**INVITATION TO BID NO: 2022-054-** **LMS – LEARNING MANAGEMENT SYSTEM FRAMEWORK AGREEMENT FOR THREE YEARS”**

The Lebanese Red Cross (LRC) hereby invites sealed bids from eligible vendor’s manufacturers /reputed firms/ registered with the Lebanese government for the provision of the following supplies/ services:

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot No.** | **Item description** | **Items Per Lot** | **Delivery of PO** |
| Lot 1 | LMS – Learning Management System | 1 | Lebanese Red Cross Headquarter, Spears Street, Kantari , Beirut, Lebanon |

**TENDER DETAILS:** The Tender details are as follows:

|  |  |
| --- | --- |
| **INCOTERMS:** | DDP – Beirut Delivery Duty Paid |
| **Delivery address of the Bid:** | Lebanese Red Cross Head Quarters, Finance Sector, 1st floor, Spears Street, Kantari, Beirut, Lebanon |
| **ITB Published Date:** | 19 October 2022 |
| **Tender deadline:** | 31 October 2022 Time: 4:00 pm |
| **Deadline for questions:** | 25 October 2022 Time: 4:00 pm |
| **Bids to be marked:** | *Tender reference:* ***2022-054****.* Do not open before 31 **October 2022** |

*All documents can be downloaded from* [*http://www.redcross.org.lb/*](http://www.redcross.org.lb/) *(Please select “Tender” from the menu at the top right of the page). Tenderers are advised to check the website regularly as any changes or additional information related to this tender will be updated via the website.*

**IMPORTANT INFORMATION REGARDING THIS ITB:**

1. Bid should be submitted typing and not hand written *(written by hand bids will be considered as ineligible)*
2. All the documents mentioned below should be signed and stamped
3. Bidder are required to submit all their queries in respect of this ITB/ 2022-054-LMS to the following email: [rim.fares@redcross.org.lb](mailto:rim.fares@redcross.org.lb) copying [hoda.fakih@redcross.org.lb](mailto:hoda.fakih@redcross.org.lb)
4. One sealed envelope should be submitted in person and not by email to LRC headquarters in Spears, Finance Department at the 1rst floor with the inscription: ***ITB Ref #: 2022-054 do not open before 31 October*** No other inscription should be included on this envelope.

# I. SELECTION AND AWARD CRITERIA

This tender will be awarded to the lowest cost technically compliant bid. The technical evaluation criteria are as per ***Annex 3*** of Term of Reference

1. **ADMINISTRATIVE EVALUATION (Sign and Stamp)**

A bid shall pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids thatare deemed administratively non-compliant may be rejected.

**Documents Listed Below Shall Be Submitted With Your Bid:**

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **ANNEX** | **DOCUMENT** | **INSTRUCTIONS** |
| 1 | Annex 1 | LRCS Supplier Registration Form | Complete ALL sections in full, sign, stamp and submit Mandatory. |
| 2 | Annex 2 | Bid Form | Complete ALL sections in full, sign, stamp and submit Mandatory. |
| 3 | Annex 3 | Term of Reference-TOR | Sign, stamp and submit Mandatory. |
| 4 | Annex 4 | Past Performance & Bidder References: | At least Two Proof of similar working experience with local or international NGO, Public or private sector shall be submitted.  Proof includes: a copy of contract/purchase order signed or copy of Job Completion.  ***Note: notification of contract award is not a Proof of experience for LRCS.*** |
| 5 | Annex 5 | Tender Award and Acknowledge Certificate | Mandatory, Signed and Stamped |
| 6 |  | Technical Proposal **combine with the Technical Proposal Checklist & The compliance matrix checklist** | Sign and Stamped and include all the needed documents -Mandatory |
| 7 |  | Copy of company registration – (Ministry of Justice)- وزارة العدل) ) شهادة تسجيل شركة تجارية | Mandatory |
| 8 |  | Copy of tax registration (Ministry of Finance (وزارة المالية) شهادة تسجيل الشركة | Mandatory |
| 9 |  | Copy of VAT registration (Ministry of Finance)  (وزارة المالية) شهادة تسجيل في الضريبة على القيمة المضافة | Mandatory |
| 10 |  | اذاعة تجارية | Mandatory |
| 11 |  | IBAN official Document | Mandatory |

1. **TECHNICAL EVALUATION**

To be technically acceptable, the bid shall meet or exceed the stipulated requirements and specifications in the ITB.

A Bid is deemed to meet the criteria if it confirms that it meets all mandatory conditions, procedures and specifications in the ITB without substantially departing from or attaching restrictions with them. If a Bid does not technically comply with the ITB, it will be rejected.

All bids that pass the Technical Evaluation will proceed to the Financial Evaluation. Bids that are deemed technically noncompliant will not be financially evaluated.

|  |  |  |
| --- | --- | --- |
| **LRC Requirements** | **Is bid compliant?** Bidder to complete | **Details - Please insert your comments** |
| Awarded Bidder(s) must commit to Three (3) Years Framework Agreement | ☐ Yes ☐ No |  |
| Validity of bids for the awarded bidders after finalizing the evaluation should be Three Years from contract signing date | ☐ Yes ☐ No |  |
| The number of days and service needed is variable and unforeseeable regardless of this the cost should be fixed for the duration of the agreement | ☐ Yes ☐ No |  |
| Advanced down payments are not applicable | ☐ Yes ☐ No |  |
| LRC payments terms: 30-45 days from the date of receiving the goods (Good Received Note) | ☐ Yes ☐ No |  |
| LRC Payment Method: Fresh Transfer USD, and the VAT amount will be paid in Cheque LBP | ☐ Yes ☐ No |  |
| The vendor should be able to deliver the POC: before End of November | ☐ Yes ☐ No |  |
| The vendor must be able to deliver the system within 6 month at most from signing the contract | ☐ Yes ☐ No |  |
| The vendor must be a world class solution provider with more than 10 years of experience. | ☐ Yes ☐ No |  |
| The vendor must have a regional presence in at least the Middle East and GCC areas. | ☐ Yes ☐ No |  |
| The Vendor should have permanent team based in Lebanon. Submit sample CVs (bi-lingual). | ☐ Yes ☐ No |  |
| The vendor must be recognized by major consultancy firms and industry analysts such as Gartner. | ☐ Yes ☐ No |  |
| The vendor must have at least 20 implementations in the Middle East and GCC areas. | ☐ Yes ☐ No |  |
| The vendor must have successfully implemented 3+ NGOs Projects in Lebanon. | ☐ Yes ☐ No |  |
| The vendor must be able to offer direct support to its clients in Lebanon. | ☐ Yes ☐ No |  |
| The vendor must be certified by be the manufacturer of all proposed software components. | ☐ Yes ☐ No |  |
| The short-listed bidders must provide a Proof-of-Concept (POC) to demonstrate the proposed solution with the required details. | ☐ Yes ☐ No |  |

**II. TENDER PROCESS**

The following processes will be applied to this Tender:

• Tender Period

• Tender Closing

• Tender Opening

• Administrative Evaluation

• Technical Evaluation

• Financial Evaluation

• Contract Award

• Notification of Contract Award

# INSTRUCTIONS TO BIDDERS

Tenderers must meet all the requirements specified in the tender documents and therefore advised to go through the tender documents carefully before submission and be certain that they are able to comply with the specified terms & conditions.

1. **Bidding in lots:**

If the tender is divided into lots, bidders should make every effort to bids for all items within the lot they are interested in. If bidders fail to complete all items within the lot LRCS reserves the right not to award the lot to the bidder. Bidders can bid for as many lots/items as they wish.

LRCS reserves the right to split up the order between suppliers.

1. **Specifications:**

The detailed specification in respect of requested item with packing, marking/ labelling instructions etc. are given in ***Annex 3 – Term of reference*** which tenderers must adhere to.

1. **Eligibility:**
   1. Bidders are solely responsible for ensuring that the full bid is received by LRCS in accordance with the ITB requirements, prior to the specified date and time mentioned above. LRCS will consider only those portions of the bids received prior to the closing date and time.
   2. All responsive Bids shall be typed on the LRCS Bid Form.
   3. Bids submitted are at the Bidders risk and LRCS takes no responsibility for the receipt of such Bids.
   4. Bidders are solely responsible for ensuring that the full Bid is received by LRCS, in accordance with the ITB requirements:

**Hard Copy:** One sealed envelope **should be submitted in person and not by email** to Lebanese Red Cross Head Quarters, Finance Sector, 1st floor, Spears Street, Kantari, Beirut, Lebanon,with the following inscription: <*Tender reference:* ***2022-054.* Do not open before 31 October 2022 >** No other inscription should be included on this envelope.

Failure to comply with the above may disqualify the Bid.

* 1. Tenderer(s) must be Manufacturers, accredited Wholesalers, Traders / Suppliers, Agents in their registered countries.
  2. Any unsealed tenders and tenders received after the submission deadline will not be accepted.
  3. Tenderer(s) should have the capacity and capability to supply the items in accordance with the specifications within the prescribed delivery time and the terms & conditions mentioned herein.
  4. Contracts can be awarded individually or jointly.

1. **Price:**
   1. Price should be best and final offer
   2. Include discounts for early payment, if any
   3. All prices should be denominated in the currency that is specified in the **Addendum** attached.
   4. Applicable VAT/duty rates should be clearly stated per item in the offer as to facilitate any tax/ duty exemptions/ reimbursement
2. **costing**

Costs should be shown in a summary cost schedule, divided into the following three sections:

1. Software License costs (including all maintenance and ongoing costs, if any)
2. Professional Services costs including Training costs
3. Other costs - if any (to include all expenses)

Details of charge rates that will be applicable throughout the implementation period.

### 5.1 Software License Costs

The first section, Software Costs, is to summarize costs relating to the acquisition and enhancement of all base software components. Enhancements include enhancements to software and development of new software modules. Both application and system software should be addressed in this section. The estimated grand total of all software costs should also be specified including

* Base application software modules (lump sum or annual)
* Enhancements to base application software modules
* Eventual annual yearly support/maintenance costs

Based on the delivery model, please price initial one-time software acquisition costs or monthly/yearly licenses for each proposed application system which must be paid by LRC (including development, testing environments).

Unit cost per each license per type of user should be specified.

Please indicate any warrantee or free maintenance period.

Also, please advice about the applied tariffs for additional licenses. This will be taken in the evaluation of the solution cost as we want to be sure additional licenses will be competitively priced).

### 5.2 Professional Services Costs

The second part of the cost schedule, Implementation Costs, should summarize costs relating to implementation tasks that are not absorbed into the provision of items under software or hardware. All implementation tasks should be accounted for under a cost summary.

1. Training and user guides / Training manuals
2. Other implementation costs
3. Support & Maintenance Cost if any (Lumpsum & Rates)

Supplier should advise about the rules and rates that could be applied for additional works outside the scope of agreed services.

### 5.3 Other Costs

This section should provide a summary of any further costs identified in the solution but cannot be included in the Software or Implementation sections of the schedule.

Expenses should be included in this section and should be cross-referenced with software, hardware or implementation categories above. The grand total of all other costs should be specified. This includes other expenses like travel etc.

1. **I’NCOTERMS:**

INCOTERMS as defined by the International Chamber of Commerce will be used to govern the terms of delivery/ contract.

1. **Delivery Destinations:**

Details of the consignee and necessary details for the paperwork will be agreed at the time of signing contract with successful Tenderer/s. Tenderer(s) shall be responsible for all costs arising from packing, forwarding and delivering of goods to actual points of delivery including loading, unloading, transport and insurance and clearance costs as per the stated INCOTERMS.

1. **Delivery/Readiness Period:**

The delivery/readiness must be within the agreed timeframe after the of signing the contract by both parties and all the items/quantities must be delivered at the delivery destinations within a maximum period as agreed on the signing of the contract. The successful Tenderer will be required to agree to the Delivery Schedule (as stated, in tranches so they meet the requirements of our consignee)

1. **Packaging:**

All goods must be appropriately packed (if applicable – refer **Annex 3 – Term of Reference)** suitable for sea/road transportation and loading/unloading including rough handling to final destinations.

1. **Marking/Labelling:**

Marking / labelling instructions are provided in **Annex 3 – Term of Reference**

1. **Presentations:**

Bids should be clearly legible. Prices entered in lead pencil will not be considered. All erasures, amendments, or alterations shall be initialed by the signatory to the Bid. Do not submit blank pages of the Bid Form and/or schedules, which are unnecessary for your offer. All documentation shall be written in English. All Bids shall be signed by a duly authorized

1. **Language:**

The documents submitted will be accepted in English language only. The certificate, etc. from local government or local authorities (if applicable) could be provided in actual language All markings and labelling should appear in English only.

1. **Samples:**

Please refer to the **Addendum** if samples are required with the bid submission or not. If required samples of all the items must be submitted together with your Tender documents. Samples must meet the required specifications as per **Annex 3 – Term TOR**. Each sample must be clearly labelled. LRCS reserves the right to reject bids where Tender documents are not accompanied by the samples.

1. **Validity Period:**

Bids shall be valid for at least the minimum number of days specified in the Addendum, and from the date of Bid closure. LRCS reserves the right to determine, at its sole discretion, the validity period in respect of Bids, which do not specify any such maximum or minimum limitation.

If the bid is successful and contracted, the bid will remain valid for the duration of the contract.

1. **Your offer should clearly state the following:**
   1. Country of origin of the goods
   2. Place of manufacture and place of despatch
   3. Unit prices / Total prices, etc. as per **Annex 2 - Bid Form**
   4. Price should be net after deduction of any discount and should be compatible with the appropriate INCOTERMS specified in the **Addendum**.
   5. Firm dates for starting and completion of delivery at delivery points.
   6. Confirmation to comply with the specifications as per **Annex 3-TOR**, if you can meet the specifications. If not, state clearly.
   7. Confirmation to agree to accept the terms and condition as per this tender document and the general terms and conditions, stated within Annex 5 Tender and Award Acknowledge Certificate.
   8. Full packing details (contents, weight and volume)
2. **Award of Contracts:**

This ITB does not commit LRCS to award a contract or pay any costs incurred in the preparation or submission of Bids, or costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods. The Bidder of an offer made by LRCS will regard as an offer made by the Bidder and not as an acceptance any bid submitted.

No contractual relationship will exist except pursuant to a written contract document signed by a duly authorized official of LRCS and the successful Bidder.

LRCS may award contracts for part quantities or individual items. LRCS will notify successful Bidders of its decision with respect to their Bids as soon as possible after the Bids are opened.

LRCS reserves the right to cancel any ITB, to reject any or all Bids in completely or in part, and to award any contract.

Suppliers who do not comply with the contractual terms and conditions including delivering different products and of different origin than stipulated in their Bid and covering contract may be excluded from future LRCS ITBs.

1. **ACCEPTANCE:**

LRCS reserves the right, at its sole discretion, to consider as invalid or unacceptable any Bid which is a) not clear; b) incomplete in any material detail such as specification, terms delivery, quantity etc.; or c) not presented on the Bid Form – and to accept or reject any amendments, withdraws and/or supplementary information submitted after the time and date of the ITB closure.

1. **CONFIDENTIALITY:**

This ITB or any part hereof, and all copies hereof shall be returned to LRCS upon request. This ITB is confidential and proprietary to LRCS, contains privileged information, part of which may be copyrighted, and is communicated to and received by Bidders on the condition that no part thereof, or any information concerning it may be copied, exhibited, or furnished to

Others without the prior written consent of LRCS, except that Bidders may exhibit the specifications to prospective subcontractors for the sole purpose of obtaining offers from them. Notwithstanding the other provisions of the ITB, Bidders will be bound by the contents of this paragraph whether or not their company submits a Bid or responds in any other way to this ITB.

1. **COLLUSIVE BIDDING AND ANTI-COMPETITIVE CONDUCT**

Bidders and their employees, officers, advisers, agent or sub-contractors shall not engage in any collusive bidding or other anti-competitive conduct or any other similar conduct, in relations to:

* The preparation of submission of Bids,
* The clarification of Bids,
* The conduct and content of negotiations,
* Including final contract negotiations,

In respect of this ITB or procurement process, or any other procurement process being conducted by LRCS in respect of any of its requirements.

For the purpose of this clause, collusive bidding, other anti-competitive conduct, or any other similar conduct may include, among other things, the disclosure to, exchange or clarification with, any other Bidder, person or entity, of information (in any form), whether or not such information is commercial information confidential to LRCS, any other Bidder, person or entity in order to alter the results of a solicitation exercise in such a way that would lead to an outcome other than that which would have been obtained through a competitive process.

1. **IMPROPER ASSISTANCE**

Bids that, in the sole opinion of LRCS, have been compiled:

- With the assistance of current or former employees of LRCS, or current or former contractors of LRCS in violation of confidentially obligations or by using information not otherwise available to the general public or which would provide a non-competitive benefit,

- With the utilization of confidential and/or internal LRCS information not made available to the public or to the other Bidders,

In breach of an obligation of confidentially to LRCS, or contrary to these terms and conditions for submission of a Bid, shall be excluded from further consideration Without limiting the operation of the above clause, a Bidder shall not, in the absence of prior written approval from LRCS, permit a person to contribute to, or participate in, any process relating to the preparation of a Bid or the procurement process, if the person has at any time during the 6 months immediately preceding the date of issue of this ITB was an official, agent, functionary, or employee of, or otherwise engaged by LRCS and was engaged directly, or indirectly, in the planning or performance of the requirement, project, or activity to which this ITB relates.

1. **CORRUPT PRACTICES**

LRCS has zero tolerance for corruption. The Bidder represents and warrants that neither it nor any of its potential subcontractors are engaged in any form of corruption, defined by LRCS as the misuse of entrusted power for private gain.

This definition is not limited to interactions with public officials and covers both attempted and actual corruption, as well as monetary and non-monetary corruption. The definition includes, but is not limited to, corruption in the form of: facilitation payments, bribery, gifts constituting an undue influence, kickbacks, favoritism, cronyism, nepotism, extortion, embezzlement, misuse of confidential information, theft, and various forms of fraud, such as forgery or falsification of documents, and financial or procurement fraud. No offer, payment, consideration or benefit of any kind, which could be regarded as an illegal or corrupt practice, shall be made, promised, sought or accepted – directly or indirectly – as an inducement or reward in relation to activities funded by LRCS, including tendering, award or execution of core serves the right, without prejudice to any other right or remedy available to it, according to any violation of this clause to immediately reject the submitted offer, and to take such additional action, civil and/or criminal, as may be appropriate.

The Bidder agrees to accurately communicate LRCS policy with regards to Anti- Corruption to Third Parties. The Bidder furthermore, agrees to inform LRCS immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific LRCS country operations

1. **CONFLICT OF INTEREST**

A Bidder shall not, and shall ensure that its employees, officers, advisers, agents or subcontractors do not place themselves in a position that may, or does, give rise to an actual, potential or perceived conflict of interest between the interests of LRCS and the Bidder’s interests during the procurement process.

If during any stage of the procurement process or performance of any LRCS contract a conflict of interest arises, or appears likely to arise, the Bidder shall notify LRCS immediately in writing, setting out all relevant details of the situation, including those cases in which the interests of the Bidder conflict with the interests of LRCS, or cases in which any LRCS official, employee or person under contract with LRCS may have, or appear to have, an interest of any kind in the Bidder’s business or any kind of economic ties with the Bidder. The Bidder shall take steps as LRCS may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of LRCS.

1. **WITHDRAWAL/MODIFICATION OF BIDS**

Requests to withdraw a Bid after the Bid closure time shall not be honored.

Withdrawal of a Bid may result in your suspension or removal from the LRCS suppliers List.

A Bidder may modify its Bid prior to the ITB closure. Any such modification shall be submitted in writing and in a sealed envelope, marked with the original Bid number. No modification shall be allowed after the ITB closure.

1. **LATE BIDS**

All Bids received after the ITB closure will be rejected.

1. **OPENING OF THE ITB**

The Tender Opening will take place at the time and location stated within Addendum.

Any attempt by a Bidder to influence the Evaluation Committee in the process of examination, clarification, evaluation and comparison of tenders, to obtain information on how the procedure is progressing or to influence LRCS in its decision concerning the award of the contract will result in the immediate rejection of the tender.

1. **CONDITIONS OF CONTRACT**

All Bidders shall acknowledge that the LRCS General Conditions, or the Special Conditions of Contract, as applicable, are acceptable.

1. **CANCELLATION OF THE ITB**

In the event of an ITB cancellation, Bidders will be notified by LRCS. If the ITB is cancelled before the outer envelope of any Bid has been opened, the sealed envelopes will be returned, unopened, to the Bidders.

The ITB may be cancelled in the following situations:

-where no qualitatively or financially worthwhile Bid has been received or there has been no response at all;

-the economic or technical parameters of the project have been fundamentally altered;

- Exceptional circumstances or force majeure renders normal performance of the project impossible;

- All technically compliant Bids exceed the financial resources available; or there have been irregularities in the procedure, in particular where these have prevented fair competition.

LRCS shall not be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of an ITB, even if LRCS has been advised of the possibility of damages. The publication of a procurement notice does not commit LRCS to implement the programme or project announced.

1. **QUERIES ABOUT THIS ITB**

For queries on this ITB, please contact the Procurement, on the following email: [rim.fares@redcross.org.lb](mailto:rim.fares@redcross.org.lb) copying: [Hoda.fakih@redcross.org.lb](mailto:Hoda.fakih@redcross.org.lb)

All questions regarding this ITB shall be submitted in writing to the above. On the subject line, please indicate the ITB number.

Bids shall not be sent to the above email.

***All questions during the tender period, as well as the associated answers, will be shared with all invited bidders.***

1. **ITB DOCUMENTS**

This ITB document contains the following:

1. This Invitation to Bid.

2. Addendum

3. Annex 1: LRCS Supplier Registration Form.

4. Annex 2: LRCS Bid Form.

5. Annex 3: TOR.

6. Annex 4: Past Performance and Reference Check.

7. Annex 5: Tender and Contract Award Acknowledgement Certificate.

8. Annex 6: General Conditions of Procurement Contract.

9. Bidder Checklist.

Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. LRCS will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

Yours sincerely,

# ADDENDUM

|  |  |  |
| --- | --- | --- |
| **Bidders Instructions:** | **Item:** | **Specific Instruction / Requirements:** |
| **Language** | Tender document language | English |
| **Price** | Currency of Bid | United State Dollar USD |
| Exchange rate | For evaluation purposes, we will use the following exchange rate: 1USD = LBP1,507.5  No other currencies are acceptable. |
| **Payment** | Terms | 30-45 calendar days after the submission of all required documentation (invoice GRN….)  ***In case of payment in LBP, the value of the Lebanese Pound shall be determined according to the exchange of the US dollar issued by the Beirut Stock Exchange, on the payment's date*** |
| Method | Bank transfer – VAT Amount will be paid in Cheque LBP |
| Advanced Payment upon signing  of contract | N/A |
| **INCOTERMS©** | Terms of delivery | AT THE BIDDER PREMISIS |
| **Tender delivery** | Bid submission address | Lebanese Red Cross  Finance office- 1st Floor, Head Quarter  Spears Street,Kantari, Beirut, Lebanon |
| **Goods/ services delivery period** | Expected date for commencement of Contract | First of November |
| **Delivery of the POC** | Expected Delivery date | Before the end of November |
| **Delivery of System** | Expected Delivery date | Within 6 months from signing the contract |
| **Marking/ labelling** | N/A | N/A |
| **Samples** | N/A | Demo Upon Request |
| **Bid validity for evaluation** | To match the validity of FWA | 36 months awarding the contract |
| **Liquidated damages** | Damages per calendar day of delay | 0.5% of contract value |
| Maximum delay damages | 5% of contract value |
| **Clarification** | Contact Details for submitting clarifications/questions | [Rim.fares@redcross.com.lb](mailto:Rim.fares@redcross.com.lb)  Coping [Hoda.fakih@redcross.com.lb](mailto:Hoda.fakih@redcross.com.lb) |
| **Submission Deadline** | **Tender deadline** | **Date: 31, October 2022 / Time: 4:00 PM** |
| **Inscription** | Bids to be marked | Tender reference: 2022-054 Do not open before 31 October 2022 |
| **Queries deadline** | Deadline for questions | Date: 25 October 2022 / Time: 4:00:00 PM |

**ANNEX 1: SUPPLIER REGISTRATION FORM (MUST BE SIGNED Z& STAMPED)**

Please fill in this questionnaire in order to register. Information given in this questionnaire will be handled confidentially. Please attach all other documents requested in the questionnaire. All bidders should completely fill up this form. If found blank then the bidder's tender shall not be included in the Final Evaluation

|  |  |
| --- | --- |
| 1. NAME OF COMPANY: |  |
| Mailing Address |  |
| Country: |
| Contact Person (s) |  |
| Telephone No | Fax: |
| Email |  |
| Website |  |
| Owner(s) Name(s): |  |
|  |
| Nationality: |  |
| VAT Number |  |
| Date of Registration of VAT |  |
| 1. ORGANISATION REGISTRATION: | Year Established: Under the laws of: |
| 1. SIZE OF BUSINESS | No. of Employees: No. of Branches: |
| No. of International Offices: |
| Location of Factories: |
| No. of Plants: |
| No. of Warehouses |
| 1. AFFILIATED/HOLDING/ SUBSIDIARY COMPANIES: | Name Address Nature of Affiliation |
|  |
|  |

## Annex 2 - Bid Form (Must be signed and stamped)

* **BID SHOULD BE SUBMITTED TYPING AND NOT HAND WRITTEN *(written by hand bids will be considered as ineligible)***
* **PLEASE, FILL UP ALL THE DETAILS REQUESTED IN THE BELOW TABLE.**
* **Kindly provide break down prices according to the instruction mentioned in the Article 5 – Costing /page 5 of this ITB**

**Lot 1: LMS-Learning Management System**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Item Number** | **Item/Milestone Required** | **Required UOM** | **Estimated Quantity** | **Unit Price in USD, Exclusive** VAT rated at 11%, but inclusive Labor, Bank Transfer Fees, and Delivery and all other fees | **VAT (%)** | **Unit Price in USD, inclusive** VAT, Labor, Bank Transfer Fees, and Delivery and all other fees | **Total Price in USD, inclusive** VAT Labor, Bank Transfer Fees, and Delivery and all other fees | **Lead time of Delivery and installation** |
| **1** | Software license costs | **years** | **3** |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **2** | Professional Service Costs | **years** | **3** |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| **3** | Other Cost if any |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
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**Please fill up the below table**

|  |  |
| --- | --- |
| **Bank Name** |  |
| **Bank Address** |  |
| **Beneficiary Name** |  |
| **Beneficiary Address** |  |
| **Account#** |  |
| **Currency** |  |
| **IBAN** |  |
| **SWIFT** |  |

**ANNEX 4 – PAST PERFORMANCE & BIDDER REFERENCES** **(MUST BE SIGNED AND STAMPED)**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Description** | **Customer** | **Unit** | **Quantity** | **Contract date** | **Contract value (USD)** |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |

Please provide the details of minimum two companies for your reference check. For these companies it is compulsory to attach a scan either / photo copy of the Contract/ Purchase order/ Completion certificate/ or Reference letters as proof.

|  |  |
| --- | --- |
| **Reference 1** |  |
| Company name |  |
| Mailing address |  |
| Contact person |  |
| Contact title |  |
| Phone number |  |
| Email address |  |
| **Reference 2** |  |
| Company name |  |
| Mailing address |  |
| Contact person |  |
| Contact title |  |
| Phone number |  |
| Email address |  |
| **Reference 3** |  |
| Company name |  |
| Mailing address |  |
| Contact person |  |
| Contact title |  |
| Phone number |  |
| Email address |  |
| **Reference 4** |  |
| Company name |  |
| Mailing address |  |
| Contact person |  |
| Contact title |  |
| Phone number |  |
| Email address |  |

**ANNEX 5: TENDER AND AWARD ACKNOWLEDGE CERTIFICATE**

**This attachment shall be signed and submitted with the Bid** (Must be signed and stamped)

|  |  |
| --- | --- |
| 1. In compliance with the ITB Instructions and General Conditions of Procurement Contract, we the undersigned, offer to furnish some or all of the quoted for, at the prices entered in the attached LRCS Bid Form No ITB/2022-054 delivered to the destination specified therein.  2. We accept the terms and conditions set forth in the ITB Letter, and the following requirements have been noted and will be complied with where applicable:  a. That unless otherwise stated, the Bids per each line item shall be on a DDP- Beirut (Incoterms 2020) basis.  b. We confirm that for any offer made where the delivery destination is not as requested in the ITB, item shall be on a DDP- Beirut (Incoterms 2020) basis.  c. That conditional Bid cannot be accepted.  d. That the currency of the Bid should be in USD, or LEB, no other currencies will be accepted.  e. LRCS reserves the right, at its own discretion:  i. To award a contract for a lesser or greater quantity than the total quantity Bid for.  ii. To reject any or all Bids and/or enter a contract with a Bidder other than the lowest Bidder.  f. Successful Bidders who are awarded contracts will be notified by the receipt of the original Purchase Order/Contract and acknowledgement copy. In case of urgency, successful Bidders(s) may also be notified by email.  g. Any samples requested, either with the Bid, or at a later date, will be in accordance with the  specifications of the required item(s). Failure to  comply with this may result in the Bid not being considered  h. We confirm that the validity of this offer match the FWA validity | i. We agree to the terms and conditions set in the LRCS General Conditions of Procurement Contract  j. We certify that the below mentioned company has not engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing any contract.  k. We agree to abide by the LRCS Addendum,  3. We note that LRCS is not bound to proceed with this ITB and that it reserves the right to award only part of the contract. It will incur no liability towards us should it do so.  We agree to the above terms and conditions.  Submitted by:  Company Name-----------------------------------------  Place-------------------------------------------------------  Date--------------------------------------------------------  Title/Position--------------------------------------------  Print Name----------------------------------------------  Signature-------------------------------------------------  A duly authorized company representative **any Stamp** |

**ANNEX 6: GENERAL CONDITIONS OF CONTRACT.**

# ARTICLE 1. TERMS & CONDITIONS ON PURCHASING

**1.1. Acceptance:** No purchase order shall become effective and no contract shall exist until the LRCS has received from the Supplier their written acceptance of the conditions, which govern the PO or contract. This can be accomplished by return of the signed Letter of Authorization and Acknowledgment Form attached.

**1.2. Tax Exemption:** The Supplier’s price shall reflect any tax exemption to which the LRCS is entitled by reason of any immunities which it enjoys. If it is subsequently determined that any taxes which have been included in the price are not required to be paid, the LRCS shall deduct the amount from the contract price or, if it has paid any such taxes, it shall be refunded.

**1.3. Discount:** Time in connection with any discounts offered will be computed from the date of receipt by the LRCS of full documentation as specified by the Purchase Order, contract or Annex thereto.

**1.4. Warranty:** The Supplier warrants the goods or services furnished under this Purchase Order / Contract to be fit for their intended use, free from defects in workmanship or materials, and indemnifies the LRCS against any claims resulting there from. This warranty is without prejudice to any further guarantees that the Supplier provides to the Purchaser; such guarantees shall apply to the subject goods of this Purchase Order / Contract.

**1.5. Inspection:** The duly accredited representatives of the LRCS shall have the right to inspect the goods or services called for under this Purchase Order / Contract at the Supplier’s stores, during manufacture, in the ports or at places of shipment, and the Supplier shall cooperate and provide all facilities for such an inspection. The LRCS may issue a written waiver of inspection at its discretion. Any inspection carried out by representatives of the LRCS or any waiver thereof shall not prejudice the implementation of any other relevant provisions of this Purchase Order / Contract concerning obligations subscribed by the Supplier, such as warranty or specifications.

**1.6. Packing:** The Supplier shall pack all goods appropriately and with every care in accordance with normal commercial standards of export packing for the type of goods specified herein. Such packing materials used must be adequate to safeguard the goods while in transit. The supplier shall be responsible for any damage or loss which can be shown to have resulted from faulty or inadequate packing.

**1.7. Export License:** The Purchase Order / Contract is subject to the obtaining of any export license or other governmental authorization which may be required. It shall be the responsibility of the Supplier to inform the LRCS beforehand of such restrictions and obtain such license or authorization, but the LRCS will use its best endeavours to assist. In the event of refusal thereof, the Purchase Order / Contract will be annulled and all claims between the parties automatically waived.

**1.8. Force Majeure:** Force majeure, as used herein, shall mean acts of God (involuntary and unexpected acts), laws or regulations, industrial disturbances, acts of war, explosions and any other similar cause of equivalent force not caused by, nor within the control of either party, and which neither party is able to overcome. As soon as possible after the occurrence of the force majeure and within not more than 15 days, the supplier shall give notice and full particulars in writing to the LRCS of such force majeure if the Supplier is thereby rendered unable, wholly or in part, to perform his obligations and meet his responsibilities under this Purchase Order / Contract. The LRCS shall then have the right to terminate the Purchase Order / Contract by giving in writing seven days’ notice of termination to the Supplier, and the Supplier shall return any deposit paid by the LRCS.

**1.9. Default:** In case of default by the Supplier, including but not limited to failure or refusal to make deliveries within the time limit specified, the LRCS may procure the goods or services from other sources and hold the Supplier responsible for any excess costs occasioned thereby. Furthermore, the LRCS may by written notice terminate the right of the Supplier to proceed with the deliveries, or such parts thereof as to which there has been default.

**1.10. Conformity with Specifications:** In the case of goods purchased on the basis of specifications the supplier warrants their conformity. The LRCS shall have the right to reject the goods or any part thereof if they do not conform to specifications. Any supplies not found to be in accordance with the specification and requirements will not be accepted and in that eventuality the supplier shall replace the goods and bear the inspection cost and/or other losses caused to LRCS, if any, by replacement of the items non–conforming to the requirements/specification.

**1.11. Liquidated Damages:** Arrival of goods/ completion of services after agreed delivery schedule will be subject to deduction of damages

**1.12. Disputes-Arbitration:** Any claim or controversy arriving out of this Purchase Order / Contract, or to the breach, termination or invalidity thereof the parties agree to attempt to settle it amicably via direct negotiations between the two sides within seven days. In case of any dispute that cannot be settled in such way, the Lebanese law shall be applicable and the Lebanese courts will settle any litigation in this regards that was not solved amicably

**1.13. Privileges and Immunities:** Nothing contained in this Purchase Order / Contract shall be deemed a waiver, express or implied, of any privilege or immunity which the LRCS may enjoy, whether pursuant to existing conventions or agreements.

**1.14. Assignment:** The Supplier shall not assign, transfer, pledge or make other disposition of this Purchase Order / Contract or any part thereof or of any of the Supplier’s rights, claims or obligations under this Purchase Order / Contract except with the prior written consent of the LRCS.

**1.15. Bankruptcy:** Should the Supplier file any petition for bankruptcy, or should the supplier make a general assignment for the benefit of its creditors, or should a receiver be appointed on account of the Supplier’s insolvency, the LRCS may under the terms of this Purchase Order / Contract, terminate the same forthwith by giving the Supplier written notice of such termination.

**1.16. Advertising:** Unless authorized in advance in writing by the LRCS, the Supplier shall not advertise or otherwise make public the fact that he is a Supplier to the LRCS and / or any National Red Cross or Red Crescent Society, or use the name, emblem or official seal of the LRCS and / or any National Red Cross or Red Crescent Society, or any abbreviation of the name of the LRCS and / or any National Red Cross or Red Crescent Society for advertising purposes or any other purposes.

**1.17. Officials Not to Benefit:** The supplier represents and warrants that no official of the LRCS has been, or shall be, admitted by the supplier to any direct or indirect benefit arising from this contract or the award thereof. The supplier agrees that breach of this provision isa breach of an essential term of this contract.

**1.18. Amendments:** No changes or modifications to this Purchase Order / Contract shall be valid unless mutually agreed between both parties and confirmed by an official amendment.

**1.19. Notice:** Service of any notice shall be deemed to be good if sent by registered mail, or email to the addresses of both parties, set out in the heading of this Purchase Order / Contract.

**1.20. Jurisdiction:** This Contract is considered to be concluded as defined in the attached Addendum.

# ARTICLE 2. LABOUR STANDARDS

**2.1. 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.

**2.2. 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.Worker’s 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 associationand bargaining.

**2.3. 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 minimizing, 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, ifappropriate, 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.

**2.4. Child Labour shall not be used:** There shall be no new recruitment of child labor. 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 labor 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.

**2.5. 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.

**2.6. 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.

**2.7. 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.

**2.8. Regular employment is provided:** To every extent possible work performed must be on the basis of a recognized 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. Basis of a recognized employment relationship established through national law and practice. Obligations to employees under labor or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labor-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.

**2.9. 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.

# ARTICLE 3. CORPORATE SOCIAL RESPONSIBILITY & OTHER REQUIREMENTS

**3.1. Business ethics:** Suppliers are expected to maintain the highest degree of business ethics when working or seeking to work with the LRCS.

**3.2. Transparency of information provision:** Suppliers shall not be involved in any fraudulent activities, misrepresent information or facts for the purpose of influencing the selection and contract-awarding process in their favor.

**3.3. Fair competition:** Suppliers shall not be involved in any corrupt, collusive or coercive practices.

**3.4. Conflict of interest:** The supplier shall represent and warrants that no official/ representative/ staff member of the LRCS has been, or shall be, admitted by the supplier to any direct or indirect benefit arising from the award of the contract.

**3.5. Adherence to IFRC principles:** When performing on behalf of or at any time representing the LRCS, the supplier and all individuals assigned by it to perform works or services, shall act in a manner consistent with the fundamental principles of the International Red Cross and Red Crescent Movement.

**3.6. Misrepresentation:** By participating in the tender, submitting the bid and having being selected as a Supplier, the supplier acknowledges their acceptance of the above stated requirements and shall be held responsible and liable for the consequences of any false or misrepresented information provided

**Article 4. Environmental and carbon reduction policy**

**4.1.** 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:

**4.1.1. Waste Management:** Waste is minimized 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.

**4.1.2. Packaging and Paper:** Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.

**4.1.3. 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.

**4.1.4. Energy Use:** All production and delivery processes, including the use of heating, Ventilation, lighting, IT systems and transportation, are based on the need to maximize efficient energy use and to minimize harmful emissions.

**4.1.5. Safety precautions for transport and cargo handling:** All transport and cargo handling processes are based on the need to maximize safety precautions and to minimize potential injuries to the environment, beneficiaries and staff as well as the suppliers’ employees or those of its subcontractors.

# ARTICLE 5. ETHICAL PROCUREMENT

**5.1.** Supplier’s core business (over 20% turnover) should not:

**5.1.1.** Manufacture or sell arms.

**5.1.2.** Manufacture or sell tobacco

**5.1.3.** Damage the reputation of the Red Cross name and/or emblem

**5.2.4.** Legal requirements: Suppliers should always work within the laws of their country

# ARTICLE 6. PAYMENT.

**6.1.** Payment will be made upon approval by LRCS of a completed milestone/deliverable, and receipt of verified original invoice submitted by Contractor to LRCS, within 45 days, and will be new and unused, free from material defects in quality, material, and design under normal use, and free from any right of claim by any third party, including claims of infringement of any intellectual property rights.

# ARTICLE 7. TENDERERS SHALL BE EXCLUDED FROM PARTICIPATION IN A PROCUREMENT PROCEDURE IF:

**7.1** They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations. However, tenderers in this situationmay be eligible to participate insofar as the Grant Recipient is able to purchase supplies on particularly advantageous terms from either a supplier which is definitively winding up its business activities, or the receivers or liquidators of a bankruptcy, through an arrangement with creditors, or through a similar procedure under national law;

**7.2** They or persons having powers of representation, decision-making or control over them have been convicted of an offence concerning their professional conduct by a final judgment;

**7.3** They have been guilty of grave professional misconduct; proven by any means which the Grant Recipient can justify;

**7.4** They have not fulfilled obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country in which they are established, or with those of the country of the Grant Recipient or those of the country where the contract is to be performed

**7.5** They or persons having powers of representation, decision-making or control over them have been convicted for fraud, corruption, involvement in a criminal organization or money laundering by a final judgment

**7.6** they make use of child labor or forced labor and/or practice discrimination, and/or do not respect the right to freedom of association and the right to organize and engage in collective bargaining pursuant to the core conventions of the International Labor Organization (ILO)

# Bidder’s checklist

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Description** | **To be filled by bidder** | | To be filled by LRCS committee | | |
|  | **Included?** | | Present  & complete? | | Comments |
| Step/ document to be submitted **with** tender | **Yes** | **No** | Yes | No |  |
| **Complete tender package** delivered before the deadline specified - **Compulsory** |  |  |  |  |  |
| **Annex 1** – LRCS Supplier Registration Form – completed, signed & stamped (if it was not submitted before) – **Compulsory** |  |  |  |  |  |
| **Annex 2** - Bid Form – completed, signed & stamped – **Compulsory** |  |  |  |  |  |
| **Annex 4** – Past performance & Bidder references – completed, signed & stamped **Compulsory** |  |  |  |  |  |
| **Annex 5** - Tender Award and Acknowledge Certificate – signed & stamped – **Compulsory** |  |  |  |  |  |
| **Technical Offer-Compulsory** |  |  |  |  |  |
| **Supporting documents (Mandatory):** | | | | | |
| Copy of company registration – (Ministry of Justice)- وزارة العدل) ) شهادة تسجيل شركة تجارية **Compulsory** |  |  |  |  |  |
| Copy of tax registration (Ministry of Finance( (وزارة المالية) شهادة تسجيل الشركة – **Compulsory** |  |  |  |  |  |
| Copy of VAT registration (Ministry of Finance) (وزارة المالية) شهادة تسجيل في الضريبة على القيمة المضافة – **Compulsory (if VAT registered)** |  |  |  |  |  |
| **اذاعة تجارية** |  |  |  |  |  |
| **IBAN BANK DOCUMENT Compulsory** |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **To be filled in by LRCS –Tender Opening Committee ONLY** | **Eligible** | **Ineligible** |
| Outcome of administrative check. |  |  |

# Technical Proposal Checklist

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Description** | **Completed/ Included**  **(Yes / No)** | **Reference /number of page or Document subject name** |
| 1 | Cover Letter |  |  |
| 2 | Management Summary |  |  |
| 3 | Assumptions |  |  |
| 4 | Deployment Options |  |  |
| 5 | Licensing Options |  |  |
| 6 | Licenses Versions |  |  |
| 7 | Product Roadmap |  |  |
| 8 | General & Functional Requirements (Excel) |  |  |
| 9 | Project Management Methodology |  |  |
| 10 | Implementation Plan |  |  |
| 11 | System Administration |  |  |
| 12 | Training |  |  |
| 13 | Support |  |  |
| 14 | Additional Information |  |  |

# Compliance Matrix Checklist

The vendor’s solution must satisfy the below mandatory requirements. Failure to provide the requirements might lead to vendor disqualification.

Bidders must respond to each item of the below-listed checklist.

**WEBSITE SOLUTION REQUIREMENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req.** | **Requirement Description** | **Compliance**  **(YES /NO)** | **Comment** |
| **General Requirements** | | | |
|  | The solution should be based on open source LMS and a digital experience platform. |  |  |
|  | The solution should be fully bilingual (English and Arabic) for users and administrators in Content, Container (interface) and search engine. The solution must be provided in a single copy with the users capable of switching between Arabic or English language depending on their preference. |  |  |
|  | The solution should be appealing, professional, and easy to navigate. |  |  |
|  | The solution should be coupled with a “training program” in order to transfer the knowledge and Know-how to the computer department at LRC. |  |  |
|  | The bidder must provide trainings to cover administrator training for routine administration tasks, as well as application generation and customization. |  |  |
|  | The bidder must provide maintenance and support services for all of the solution components. |  |  |
|  | The solution must be compiled with full documentation (admin guide, technical documentation, training material). |  |  |
| **Customer Experience** | | | |
|  | The solution must be simple, yet powerful, and easy to use thus providing a unique customer experience. |  |  |
|  | The solution shall support user-friendly interface providing accessibility to LRC’s functionalities using intuitive menus and actions. |  |  |
|  | The solution must be facilitating interaction with clients to improve our quality of service to them. |  |  |
|  | The solution shall have a help module. |  |  |
|  | Clients must be able to share News/Content on social media. |  |  |
|  | The solution should be able to issue alerts (emails, messages) and notifications based on configured rules and criteria. |  |  |
| **Technical Requirements** | | | |
|  | The bidder must have the capability to work with any Major LMS and CMS technology |  |  |
|  | The solution must have comprehensive security features that forbid unauthorized access to vital system resources. Vendors should describe their capability. |  |  |
|  | The solution shall be built using an application builder which contains:   * User management * Forms generation * Menu management * Multi-language with dictionary management * Database connection management * Workflows * Reporting * Document management |  |  |
|  | Compatibility with all browsers across all platforms. |  |  |
|  | Compatibility with mobile web access technologies for a responsive access to the portal from mobile devices. |  |  |
|  | The solution must be flexible to integrate with any type of database. |  |  |
|  | The solution should have a modular design and infrastructure. |  |  |
|  | The solution should be scalable to support increasing number resources and number of users. |  |  |
|  | Ability for all portal components to run on well-known, international standard, operating systems. |  |  |
|  | The solution must be able to integrate with social media. |  |  |
|  | The solution must support user accounts and membership management. |  |  |
|  | The vendor must specify the hardware and software specification for:   * Production Environment * Staging Environment * Disaster recovery |  |  |
|  | The solution must integrate with a Payment Gateway. |  |  |
|  | Should be able to auto adjust streaming based on the available bandwidth. |  |  |

**SOLUTION FUNCTIONAL REQUIREMENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req.** | **Requirement Description** | **Compliance**  **(YES /NO)** | **Comment** |
|  | The solution must allow creating assignments for learners to submit assigned work before completing the course. |  |  |
|  | The solution must allow creating and storing test questions in a question bank to reuse the questions across multiple tests in multiple courses. |  |  |
|  | The solution must allow creating surveys to collect learners' feedback. |  |  |
|  | The solution must allow setting evaluation criteria and framing a scoring strategy to measure learners' performance in assessments and discussions. |  |  |
|  | The solution must allow building various tests with options such as multiple-choice, drag-and-drop matching, ordering, fill-in-the-blank, open-ended questions, essay questions, etc. |  |  |
|  | The solution must allow capturing and uploading video files to submit assignments. |  |  |
|  | The solution must allow adding, editing, or removing announcements directed toward a specific group of employees or the entire organization. |  |  |
|  | The solution must offer discussion boards, also known as discussion forums or message boards, that enable discussions and knowledge exchange among users for lessons in a course. |  |  |
|  | The solution must allow sharing of files and content with others. |  |  |
|  | The solution must allow communicating with multiple people or an entire class in a group chat. |  |  |
|  | The solution must support two-way messaging for communication among learners and between learners and instructors. |  |  |
|  | The solution must allow assigning courses to learners or vice-versa. |  |  |
|  | The solution must offer course catalogs that allow displaying a list of all the available or upcoming courses. |  |  |
|  | The solution must send reminders to learners for the due date for completing a course. |  |  |
|  | The solution must allow learners to rate courses for the lessons they take. |  |  |
|  | The solution must allow creating learning paths by organizing courses that enables learners to take them in a sequential way. |  |  |
|  | The solution must allow scheduling a specific date to release parts of a course. |  |  |
|  | The solution must allow creating or customizing prebuilt certificates with background images, logos, and text that are awarded to learners on course completion. |  |  |
|  | The solution must allow building lessons by uploading existing content from local disks, including Microsoft Word and Excel documents, PDFs, PowerPoints, videos, etc. |  |  |
|  | The solution must allow setting time limits for learners to complete a course. |  |  |
|  | The solution must allow setting prerequisites in the courses to prevent learners from proceeding to the next lesson before completing all the required tasks in the current lesson. |  |  |
|  | The solution must enable monitoring of learners' progress on the assigned courses through a dashboard or a progress report. |  |  |
|  | The solution must allow adding courses to enable learners study at their own pace and location. |  |  |
|  | The solution must allow adding both in-person classroom and self-paced training courses. |  |  |
|  | The solution must allow sharing interactive whiteboards in live sessions to collaborate with learners. This to be done via integration of Microsoft Teams. |  |  |
|  | The solution must send invites to learners for the sessions or events through emails, SMS, or WhatsApp or any other messaging platform. |  |  |
|  | The solution must allow recording virtual classroom sessions to be done via integration of Microsoft Teams. |  |  |
|  | The solution must offer a customizable dashboard to monitor and analyze various aspects of learner performance by generating graphs, performing calculations, and tracking KPIs. |  |  |
|  | The solution must offer custom reports allowing users to apply filters to drill down into data and create a report from scratch. |  |  |
|  | The solution must offer pre-built reports related to learners' performance and progress per course, course enrollment and completion, learning time spent per course, etc. |  |  |
|  | The solution must provide users with a consistent experience on any device with a fully responsive web-based platform. |  |  |
|  | The solution must allow tracking revenue and viewing purchase history. |  |  |
|  | The solution must allow bundling courses that group multiple courses or training products together and is sold as a single unit. |  |  |
|  | The solution must enable offering discounts, coupons, or promo codes to courses. |  |  |
|  | The solution must allow selling and managing subscriptions to courses. |  |  |
|  | The solution must allow selling training materials and courses online. |  |  |
|  | The solution must allow creating groups of learners and assigning courses to the group. Learners can belong to multiple groups. |  |  |
|  | The solution must allow creating users' profile that provides users detail information such as name, contact, email address, country, city or town, etc. |  |  |
|  | The solution must offer leaderboards that showcase the number of points earned by learners, the top learners with the highest score, etc. |  |  |
|  | The solution must allow creating roles, defining access permissions for different roles, and assigning them to users. |  |  |
|  | The solution must allow viewing course transcripts that include enrollment information and course status such as in-progress, completed, not started, credits earned, badges, certificates, etc. |  |  |
|  | Before login the user can see trailer, course content, small description, trainer name, schedule, etc. Should allow text, images, videos, etc. |  |  |
|  | People that can attend courses:   * Either public user if the course is public * Private courses can be either small group of people or courses for LRC members |  |  |
|  | For internal users (LRC members), there will be a career path prefixed that they need to follow in order to be eligible to train. This career path is set by the Admins. They cannot register their courses, the courses are assigned to them |  |  |
|  | Courses can have certificate that user can download once the trainer assign them as succeeded. For internal users, courses set as succeeded will grant them the ability to be assigned to a later course |  |  |
|  | Internal users belonging to stations should be created by the station -> Admin will then approve the users and set their career path -> Stations can see reports concerning the users they created (User status, Course status by user) |  |  |
|  | Courses must have the following: Content, Exams, Assignment, and Experimental Questions (Appearing in exams but are not graded), Integrated Online course (Connection with Microsoft Teams), Attendance Sheet, Trainer Attendance check-in/check-out. |  |  |
|  | In the User Management module, public users will create their account with minimum details (Name, Last Name, Email, and Phone). If Email is provided, we verify by email and if the phone number is verified, we either verify by WhatsApp or SMS. Admins can change roles and make students become trainers. |  |  |
|  | Should be able to manage courses, learners and trainers. |  |  |
|  | The solution must be able to support SCRUM process for course generation. |  |  |
|  | Need to manage opportunities, and training paths for internal users, public users and external organizations. |  |  |
|  | Should allocate users automatically and assign to selected courses. |  |  |
|  | Learners can be allocated to multiple training paths in multiple departments and the solution should take into account common courses (user should need only take the course once). |  |  |
|  | Need to track learner’s information, courses, certificates, payments, etc. |  |  |
|  | Training paths, pre-requisites, tokens, etc. can vary by station. |  |  |
|  | Can generate QR code by station. |  |  |
|  | Should keep track of a learner’s number of attempts for passing a course. |  |  |
|  | Offer on-premise and online courses which can be purchased online. |  |  |
|  | Teachers’ hours should be tracked and converted to payment based on preset formula and teacher’s experience. |  |  |

**KEY EXPERTS REQUIREMENTS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Req.** | **Description** | **Compliance**  **(YES /NO)** | **Comment** |
|  | The bidder must offer a qualified expert team for the completion and successful delivery of this project. |  |  |
|  | The bidder must describe the responsibilities and qualifications of the proposed team members in details. |  |  |
| **The bidder must provide the minimum resources listed below and comply with the mentioned requirements:** | | | |
| **Project manager** | | | |
|  | PM must be responsible for Project management, including project reporting, project plan updates, change requests, incident requests and weekly progress meeting. |  |  |
|  | Project manager must be responsible for specifications management, while ensuring deliverables according to the project specifications and project plan schedule. |  |  |
|  | PM must hold a degree in Computer Science or equivalent with a minimum experience of 7+ years in the software field. |  |  |
|  | Bidders must provide detailed CV highlighting past experience and key achievements in a similar environment with credible references. |  |  |
| **Business Analyst** | | | |
|  | BA must be responsible for conducting frequent meetings for requirement gathering and responsible for business requirements analysis. |  |  |
|  | BA must be responsible for documenting collected requirements as part of the statement of work. |  |  |
|  | BA must hold a degree in Computer Science or equivalent with a minimum experience of 7+ years in the IT application and software fields and minimum 5 years of relevant experience as business analysis. |  |  |
|  | Bidders must provide detailed CV highlighting past experience and key achievements in a similar environment with credible references. |  |  |
| **Technical Team Leader** | | | |
|  | The team leader should lead a team of software Engineers in the creation of high-quality software within agreed project deadlines. |  |  |
|  | TL must be responsible for allocating technical resources when needed. |  |  |
|  | TL must be responsible for making important technical decision as he/she is the main technical reference on the project. |  |  |
|  | TL must hold a degree in Computer Science or Engineering with a minimum experience of 5+ years in the IT application and software fields. |  |  |
|  | Bidders must provide detailed CV highlighting past experience and key achievements in a similar environment with credible references. |  |  |
| **Software Engineer** | | | |
|  | SE must be responsible for customizing the various modules, based on the detailed project specifications. |  |  |
|  | SE must be responsible for project implementation, testing and integration to meet the customer’s needs. |  |  |
|  | SE must have extensive knowledge of programming concepts and design. |  |  |
|  | SE must hold a degree in Computer Science with a minimum experience of 3+ years in the IT application and software fields. Additional certifications are a plus. |  |  |
|  | Bidders must provide detailed CV highlighting past experience and key achievements in a similar environment with credible references. |  |  |
| **Quality Control Expert** | | | |
|  | The QC must be responsible to develop test plans, test cases, test scripts and test reports, perform testing on various software, systems and reporting systems and validate that user expectations are achieved during the testing process. |  |  |
|  | QC must hold a degree in Computer Science or equivalent with a minimum experience of 5+ years in the IT application and software fields with minimum 3 years of experience as Quality Control/Assurance Analyst or Tester role… |  |  |
|  | QC must ensure that defects uncovered in the test are recorded, summarized and utilized in post project reviews in an effort to improve the development and test processes. |  |  |
|  | Bidders must provide detailed CV highlighting past experience and key achievements in a similar environment with credible references. |  |  |
| **Graphic Designer** | | | |
|  | The Graphic Designer must have extensive experience in Website Concept, Themes, Graphics Design and Optimization, E-services, Newsletter, Forms, Reports, Ads, Advertising Banners, Graphical User Interfaces (GUI) Design and Implementation. |  |  |
|  | The Graphic Designer must be responsible of designing the software interface with its different components. |  |  |
|  | The Graphic Designer must hold a bachelor degree in graphic design or equivalent with a minimum 5+ years of experience as graphic designer. |  |  |
|  | Bidders must provide detailed CV highlighting past experience and key achievements in a similar environment with credible references. |  |  |