who actually receive some form of service through LCs (beneficiaries). Scalability, flexibility, and ease of use are thus integral qualities that any hardware or software component considered must possess.

**Situational Constraints**

**Connectivity:** Solutions cannot rely on continuous mobile network connectivity or electricity. Mobile networks are available in most program locations. Each LC is assumed to have intermittent Internet connectivity every day, where a one-time synching (i.e. nightly) of data can occur. We cannot, however, guarantee continuous coverage at field sites or points of distribution.

**User Literacy and Numeracy:** Most users of the system are highly literate; it should be taken into account, however, that English serves as a second language for most employees, so any resulting user interfaces must be as visual and intuitive as possible.

**Security:** Implementation areas are fairly safe for registered beneficiaries and field staff. It should be noted, however, that LCs are high profile locations within communities so the number of individual hardware components should be streamlined as much as possible to avoid petty theft.

### 3.1 MINIMUM SYSTEM REQUIREMENTS

**Required features** of any proposed system include:

**Adaptable Setup**
- Data synching capabilities across three sites
- Robust Application Programming Interface (API)
- Account management with tiered authorization & viewing permissions
- User friendly application interface for registration assistants, job counsellors, and other relevant staff who must submit and/or access information for each beneficiary or employer;

**Client & Information Management**
- Import/export and bulk data upload capabilities

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**RFP for Request for Proposal of Services IRC ref#5LB/BEY/15/4776**

IRC Lebanon – Livelihoods Information Management System
Proposals Due: May 15, 2015

- System accepts uploads of spreadsheets containing beneficiary & employer profile information;
- Platform that includes ability to manage distinct ‘participant groups’ (i.e. beneficiary, employer) and their subsequent data flows (i.e. services received, vacancies opened, etc.);
  - System allows for easy addition / removal / edits to beneficiary or employer profiles programme cycle;
- Complex data management with ability to track disaggregate trends over time at varying levels of granularity (i.e. per beneficiary, gender, catchment area, etc.);

Reporting Requirements
- Flexible reporting capabilities to support requirements from donors, and programme teams (e.g. worker performance monitoring)
- Quick-look reporting dashboards and visualizations as defined by program staff
- Ability to export raw, unanalysed data (e.g. .xls or .csv) as well as structured reports

Secure & Stable Systems
- Encrypted data transmission and storage on any mobile devices included;
- Server support & maintenance for duration of project (price estimates for a clear line item(s) in overall price estimates);
- Consciousness of low or sporadic mobile network environment;
- Consciousness of intermittent access to electricity at times;
- Audit logging

4. PURPOSES AND OBJECTIVES
IRC is looking for a Provider\(^1\) to implement a customized CRM solution to facilitate workflows and data analysis at Livelihoods Centers. The IRC will accept proposals for the most suitable software and hardware ecosystem that supports client management, mobile data collection, and data visualization. The complete system is envisioned to comprise the CRM system, an ID system (with card printer), and a bar/QR-code scanner—or Android-based application—that can scan barcoded ID cards. Proposals must also include a centralized, Web-based management platform that provides easy and quick access to all client management and transaction data.

IRC expects the Provider to:
- Design, develop, test and document a CRM system with granular security to accommodate multiple views depending on user role
- Support existing open-source Android and standalone browser client mobile data collection tools (e.g. ODK Collect) or integrate via API with Ona.
- Support IRC-identified card printing mechanisms and software within LIMS workflow\(^2\)
- Build internal capacity around the system and its use at field and headquarter level

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1 “Provider” refers to a sole provider or a coordinated joint-bid from a group of providers
2 For this stage of development, it is not expected for a vendor to seamlessly integrate ID card printing software within the LIMS database. Rather, it must be taken into account that ID card printing is an integral step within the workflow, as part of a multi-component system. The data captured therein to print cards will thus need to be recorded within the database in order to associate information back to beneficiaries, even if manually entered via mobile form submission (i.e. scanning of a barcode)
Deliverables include:

- Solution application (custom software source and executable code, commercial software executable code and licenses, and/or software service agreement)
- Solution hosting environment or environment specification
- Solution information management system (fully configured)
- Solution documentation (design and/or functional specifications; user guides; installation, operations and maintenance guides (as applicable); hosting specifications)
- Solution training and transition plans, materials and reports
- Solution test plans and reports

4b. PROPOSAL FORMAT

Proposals should outline Key Outputs per Phase of Development, to include:

- **Phase 1: Scoping, Design, and Software Development**
- **Phase 2: Piloting – User-Centred Testing & Iteration**
- **Phase 3: Deployment & Distribution (includes all levels of training)**
- **Phase 4: Ongoing Support**

To this end, **if a bidder chooses to propose a Software-as-a-Service (SaaS) solution**, the bidder’s proposal should include:

- Definition of services provided
- Definition of data security as related to solution proposed
- Customization process to adapt service to meet IRC needs
- System integration and user acceptance testing
- End user and system manager training
- On-going technical support
- Option for local hosting by IRC HQ or field offices (in exceptional circumstances)

If a bidder chooses to propose **Bidder-hosted solution**, the bidder’s proposal should include:

- Acquisition and/or development of system software
- Specification of hosting services used to develop and test software
- Definition of data security as related to solution proposed
- Customization process to adapt service to meet IRC needs
- System integration and user acceptance testing
- End user and system manager training
- On-going technical support
- Option for local hosting by IRC HQ or field offices (in exceptional circumstances)

If a bidder chooses to propose **an IRC-hosted solution**, the bidder’s proposal should include:

- Acquisition and/or development of system software
- Specification of hosting services used to develop and test software
- Definition of data security as related to solution proposed
- Customization process to adapt service to meet IRC needs
- System integration and user acceptance testing
End user and system manager training
On-going technical support
Option for local hosting by IRC HQ or field offices (in exceptional circumstances)

4c. GUIDING APPLICATION QUESTIONS
There will be an opportunity during the procurement process for Q&A.

4d. Response Format
The submitted proposal shall be in a format as requested below and shall include the following information. Failure to supply all requested information or comply with the specified formats may disqualify the bidder from consideration.

i) Completed Price List
ii) Supplier Information Form – Attachment A
iii) Self-Certification of Eligibility – Attachment B
iv) Copy of certificate of registration or memorandum and article of association.
v) Copy of the current valid trade license/local authority’s license.
vi) Bidder must attach valid Tax Compliance Certificate.
vii) Bidder must attach the bank statement or a bank guarantee, if applicable.

The selected suppliers / bidders will be requested to provide IRC with any extra documentation, if needed.

5. SCOPE OF WORK
The selected Provider will undertake the following activities:
A) Client relations & project management;
B) Joint scoping trips with IRC ERD staff to Livelihoods Centres;
C) Software development;
D) Documentation;
E) QA deployments;
F) Distribution and deployment plans;
G) Data migration from old systems (data is already digitized);
H) A comprehensive risk analysis/mitigation strategy;

There are a number of open-source CRM applications on the market (e.g. Odoo, SuiteCRM) that may be potential platforms, and it is critical that developments made by the Provider be capable of being shared under open source license in order to allow IRC to adapt and reuse the software as it pleases; this does not apply to branded elements such as logos, photos or images. If this requirement is in question, please raise during pre-bid Q&A periods held detailed below (Section 8).

6. IRC RESPONSIBILITIES
Availability for consultation, technical and project discussions, daily meetings, and a general project coordination support.
Updated specifications and further clarifications of user roles and other information as needed.
Will clarify staff to be involved in the project and capacity building needs and...
involvement of program staff.

7. EXPECTED DELIVERABLES AND TIMELINE

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Time line</th>
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</thead>
<tbody>
<tr>
<td><strong>Project Management:</strong></td>
<td></td>
</tr>
<tr>
<td>Collaborate with IRC Project Coordinator(s) on regular basis.</td>
<td>Minimum once per week</td>
</tr>
<tr>
<td>Response to IRC regarding impact to timelines for change or feature requests after project start</td>
<td>Within three days of request</td>
</tr>
<tr>
<td>Weekly reports on system status, software improvements and added features and technical analysis (template to be provided)</td>
<td>Weekly during Phase 1</td>
</tr>
<tr>
<td>Regular risk management / analysis reports (minimum one page)</td>
<td>Monthly during Phase 1</td>
</tr>
<tr>
<td><strong>Software Development (General):</strong></td>
<td></td>
</tr>
<tr>
<td>Software Development Process Documentation</td>
<td>Throughout Phase 1</td>
</tr>
<tr>
<td>Full unit tests</td>
<td>Routinely, as process requires</td>
</tr>
<tr>
<td>Automated build, deploy and test scripts</td>
<td>Routinely, as process requires</td>
</tr>
<tr>
<td>User Acceptance testing of all component systems</td>
<td>Routinely, as process requires</td>
</tr>
<tr>
<td><strong>Software Development (Specific):</strong></td>
<td></td>
</tr>
<tr>
<td>Develop LIMS solution</td>
<td>Within 1 month of contract issuance</td>
</tr>
<tr>
<td>Finalizing all major code and documentation, including tests, two (2) weeks prior to completion of contract for review, questions and fixes.</td>
<td>Two weeks prior to completion of contract</td>
</tr>
<tr>
<td><strong>Training, Deployment and Rollout:</strong></td>
<td></td>
</tr>
<tr>
<td>Deployment and software support plan completed at least two weeks prior to the end of Phase 1</td>
<td>Two weeks prior to completion of contract</td>
</tr>
<tr>
<td>Training materials for deployment, monitoring and troubleshooting for tech admins</td>
<td>Two weeks prior to completion of contract</td>
</tr>
<tr>
<td>Training materials for users</td>
<td>Two weeks prior to completion of contract</td>
</tr>
<tr>
<td>Rollout strategy for all platforms and deployment mechanisms, including mobile devices, locally and globally managed cloud-hosted instances (developed in conjunction with IRC)</td>
<td>Two weeks prior to completion of contract</td>
</tr>
</tbody>
</table>

8. KEY SKILLS, TECHNICAL BACKGROUND, AND EXPERIENCE REQUIRED

We are looking for a Provider with the capacity to work collaboratively with IRC on a project using mobile and Web technologies. The Provider should have the following skills:

- Experience building large, highly customized solutions with assistance from reusable apps
- Experience with agile best practices
- Experience with scaling problems and solutions
- Experience with internationalization / scale out of software
- Experience building Web-based multitenant applications
- Experience designing solutions for low-to-no connectivity environments
- Experience with cash based programs and/or donor reporting requirements a major plus

Team size and composition may vary depending on the approach taken. **Joint-bids are acceptable and encouraged in instances where complimentary expertise exists across multiple providers.** The Provider should clearly outline their proposed team structure and provide specific details on each member, including CV. This outline must
demonstrate that the Provider has the human resources and capacity to meet the deliverables provided within the Expected Deliverables and Timeline section.

The Provider should have experience with distributed open-source projects using Python, Django, HTML5, Web Services, etc. and document and object-oriented databases using Agile development practices. Specifically, the Provider should explain their philosophy and provide pertinent examples showcasing their work with regard to the following:

- Implementation of Django/Python community best practices and standards (e.g. virtual environments; PEP8 compliance; reusing existing Django applications)
- Unit test coverage, automated builds and deployment

9. DURATION

The work is planned to start as soon as possible. Based on a typical request for proposal process, IRC anticipates awarding the contract no later than June 2015. Although IRC acknowledges that the duration for different approaches to this solution may vary, based on initial project scoping we foresee the development life cycle of the applications to take approximately one month.

The tentative schedule of the contractual process is as follows:

<table>
<thead>
<tr>
<th>Contractual processes</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confirmation from Providers to participate</td>
<td>May 8</td>
</tr>
<tr>
<td>Questions and clarification from Providers</td>
<td>May 8</td>
</tr>
<tr>
<td>Hosted Q&amp;A review with IRC for interested Providers</td>
<td>May 11</td>
</tr>
<tr>
<td>Technical and price proposals received no later than 23:59 EST</td>
<td>May 15</td>
</tr>
<tr>
<td>Technical and Price evaluation completed by technical team</td>
<td>May 21</td>
</tr>
<tr>
<td>Anticipated Institutional/Corporate Contracts award date</td>
<td>Early June</td>
</tr>
</tbody>
</table>

10. EVALUATION OF PROPOSAL

IRC shall conduct regular assessments of the Provider’s performance. Results of the assessment will be shared with the Provider for discussion and possible corrective measures. At the end of the implementation phase, IRC shall assess the Provider’s ability to:

- Delivery in a timely manner;
- Fulfil IRC’s requirements;
- Advise IRC and recommend best practices;
- Provide or recommend hosting solutions;
- Perform Quality Assurance testing, Fix bugs and update the software;
- Document key aspects of the system as well as deployment steps;
- Address project management budget or communication issues;
- Deliver any other service agreed upon;
- Cost Criteria, Best value for money;
- Due diligence check results;
- Any exclusions/exceptions for the above;
- Experience and longevity in the market for similar services;
- Reference check results,
- Adherence to RFP Requirements: all requested documents requested are submitted,
Poor performance may result in the partial or total termination of the contract, at the discretion of IRC.

In making the final decision, IRC considers both technical and financial aspects. The evaluation team first reviews the technical aspect of the offer followed by review of the financial offer of the technically compliant Providers.

**a. Technical Proposal (70 Points)**

The technical proposal should address all aspects and criteria outlined in the Request for Proposal of Services. However, all these requirements represent a wish list from IRC. The Providers are free to suggest/propose any other solution. IRC welcomes new ideas and innovative approaches. Providers may be asked to provide additional information.

**No price information should be contained in the technical proposal.**

Ensure that the level of effort to be committed by the different team members in each phase is visible within the technical proposal. That same information with additional cost data should feature in the financial proposal.

The proposal should very clearly articulate how you propose to address key questions included in the **PURPOSE AND OVERVIEW OF THE PROPOSED WORK** section of RFP.

Keep in mind that the following specific items must be present, in addition to whatever other approaches and methods are proposed as per the requirements detailed above:

1. Information that will enable IRC to determine whether the Provider (or the Provider’s team) has relevant specialized knowledge in the areas that are critical to this work.
2. Information on any additional experience that may be critical to the success of the proposed work, including but not limited to: a) Affiliation to communities of practice; b) Any other information that the Provider deems relevant to this work that would give the Provider an advantage over others competing for the same contract.

The Technical Proposals will be evaluated against the following:

<table>
<thead>
<tr>
<th>REF</th>
<th>CATEGORY</th>
<th>POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>TE1</td>
<td>Timeline with project Overview and Team makeup</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>• The summary CVs (maximum one page) and current titles (and links to public, open-source code repositories of developers, if available) of all proposed team members, and an acknowledgment that any changes to the team prior to or during the contract term will be subject to written approval by IRC after review of CVs, current titles and links to public, open-source code repositories, if available.</td>
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<tr>
<td></td>
<td>• A timeline, as detailed as possible, that includes:</td>
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<tr>
<td></td>
<td>- Project overview including analysis, development, testing, and delivery. It is understood that this may change and is not binding.</td>
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<td></td>
<td>- Person hours and roles necessary for each segment of the project</td>
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<tr>
<td></td>
<td>- An indication of points on the timeline where an increase in person hours would lead to faster results.</td>
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<tr>
<td>TE2</td>
<td>Project Management</td>
<td>5</td>
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<tr>
<td></td>
<td>• Provide a short narrative (1 page or less) that explains how members of your team will coordinate with each other and the IRC project coordinator to produce the deliverables listed in the “Project Management” section of the Expected Deliverables and Timeline section. Include a skeletal calendar for a typical two-week period.</td>
<td></td>
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</tbody>
</table>
TE3  **Software Development**
- Provide a creative plan for completion of the project that reflects a thorough understanding of the requirements, annexed user scenarios and technologies involved. Make sure this plan touches on:
  - Testing philosophy
  - Plan the Web-based application for LIMS
  - Plan for data migration for existing LC client information
  - Short narrative exploring how you would build different deployment and hosting options
- Examples of code documentation from previous project (wikis, architecture diagrams, etc.)

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<tr>
<th>TE3</th>
<th>Software Development</th>
<th>25</th>
</tr>
</thead>
</table>

TE4  **Training, deployment and rollout**
- 1 page describing deployment and support plans

<table>
<thead>
<tr>
<th>TE4</th>
<th>Training, deployment and rollout</th>
<th>10</th>
</tr>
</thead>
</table>

TE5  **Communications pieces**
Successful bids will reflect an understanding of the importance of high-quality pieces and technical and non-technical documentation.
- 1 example or link to an example of previous communications pieces such as presentation decks, one-pager, or user manuals.
- 1 example or link to training materials (presentation deck, pdf cheat-sheet)

<table>
<thead>
<tr>
<th>TE5</th>
<th>Communications pieces</th>
<th>5</th>
</tr>
</thead>
</table>

**Total Technical**

<table>
<thead>
<tr>
<th>Total Technical</th>
<th>70</th>
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</table>

Only proposals that receive a minimum of 50 points will be considered further.

b. **Price Proposal (30 Points)**
The price proposal should be separate from the technical proposal. The price shall be broken down for each component of the proposed work, based on an estimate of time taken which needs to be stated.

The total amount of points allocated for the price component is 30. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/institutions which obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price; e.g.:

\[ \text{SCORE (for price proposal X)} = \frac{\text{Max score for price proposal} \times \text{Price of lowest priced proposal}}{\text{Price of proposal X}} \]

Price Proposal – Mandatory.
Fees for providing the services laid out in this RFP.

Price Schedule – Mandatory.
  - Proposed payment schedule.
  - If applicable/offered discount payment terms.

The calculation of fees should indicate the all-inclusive cost in US dollars and an estimate of the time-effort to be allocated for the services, expressed in number of working days by designation of staff performing the service and their fees per working day. Estimates for other items required by output, if any, must be detailed and listed separately. Institutional overhead expenses must be indicated by a percentage of the total.

Due to the nature of the required services and expressed desire of IRC to adopt an agile development methodology, we understand that preparing a comprehensive financial proposal for this project represents a challenge. Bidders are asked to break down their financial proposal according to the deliverables outlined in the Expected
Deliverables and Timeline section. In order to guide this process, please see the sample table below. This is only a guide. The budget should be presented in three categories: personnel costs, project costs, overhead costs. Sub-headings within the categories may be done at Bidder’s discretion.

All prices/rates quoted must be exclusive of all taxes as IRC is a tax-exempt organization.

<table>
<thead>
<tr>
<th>Total Price</th>
<th>30</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Technical and Price</td>
<td>100</td>
</tr>
</tbody>
</table>

The quotation will not be subject to revision unless officially invited to re-submit by IRC.

The Cost Proposal must include detailed item-wise quotations, based on the project narrative and other relevant documents.

**Deadline to confirm participation in RFP is 8th of May 2015**

Providers shall submit their confirmation of participation electronically to the following email address: Leb-TenderLIMS@rescue.org making sure that the subject line follows this pattern: IRC Lebanon RFP #5LB/Bey/15/4776 <Your Company Name>

**Confirmation of Participation**

**Deadline for asking questions is 8th of May 2015.**

Providers shall direct questions to Leb-TenderLIMS@rescue.org following this pattern in the subject line:

IRC Lebanon RFP #5LB/Bey/15/4776 <Your Company Name> <Question>

**Deadline to submit the proposal is 15th of May 2015.**

Providers shall submit their proposals and bids electronically to the following email addresses: Leb-TenderLIMS@rescue.org making sure that the subject line follows this pattern:

IRC Lebanon RFP #5LB/Bey/15/4776 <Your Company Name>

This communication protocol is important element of our record keeping, so IRC reserves the right to disqualify providers whose communication does not follow it.

**10. GUIDING PRINCIPLES FOR THE CORE PRINCIPLES FOR THE PROJECT**

The following principles should guide the work of the vendor through the implementation, customization, support and maintenance of the application. Vendors are encouraged to refer to these principles when developing their answers to the project requirements.

- **Security:** The security of the application and its ability to prevent malicious and unintended misuse is an absolute priority. Encryption should be used where appropriate. All communication between systems shall use SSL and/or certificates.
- **Usability:** Applications must be modern, intuitive, and easy to use. It should be built with accessibility in mind. Layouts and features should remain simple, consistent throughout, and to the point.
- **Scalability:** Application must be designed in such a way that it is possible to horizontally scale in the case of a hosted deployment.
- **Extensibility:** As much as possible, the system should be built to adapt to
varying needs, diverse audiences, changing requirements based on user’s profile. This will be particularly important for the customizations of the product, as one should aim at developing reusable and adaptable features rather than one-time development for a specific project.

- **Connectivity**: IRC works all over the world, including the most isolated locations and in regions affected by disasters or conflicts. It is critical to develop solutions to ensure access to essential resources to as many users as possible when connectivity permits.

- **Self-sustainability**: It is expected that few human resources will be available to support the administration of the applications and support users. Therefore, it is critical to aim at designing systems and processes that are as self-sustainable as possible. This implies for example the creation of automation, communication templates, workflows, reliable technology, FAQ, inline help and self-training solutions.

12. **ADMINISTRATIVE**

1. The IRC reserves the right to accept or reject any or all bids and to accept the bid deemed to be in the best interest of the IRC and is not bound to accept the lowest price bid submitted.

2. The IRC reserves the right to negotiate pricing with the selected Provider.

3. This RFP, together with any other documents required herein, shall be included in the final contract.

4. The IRC reserves the right to select as many Providers as it deems appropriate and is under no obligation to purchase any services of a particular Service Provider until a contract has been signed.

5. All costs related to the preparation and submission of this RFP shall be borne by the Provider. Under no circumstances shall the IRC be liable for any costs.

6. The Provider’s submitted proposal must be valid for acceptance by the IRC for a period of 90 days from the due date set for RFP receipt.

7. The IRC shall notify the winning bidder in writing latest during the first week of June, 2015. The IRC is under no responsibility to release the identity or contract terms of the winning bidder.

8. By submitting a response to this RFP, Bidder warrants that, to the best of its knowledge, no IRC employee, officer, consultant or any other party related to IRC has a financial interest in the Bidder’s business activities. Discovery of an undisclosed Conflict of Interest situation will result in immediate disqualification of the bidder and disqualification of bidder from participation in future IRC RFP processes.
9. The bidder acknowledges that United States Executive Orders and Laws, including but not limited to E.O. 13224 and P.L. 107-56, prohibit transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. It is the legal responsibility of the bidder to ensure compliance with these Executive Orders and Laws.
Attachment A:

INTERNATIONAL RESCUE COMMITTEE
Supplier Information Form – Authorized Supplier Evaluation

The information provided will be used to evaluate the Company for Authorized Supplier status with the IRC. Please complete all fields.

<table>
<thead>
<tr>
<th>Company Name</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Acronyms, Abbreviations, Aliases</td>
<td></td>
</tr>
<tr>
<td>Previous names of the company</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Website</td>
<td></td>
</tr>
<tr>
<td>Phone/Fax Numbers</td>
<td>Phone: Fax:</td>
</tr>
<tr>
<td>Primary Contact</td>
<td>Name: Phone Number: Email Address:</td>
</tr>
<tr>
<td># of Staff</td>
<td></td>
</tr>
<tr>
<td># of Locations</td>
<td></td>
</tr>
<tr>
<td>Avg. $ Value of Stock on Hand</td>
<td></td>
</tr>
<tr>
<td>Name(s) of Company Owner(s) or Board of Directors</td>
<td></td>
</tr>
<tr>
<td>Parent companies, if any</td>
<td></td>
</tr>
<tr>
<td>Subsidiary or affiliate companies, if any</td>
<td></td>
</tr>
</tbody>
</table>

Legal Information
Please provide photocopies of up-to-date business registration documents as specified below.

| Work permits if any required |  |
| Any licenses or registration documents of the company |  |
## Financial Information

<table>
<thead>
<tr>
<th>Bank Name and Address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name under which company is registered at bank</td>
<td></td>
</tr>
<tr>
<td>Payment Terms</td>
<td>Payment By: Yes</td>
</tr>
<tr>
<td>Specify Standard Payment Terms (Net15, 30, etc.)</td>
<td></td>
</tr>
</tbody>
</table>

If available attach a copy of your standard order Terms and Conditions.

## Product/Service Information

<table>
<thead>
<tr>
<th>List Range of Products/Services Offered</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Basis For Pricing (Catalog, List, etc.)</td>
<td></td>
</tr>
</tbody>
</table>
Attachment B: Supplier Self-Certification of Eligibility

In order to meet certain donor regulations the International Rescue Committee requires its supply partners to certify that:

1. They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g. European Union, European and United States Government, United Nations) competitive bid opportunities.

2. They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.

3. They have not been convicted of an offense concerning their professional conduct by a judgment that has the force of res judicata.

4. They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify, or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.

5. They have fulfilled obligations related to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the contract is to be performed.

6. They have not been the subject of a judgment that has the force of res judicata for fraud, corruption, involvement in a criminal organization or any other illegal activity.

7. They maintain high ethical and social operating standards, including:
   - Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and the IRC’s beneficiaries.
   - Environmental aspects: Provision of goods and services with the least negative impact on the environment.
   - Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.
   - Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

8. Company warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Company’s business activities. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company’s Authorized Supplier status and disqualification of Company from participation in future IRC procurement.

By signing the Supplier Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual. Any inaccuracy in the information filled herein will be used as ground for removal from or termination of the qualification process.

Company Name: 

Name of Representative: 

Title: 

Signature: 

Date: 

RFP for Request for Proposal of Services IRC ref#SLB/BEY/15/4776
IRC Lebanon – Livelihoods Information Management System