INVITATION TO BID (ITB) NO: 2025-050 MIDDLEWARE INTEGRATION SYSTEM FOR LABORATORY AND BTS OPERATIONS

The Lebanese Red Cross (LRC) Headquarters hereby invites qualified suppliers, duly registered with the Lebanese government, to submit a firm offer for the provision of IT services, including middleware software licensing, IT infrastructure support, and associated technical solutions, in accordance with the requirements detailed in Annex 3.

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

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| **INCOTERMS:** | DDP – Beirut Delivery Duty Paid |
| **Delivery address of the Bid:** | Lebanese Red Cross Head Quarters, Finance Sector, 2nd floor, Spears Street, Kantari, Beirut, Lebanon |
| **Tender launching/advertisement date:** | **September 15, 2025** |
| **Tender closure date and time:** | On or before **October 7, 2025, 2:00 p.m.** |
| **Deadline for questions:** | On or before **September 29, 2025, Before 2:00 p.m.** |
| **Bids to be marked:** | **ITB-2025-050 – Do not open before October 7, 2025, 2:00 PM (Beirut time)** |
| *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 handwritten *(written by hand bids will be considered as ineligible)*
2. Interested bidders for this Invitation to Bid (ITB) are required to confirm their participation by submitting an email to the following address: [rim.fares@redcross.org.lb](mailto:rim.fares@redcross.org.lb) , with the subject line as indicated below. The email should contain the following information:

**Email Subject Line:**

INVITATION TO BID REFERENCE #: 2025-050 – Middleware integration system for laboratory and BTS operations

**Email Content:**

* Confirmation of receipt of this Invitation to Bid. (This will ensure you receive any amendments or updates related to this ITB).
* Indication of your intention to submit a bid (Yes/No). If "No", kindly provide a brief explanation for your decision.

1. Bidders should possess a scanned copy of the Invitation to Bid (ITB) documents that are completed, signed, and stamped. These documents must be readily available to be sent to the Lebanese Red Cross (LRC) via email when requested.
2. **Special Instructions:** Please ensure that the papers are not stapled. The documents should remain loose or, if necessary, they can be attached using a clip or another fastening method. Additionally, the supplier is not allowed to print the documents double-sided. All pages must be printed on one side only.

ملاحظة: تعليمات خاصة

**يرجى التأكد من عدم تكبيس الأوراق. يجب ترك الأوراق مفككة أو، إذا لزم الأمر، يمكن ربطها باستخدام مشبك أو وسيلة أخرى. بالإضافة إلى ذلك، لا يُسمح للمورد بطباعة الوثائق على الوجهين. يجب أن تُطبع جميع الصفحات على وجه واحد فقط.**

## SELECTION AND AWARD CRITERIA

The awarding decision will be based on the lowest-cost technically compliant bid/lot.

The technical evaluation criteria are as per ***Annex 3: TOR***

## ADMINISTRATIVE EVALUATION *(Sign and Stamp)*

A bid must pass the administrative evaluation stage before being considered for technical and financial evaluation. Bids that are deemed administratively non-compliant will be rejected without further consideration.

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| **Documents Listed Below Must Be Submitted with Your Bid:** | | | |
| **#** | **ANNEX** | **DOCUMENT** | **INSTRUCTIONS** |
| 1 | ITB | This invitation to bid ITB-2025-050 | The bidder must be completed sign and stamp all the paper without any exceptions *including the below annexes* |
| 2 | Annex 1 | LRC Supplier Registration Form | Complete all sections in full, sign, stamp, and submit — Mandatory |
| 3 | Annex 2 | Bid Form | Complete all sections in full, sign, stamp, and submit — Mandatory |
| 4 | Annex 3 | Term Of Reference | Sign and stamp all pages — Mandatory |
| 5 | Annex 4 | Past Performance & Bidder References: | Complete all sections in full, sign, stamp, and submit — Mandatory |
| 6 | Annex 5 | Tender Award and Acknowledge Certificate | Complete all sections in full, sign, stamp, and submit — Mandatory |
| 7 | Annex 6 | General conditions of contract. | Sign and stamp all pages — Mandatory |
| 8 | Annex 7 | Bidder’s checklist | Complete all sections in full, sign, stamp, and submit — Mandatory |
| 9 |  | GRC certification | Complete all sections in full, sign, stamp, and submit — Mandatory |
| 10 |  | GRC Due diligence | Complete all sections in full, sign, stamp, and submit — Mandatory |
| 11 |  | Technical Proposal as detailed in the Annex 3 | Submitted Signed and stamped all the pages — Mandatory |
| 12 |  | Copy of company registration – (Ministry of Justice)- وزارة العدل) ) شهادة تسجيل شركة تجارية | Copy to be submitted — Mandatory |
| 13 |  | Copy of tax registration (Ministry of Finance (وزارة المالية) شهادة تسجيل الشركة | Copy to be submitted — Mandatory |
| 14 |  | Copy of VAT registration (Ministry of Finance)  (وزارة المالية) شهادة تسجيل في الضريبة على القيمة المضافة | Copy to be submitted **if registered** — Mandatory |
| 15 |  | اذاعة تجارية | Copy to be submitted — Mandatory |
| 16 |  | Official IBAN Document Signed by the Bank | signed and stamped by the bank— Mandatory |

**IMPORTANT NOTICE TO BIDDERS  
Bidder shall complete, sign, and stamp each page of every document requested by LRC and referenced in this tender, as part of the bid package. Any document that is not fully completed, signed, and stamped shall be deemed incomplete and will result in administrative disqualification.**

**Bidders shall strictly adhere to these instructions and submit all required documents in full and without exception to ensure that their bids are considered eligible for evaluation.**

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| **ADDENDUM – BIDDERS INSTRUCTIONS** | |
| **BIDDERS INSTRUCTIONS:** | **SPECIFIC INSTRUCTION / REQUIREMENTS:** |
| **Tender document language** | All tender documentation and correspondence shall be in English. |
| **Currency of Bid** | All bids must be submitted in United States Dollars (USD) exclusively. Offers in other currencies will not be accepted. |
| **Exchange Rate** | For evaluation purposes, the exchange rate applied will be the official rate as published by the Beirut Stock Exchange on the date of payment. |
| **Payment Terms** | Payments will be made via bank transfer within 30 to 45 calendar days from the date of receipt of complete and correct supporting documentation (including invoice, GRN, etc.). VAT, where applicable, will be settled separately in Lebanese Pounds (LBP) via cheque or other method |
| **Contract Type** | Three (3) Years Framework agreement |
| **Expected delivery Date:** | Within 1 Month from issuance of Purchase Order (PO). |
| **Bid validity for evaluation** | Bids must remain valid for a minimum of three (3) calendar months from the bid submission deadline. |
| **Technical Proposal** | Technical Proposal as per the Technical Submission format as detailed in the TOR |
| **Clarifications / Queries** | All questions must be submitted in writing by email to: [rim.fares@redcross.org.lb](mailto:rim.fares@redcross.org.lb)  **Subject Line:** ITB-2025-050 – Clarification Request |
| **Bid Submission Instructions** | All bids must be submitted in a sealed envelope, clearly marked with the following:  **ITB-2025-050 Do not open before October 7, 2025, 2:00 PM (Beirut time)**  **Addressed to:** Lebanese Red Cross Headquarters , Finance Sector – 2nd Floor , Spears Street, Kantari, Beirut, Lebanon  **Printing Instructions:** No double-sided printing and No stapling of documents. |
| **Liquidated damages** | **Damages per calendar day of delay:** 0.5% of contract value |
| **Maximum delay damages:** 5% of contract value |
| **Tender information** | **Tender launching date:** September 15, 2025 |
| **Tender closure date and time:** On or before **October 7**, 2025, 2:00 PM |
| **Deadline for questions:** On or before September 29, 2025 |
| **Bids to be marked:** ITB-2025-050 Do not open before **October 7**, 2025, 2:00 PM |

## TECHNICAL EVALUATION

* To be considered technically acceptable, the bid must meet or exceed all requirements and specifications in the ITB.
* A bid is considered compliant if it meets all mandatory conditions and specifications without significant deviations or restrictions. Non-compliant bids will be rejected.
* LRC reserves the right to request alternatives for non-compliant items.
* Only bids passing the Technical Evaluation will proceed to the Financial Evaluation. Non-compliant bids will not undergo financial evaluation.

1. **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:** *(Not Applicable)*

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 LRC reserves the right not to award the lot to the bidder. Bidders can bid for as many lots as they wish.

1. **Service and Scope:**   
   The scope and volume of services indicated in this tender are based on the current program needs and available budget and are therefore subject to change. The Lebanese Red Cross (LRC) reserves the right to increase or decrease the required level of services as necessary, in line with the terms of the agreement.
2. **Specifications/Scope of Services**The detailed specifications and scope of the required services are provided in Annex 3. Tenderers must ensure full compliance with these specifications and service requirements when preparing and submitting their proposals.

**Eligibility:**

* 1. Bidders are solely responsible for ensuring that the full bid is received by LRC in accordance with the ITB requirements, prior to the specified date and time mentioned above. LRC 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 LRC Bid Form.
  3. Bids submitted are at the Bidders risk and LRC takes no responsibility for the receipt of such Bids.
  4. Bidders are solely responsible for ensuring that the full Bid is received by LRC, in accordance with the ITB requirements
  5. Tenderer(s) must be Manufacturers, accredited Wholesalers, Traders / Suppliers, Agents in their registered countries.
  6. Any unsealed tenders and tenders received after the submission deadline will not be accepted.
  7. 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.
  8. 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
   5. Suppliers must follow the pricing instructions provided in the Cost Section of Annex 3 when preparing their financial offer.
2. **Service Delivery Terms:**

The Supplier shall deliver all services, software, and associated deliverables in accordance with the specifications and schedule defined in this ITB and its Annexes. Delivery of services includes all activities necessary to achieve full operational functionality, including but not limited to: software installation, configuration, integration with existing systems, commissioning, user training, documentation, and ongoing technical support. All responsibilities, costs, and risks associated with these services shall be borne by the Supplier until formal acceptance by the Lebanese Red Cross (LRC).

1. **Delivery Destinations:**

The locations and details for the provision of the required services will be confirmed at the time of signing the contract with the successful Supplier. The Supplier shall ensure that all services, including software deployment, configuration, integration, commissioning, training, and technical support, are delivered to the agreed locations as per the requirements of the ITB and TOR. All associated costs, including travel, remote or on-site activities, and any required equipment or materials, shall be borne by the Supplier.

1. **Service Delivery/Readiness Period:**

The commencement and execution of the services must be carried out within the agreed timeframe following the signing of the contract by both parties. The successful Tenderer shall be required to perform and complete the services in accordance with the agreed Service Delivery Schedule, including phased/tranche implementation where applicable, to ensure timely fulfilment of LRC’s requirements.

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. **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. LRC 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 LRC 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 LRC 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 LRC and the successful Bidder.

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

LRC 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 LRC ITBs.

1. **ACCEPTANCE:**

LRC 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 LRC upon request. This ITB is confidential and proprietary to LRC, 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 LRC, 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 LRC 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 LRC, 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 LRC, have been compiled:

- With the assistance of current or former employees of LRC, or current or former contractors of LRC 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 LRC information not made available to the public or to the other Bidders,

In breach of an obligation of confidentially to LRC, 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 LRC, 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 LRC 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**

LRC 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 LRC 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 LRC, 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 LRC policy with regards to Anti- Corruption to Third Parties. The Bidder furthermore, agrees to inform LRC immediately of any suspicion or information it receives from any source alleging a violation of this policy to the contact details of the specific LRC 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 LRC and the Bidder’s interests during the procurement process.

If during any stage of the procurement process or performance of any LRC contract a conflict of interest arises, or appears likely to arise, the Bidder shall notify LRC 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 LRC, or cases in which any LRC official, employee or person under contract with LRC 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 LRC may reasonably require, to resolve or otherwise deal with the conflict to the satisfaction of LRC.

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 LRC 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 LRC 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 LRC 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 LRC. 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.

LRC 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 LRC has been advised of the possibility of damages. The publication of a procurement notice does not commit LRC 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)

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: LRC Supplier Registration Form.

4. Annex 2: LRC Bid Form.

5. Annex 3: Term of Reference

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. Annex7: Bidder Checklist.

Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. LRC 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

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| Annex 1: Supplier Registration Form *(Must be signed and 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: |  |
| Company Address | Location: |
| Country: |
| Contact Person (s) information | Name:  Position:  Mob Number:  Email: |
| Company Telephone No | Fax:  Mob:  Tel: |
| Company Email |  |
| Company 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 |
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| Annex 2 – Bid Form *completed signed and stamped* |
| **Instructions to Bidders:**   * All bids must be typed. Handwritten bids will not be accepted. * The contract will be awarded to one supplier who determine the lowest-cost, technically compliant bid * Quantities mentioned are estimates only and may vary based on budget availability and needs. * Bidders must ensure that unit prices before VAT are accurate and limited to two decimal places. * Bidders must not modify any fields marked "LRC TO COMPLETE."  | **LRC TO COMPLETE** | | | | **BIDDER TO COMPLETE**  *(Mandatory to fill in the required detailed)* | | | | --- | --- | --- | --- | --- | --- | --- | | **Item #** | **ITEM/MILESTONE REQUIRED** | **UOM** | **Estimated QTY** | **Unit Price**  *(USD, excl. VAT)* | **VAT 11% (USD)** | **Total Price**  *(USD, incl. VAT)* | | **Application License Cost** | | | | | | | | **1** | on-premises license yearly costs\onetime | Year | 3 |  |  |  | | **Implementation Costs (On-Premises)** | | | | | | | | **2** | Cost for initial setup and configuration and onboarding. | LS | 1 |  |  |  | | **Update or upgrade Fees** | | | | | | | | **3** | Cost for updates or upgrade for new versions | Year | 3 |  |  |  | | **Maintenance Fees** | | | | | | | | **4.1** | year for support | Year | 3 |  |  |  | | **4.2** | day for technical assistance. | day | 1 |  |  |  | | **4.3** | day for maintenance services. | day | 1 |  |  |  | | **Scalability Costs if applicable** | | | | | | | | **5** | cost of user, or connection of new device, or additional licenses if applicable | User\ device |  |  |  |  | | **Training Costs** | | | | | | | | **6** | Training included in initial costs. | LS | 1 |  |  |  | | **Hidden/Conditional Costs** | | | | | | | | **7** | Mention here any hidden fees. | LS | 1 |  |  |  | |

Annex 3 – Term of Reference Attached to this Tender in a separate Documents ***must*** *be signed and stamped*

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| --- | --- | --- | --- | --- | --- | --- |
| Annex 4 – Past performance & bidder references *must be completed signed and stamped* | | | | | | |
| **No.** | **Description** | **Company name** | **UOM** | **Quantity** | **Contract date** | **Contract value (USD)** |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |
| **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 | |  | | | | |

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| Annex 5: Tender and award acknowledge certificate *to be completed 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 LRC Bid Form No **ITB/2025-050** 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:   1. Unless otherwise specified, all bids per line item shall be quoted on a DDP – Beirut basis (Incoterms 2021). 2. We accept the terms of entering Three Years Framework agreement covering the estimated quantity mentioned in this tender 3. That conditional Bid cannot be accepted. 4. That the currency of the Bid should be in USD, or LBP, no other currencies will be accepted. 5. LRC reserves the right, at its own discretion:  * To award a contract for a lesser or greater quantity than the total quantity Bid for. * To reject any or all Bids and/or enter a contract with a Bidder other than the lowest Bidder.  1. 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. 2. 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 will result in the Bid not being considered | 1. We confirm that the validity of this offer matches the LRC requirement of 3 calendar months 2. We agree to the terms and conditions set in the LRC General Conditions of Procurement Contract 3. We agree to the LRC General Conditions payment terms 4. 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. 5. We agree to abide by the LRC Addendum,   **3.** We note that LRC 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 & Stamp: |  | |

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| **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 LRC 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 LRC 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 LRC 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 LRC 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 LRC 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 LRC 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 LRC may issue a written waiver of inspection at its discretion. Any inspection carried out by representatives of the LRC 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 LRC beforehand of such restrictions and obtain such license or authorization, but the LRC 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 LRC 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 LRC 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 LRC.  **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 LRC may procure the goods or services from other sources and hold the Supplier responsible for any excess costs occasioned thereby. Furthermore, the LRC 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 LRC 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 LRC, 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 LRC 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 LRC.  **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 LRC 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 LRC, the Supplier shall not advertise or otherwise make public the fact that he is a Supplier to the LRC and / or any National Red Cross or Red Crescent Society, or use the name, emblem or official seal of the LRC and / or any National Red Cross or Red Crescent Society, or any abbreviation of the name of the LRC 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 LRC 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 LRC.  **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 LRC 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 LRC, 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 LRC of a completed milestone/deliverable, and receipt of verified original invoice submitted by Contractor to LRC, 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) |

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| Annex 7: Bidder’s checklist *(Mandatory to filled signed and stamped)* | | | | | | |
| ***Note (1): Please only click the box (☐) next to the appropriate option. Do not remove the box or type "Yes" or "No". Simply click the box to indicate your response.***  ***Note (2): If any document is not submitted, please indicate the reason for non-submission in the "Reason for Non-Submission" column.***  **Note (3): All documents must be completed, signed, and stamped. Documents that are not signed or stamped will be considered as not received.**  **Note (4): Missing any of the below document will lead to Ineligibility**  **Note (5): Bidder than did not include the proof of experience requested along with annex 4 will be disqualified** | | | | | | |
| **Description** | **Bidder to complete** | | | **To be filled by LRC committee** | | |
| **Documents Submitted**  **Yes/No** | | **Reason for non-submission**  **(typing)** | **Documents Submitted**  **Yes/No** | | **Comments** |
| Step/ document to be submitted with tender | Yes | No |  | Yes | No |  |
| **Complete tender package** delivered before the deadline specified. |  |  |  |  |  |  |
| **Annex 1** – LRC Supplier Registration Form – *completed signed and stamped* |  |  |  |  |  |  |
| **Annex 2** - Bid Form – *completed signed and stamped* |  |  |  |  |  |  |
| **Annex 3 –** Detailed Term of Reference– *completed signed and stamped* |  |  |  |  |  |  |
| **Annex 4** – Past performance & Bidder references – *completed signed and stamped* |  |  |  |  |  |  |
| **Annex 5** - Tender Award and Acknowledge Certificate – *completed signed and stamped* |  |  |  |  |  |  |
| **ANNEX 6:** General Conditions Of Contract. *signed and stamped* |  |  |  |  |  |  |
| **Technical Proposal as detailed in the Annex 3** *signed and stamped* |  |  |  |  |  |  |
| **GRC Certification** *completed signed and stamped* |  |  |  |  |  |  |
| **GRC Due diligence** *completed signed and stamped* |  |  |  |  |  |  |
| **Supporting documents:** | | | | | | |
| Copy of company registration – (Ministry of Justice)- وزارة العدل) ) شهادة تسجيل شركة تجارية |  |  |  |  |  |  |
| Copy of tax registration (Ministry of Finance( (وزارة المالية) شهادة تسجيل الشركة |  |  |  |  |  |  |
| Copy of VAT registration if registered (Ministry of Finance)  شهادة تسجيل في الضريبة على القيمة المضافة |  |  |  |  |  |  |
| **اذاعة تجارية** |  |  |  |  |  |  |
| **Official IBAN** *Signed and stamped by the bank* |  |  |  |  |  |  |
| **To be filled in by LRC–Tender Opening Committee ONLY** | | | | **Eligible** | | **Ineligible** |
| Outcome of administrative check. | | | |  | |  |