

## Appendix 1 – Instructions To Tenderer



<b>Tender Reference:</b>	<b>CW/SY/PUMPS/AUG/2021</b>
--------------------------	-----------------------------

**1. INTRODUCTION:**

Concern Worldwide is an International Non-Governmental Organization dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world's poorest countries. Our mission is to help people living in extreme poverty achieve major improvements in their lives which last and spread without ongoing support from Concern. To achieve this mission, we engage in long-term development work, build resilience, respond to emergencies, and seek to address the root causes of poverty through our development, education and advocacy work.

**2. SUPPLIES/SERVICES TO BE PROVIDED:**

Concern Worldwide Iraq is seeking to establish a twelve-month long Framework Agreement for the supply, delivery and installation of vertical and horizontal water pumps and electrical transformers in North-East Syria locations. Only suppliers who are registered companies in North-East Syria are eligible to apply.

**3. CLOSING DATE AND TIME FOR SUBMISSION OF TENDER**

Closing date: **Thursday, 21 October 2021**

Time: **16:00 Syria Time**

**4. SUBMISSION OF TENDERS**

***Tender can be submitted in either of the two ways below:***

- a) **Email:** Bidders can submit their offers **by email to the following address only:** [iraq.tender@concern.net](mailto:iraq.tender@concern.net) with the subject "**CW/SY/PUMPS/AUG/2021**", please also refer to the name of the company and list the attachments.

تقديم العروض عن طريق البريد الإلكتروني [iraq.tender@concern.net](mailto:iraq.tender@concern.net) مع ذكر مرجع المشتريات في سطر موضوع البريد الإلكتروني "**CW/SY/PUMPS/AUG/2021**" مع ذكر اسم الشركة.

- b) **By post or hand delivered to Concern Raqqa office : Raqqa - Al Furat neighborhood near Tariq bun Ziad school.** All tenders must be submitted in a plain sealed envelopes marked TENDER, it should bear the reference **CW/SY/PUMPS/AUG/2021** and the text "not to be opened before 21<sup>st</sup> of October 2021".

او عن طريق التقديم على احد مكاتبنا في سوريا او العراق بظرف مقفل ومختوم بختم الشركة مع ذكر مرجع الإعلان "**CW/SY/PUMPS/AUG/2021**"

-All submissions must be received on or before **21<sup>st</sup> of October 2021 at 16:00 Syria time.**

يجب تقديم جميع العروض قبل (2021\10\21) الساعة 16:00 بتوقيت سوريا

-Proof of sending is not proof of reception. Late delivery will result in your bid being rejected. All information must be perfectly legible. Envelopes submitted by hand and found open at the tender opening will be rejected. All information must be perfectly legible.

5. The selected supplier will be expected to provide safety equipment for his workers, as helmets, gloves, harnesses, welding glasses and other equipment as needed. The selected supplier will also take the necessary measures to ensure the safety of the work space (i.e. by cordoning holes. من المتوقع أن يوفر المورد المختار معدات السلامة لعماله ، مثل الخوذات والقفازات والأدوات اليدوية ونظارات اللحام وغيرها من المعدات حسب الحاجة. سوف يتخذ المورد المختار أيضًا التدابير اللازمة لضمان سلامة مساحة العمل.
6. Due to the complicated nature of this supply provision, Concern would like to see evidence of previous contracts fulfilled for coverage in North-East Syria (geographical precision). This can be in the nature of redacted (edited) contracts, official letters confirming fulfilment (containing the pertinent contract details) or a detailed summary of the contract and a point of contact in the receiving organization who can confirm the contract fulfilment.

#### 7. TIMETABLE:

Line	Item	Date
1	Tender Advert	7th October 2021
3	Closing date for clarifications	14th October 2021 1600hrs– Syria time
4	Closing date and time for receipt of tenders	21th October 2021 1600hrs – Syria time
5	Tender Opening Date and time	24th October 2021 1000hrs – Iraq time (Virtual Meeting)

#### 8. LANGUAGE OF OFFERS:

All tenders should be received in **English**. The contract as well as all correspondences and documents relating to this tender exchanged by the tenderer and Concern, shall be written in English unless specified otherwise in the tender documents.

When terms are translated into Arabic, if there is any conflict or inconsistency between the English version and the Arabic version, the English shall be the governing and prevailing version.

#### 9. PERIOD OF VALIDITY OF OFFERS:

Bids shall remain valid for a period of not less than **15 months (3 months for the bidding process and 12 months for FWA duration)** after the deadline for submission. A Supply Provider may opt to offer more than the stated days but doing so will not add weight to the evaluation of the Supplies Providers bid.

#### 10. CURRENCY:

All financial offers must be submitted in **US Dollars (USD)**. Concern Worldwide Syria-Iraq will operate the following payment terms for this agreement. For the work done, will be paid by international bank transfer or through Hawala transfer service within **30 days** after satisfactory supply and receipt of documents in order to the bank account provided by the Supplies Provider. Supplies Providers must agree to these payment terms to be included in this tender.

**11. TYPE AND PROVISION OF CONTRACT:**

Concern will award framework agreements to the best bidder/s

This invitation to tender is for provision, delivery and installation of vertical and horizontal water pumps and electrical transformers with one or more Supply/services Providers for a **period of twelve (12)** months starting from the date of both parties signing the contract.

Concern Worldwide Iraq/Syria, as the contracting authority, does not guarantee any specific number of orders under the policy. The number of pumps ordered and period of time will depend on the programmatic needs. An annual review will be carried out by Concern Worldwide Iraq/Syria that will assess the Supply/services Providers performance.

In the financial offer (Appendix 6), you are asked to give the best and final financial offer based on the price of each item/line inclusive of packaging, delivery (DDP incoterms 2010\*) to North-East Syria, Installation in specific locations and all taxes that may due.

DDP - “Delivered Duty Paid” means that the seller delivers the goods when the goods are placed at the disposal of the buyer, cleared for import on the arriving means of transport ready for unloading at the named place of destination. The seller bears all the costs and risks involved in bringing the goods to the place of destination and has an obligation to clear the goods not only for export but also for import, to pay any duty for both export and import and to carry out all customs formalities. (<http://www.iccwbo.org/products-and-services/trade-facilitation/incoterms-2010/the-incoterms-rules/>)

**12. CONTENT OF TENDERS:**

All tender submission must be **submitted by email or in a sealed envelope** with the following content:-

Description	Status *
Financial Offer - Annex 6 – Signed and stamped	Mandatory
Technical Specifications and technical evaluation criteria and Designs (Annex 7) – Signed & Stamped	Mandatory
Catalogues for pumps, conforming to at minimum all the technical specifications in Appendix 7	Mandatory
Tenderers Declaration (Annex 5) – Signed and Stamped	Mandatory
Company Certificate of Registration	Mandatory
Company owner and co-owners ID copy	Mandatory
Completed Tenderers Relevant Experience Form (Annex 4)	Mandatory
Completed Company Details & Profile (Appendix 3)	Mandatory

**13. Essential Criteria:**

All tenders bids must comply with the following essential criteria:-

- Have proven experience providing and delivering similar supplies/services in North-East Syria
- Vertical and horizontal water pumps and electrical transformers must meet or better the specifications laid out in appendix 7 – Technical Specifications
- Have proof of financial stability and ability to cover orders in a timely fashion
- Deliver the whole tender pack prior to the deadline of submission
- Deliver the tender pack in accordance with information provided in “Instructions to Tenderers”

**14. OPENING OF TENDERS:**

The opening of tenders will take place on **Sunday, 24 October 2021 at 10:00 Iraq local time (UTC +3)** through skype meeting.

سوف يتم فتح العروض بتاريخ 2021\10\24 الساعة 10:00 بتوقيت العراق عن طريق برنامج السكايب

Due to COVID-19 restrictions, the opening session will be carried out through a virtual meeting attended by Concern committee members only.

**15. EVALUATION OF TENDERS:**

The Tender Evaluation Committee will evaluate and compare the bids in the following manner:

**Stage 1 – Administrative Compliance**

The Tender Evaluation Committee will start verifying the administrative compliance of documents to determine bids eligible to be further evaluated in Stage 2 – Technical Evaluation

All tenders bids **must comply** with the following essential criteria:

- Deliver the whole tender pack **prior to the deadline** of submission
- Deliver all the **mandatory documents** in the tender pack **properly signed and stamped** and in accordance with information provided in “Instructions to Tenderers”
- Have **proven experience** in shelter and rehabilitation projects in North-East Syria (**Annex 4**)
- Validity of the proposal is not less than **15 months (3 months for the bidding process and 12 months for FWA duration)**.
- Vertical and horizontal water pumps must meet or better the specifications laid out in appendix 7 – Technical Specifications
- The applicant should have a previous experience for at least two contracts in relevant project implementation with a value more than 50,000 USD.
- **Lead-time:** the bidder should have the ability to finish the works within maximum **45 days from the date of signing the purchase order.**

يجب أن يكون لدى مقدم الطلب خبرة سابقة بتنفيذ عقدين بمشاريع مماثلة بقيمة تزيد عن 50000 دولار امريكي.

Only tenderers who are successful in Stage 1 will move forward to be further evaluated in Stage 2.

**Stage 2-Technical Evaluation (50% from total of 100%)**

The Evaluation Committee will determine for each bid if:

- The proposed catalogues/Datasheets meet the specified minimum criteria as per **Annex 7**. Please note that preferences will be selected among received catalogues.

الكتالوجات / أوراق البيانات المقترحة تفي بالمعايير الدنيا المحددة وفقاً **للملحق 7**  
يرجى ملاحظة أنه سيتم تحديد التفضيلات من بين الكتالوجات المستلمة

- Reference Check / Cross checking the past experience of the bidders

سوف يتم التحقق من الخبرات السابقة المقدمة

- Tenderers must submit Quality Certifications/tests as required

يجب على مقدمي العطاءات تقديم شهادات / اختبارات الجودة كما هو مطلوب

The minimum limit of passing the technical evaluation is: الحد الأدنى لاجتياز التقييم الفني هو:

**30% From 50%** for Quality of materials

**\*The tender committee hold the right to review evaluation criteria (if deemed necessary).**

### Stage 3 – Financial Evaluation

Financial Evaluation will be carried out based on the financial offers of the tenderers. The financial offer must include any discounts for the award or other price modifications offered by tenderers.

***It is Concern's standard policy not to negotiate on financial offers with tenderers. Therefore, all financial offers should reflect the best and final offer tenderers are willing to offer.***

The Evaluation Committee will recommend the award of the contract to the bidder(s) whose bid has been determined to be substantially responsive, administratively and technically acceptable.

**Concern will select the best ratio offer based on the following weighted criteria:**

CRITERION	WEIGHT
Technical evaluation	50%
Price	50%

**For the financial offer** the following formula will be used: **PriceA/PriceB\*criterion weight\*50.**

Price A = most convenient price for Concern from all submitted offers

Price B = actual price offered by the evaluated tenderer.

**In case of calculation inconsistency between unit and total price, the committee will consider the unit price as valid and the total price will be recalculated accordingly.**

In case of equal score, the winning bid will be the one with the lowest price.

Concern Worldwide Syria/Iraq is not bound to accept the lowest, or any, Tender. No commitment of any kind, contractual or otherwise will exist unless and until a formal contract has been executed by Concern Worldwide Iraq.

Tenderers must respond to all requirements set out in the instructions to tenderers document and complete all documents where requested in the tender dossier.

***Failure to submit offers in the required format will result in the rejection of the tenderers bid.***

Tenderers must disclose all relevant information to ensure that all offers are fairly and legally evaluated. Additionally, Tenderers must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with Concern Worldwide Syria/Iraq. Any attempt to withhold any information that the Tenderer knows to be relevant or to mislead Concern Worldwide Iraq and/or its tender evaluation committee in any way will result in the company's bid being excluded.

**Unsuccessful Tenderers will be notified by email after the tender process.**

**16. CLARIFICATIONS & QUERIES** الإيضاحات والاستفسارات:

Should any bidder(s) need clarifications on any issue pertaining to the tender they can write to [Iraq.procurement@concern.net](mailto:Iraq.procurement@concern.net) quoting the tender reference number **CW/SY/PUMPS/AUG/2021** in the subject line. Requests for clarifications must be submitted before **before Thursday, 14 October 2021 - 16:00 Syria time**. No clarifications will be answered after this date.

إذا احتاج أي من مقدمي العطاءات إلى توضيحات بشأن أي قضية تتعلق بالعطاء، فيمكنهم الكتابة إلى [Iraq.procurement@concern.net](mailto:Iraq.procurement@concern.net) مع ذكر الرقم المرجعي للعطاء **CW/SY/PUMPS/AUG/2021** في سطر الموضوع. حيثما كان ذلك ممكناً، ستقوم منظمة Concern Worldwide Syria / Iraq بتعميم أي توضيح يتم تقديمه لمقدم عطاء واحد إلى جميع مقدمي العطاءات الآخرين بغض النظر عما إذا كانوا قد طلبوا المعلومات. يجب تقديم طلبات التوضيحات قبل الساعة **16:00 بالتوقيت المحلي لسوريا (UTC +3) في 14 تشرين الأول 2021**. ولن يتم الرد على أي توضيحات بعد هذا التاريخ

**17. CANCELLATION OF THE TENDER PROCEDURE:**

The tender evaluation committee may request to cancel the announced tender or not conclude contract with the winning tenderer without having to provide any explanations.

Reasons for doing so might include:

- Concern has not received any bid, or none of the bids received was qualitatively and/or financially worthwhile or all the bids received have been disqualified from the tender
- Major discrepancies have been found in the Tender Notice or other supporting documentation of the tender;
- Serious circumstances have occurred during the tender which prevent Concern to continue the tender
- Less than 3 (three) bids complying with the tender conditions have been submitted
- The awarded tenderers refuse to sign a contract with Concern, have not stated true facts in their bid or their bid is at dumping price or otherwise jeopardizes free competition in the market (e.g. forbidden supplier agreements, cartels, and abuse of the leading position in the market).
- The most economically advantageous offer exceeds budgetary limits

Concern Worldwide also reserves the right to require compliance with additional conditions as and when issuing the final contract.

**18. APPEALS PROCESS:**

Following confirmation of successful or unsuccessful offers, if a Supply Provider or potential Supply Provider has an issue which they feel requires an appeal they can lodge their appeal at the following

email address, quoting the tender reference number **CW/SY/PUMPS/AUG/2021** in the subject line. [syriairaq.cd@concern.net](mailto:syriairaq.cd@concern.net)

Please note that only appeals sent to this email address will be responded to. This email address should not be used to make enquiries about the tender; all enquiries or clarifications must be sent to Concern Worldwide Iraq tender email - [iraq.tender@concern.net](mailto:iraq.tender@concern.net) as stated in Article 12.

**19. DATA PROTECTION:**

Concern guarantees that all procurement activities are transparently documented for internal or donor audit purposes. Concern guarantees confidentiality of the procurement process.