

Tender Package — Request for Proposal (RFP)



1. Invitation to Tender

Tender Name: Request For Proposals for Irrigation Design Software		Tender No: MC-019-2020
Location: Amman, Jordan		Correspondence Language(s): English
Brief Summary Description of Project: Water Innovation Technologies (WIT) project is a five-year initiative funded by the U.S Agency for International Development (USAID) and implemented by Mercy Corps (MC). The purpose of the project is to increase water conservation in Jordan by focusing on water efficiency in the agricultural sector, community and household levels. The WIT project will contribute to the overall objective of conserving water in Jordan, through the adoption of proven water-saving technologies and techniques, by achieving three integrated outcomes: 1) Water conserving technologies and behavior changes are adopted at the agricultural, community and household levels; 2) Access to financing for adoption of water conservation technology is improved; and 3) Institutions strengthened to support water saving technologies. On Agriculture level, providing relevant information to farmers is key to ensure that they are able to adopt and manage water saving technologies and save water. During this year, WIT communication and outreach efforts are focused on increasing farmer and farm-manager access to quality information on available water-saving solutions. A review of all the project assessments concludes that lack of information and knowledge is one of the primary constraints for farmers to adopt water-saving practices and technologies. As a market-driven development project seeking to improve water saving efforts in agriculture in Jordan, the project places an important emphasis on developing and improving the outreach capacities of the private sector partners to provide farmers with sound evidence and knowledge on the cost and benefits of adopting water saving technologies and thus build demand in the water market sector.		
Tender package available from: Tuesday, August 18, 2020	Tender Package available: https://jordan.mercycorps.org/tenders and www.mercycorps.org/tenders	
Deadline for Offer Submission: Thursday, August 27, 2020 till 3:00 pm (Amman Time)	Submission of Sealed Offers to: Hard copy Submission: Mercy Corps, Building No. 8, Tabasheer 3 Street, 7th Circle, Amman Jordan. Soft copy submission must be only to the following Email address : tenders@mercycorps.org	
<i>Mercy Corps reserves the right to accept or reject any late offers</i>		
Questions and Answers (Q&A)		
If any, Submit Questions in writing to jo-tenders@mercycorps.org Attention: Procurement Tenders		

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Last Day for Questions: Sunday, August 23, 2020 (COB) Questions received after closing date and time will not be addressed. (COB i.e. 4:30 PM)	Questions will be answered by: Monday, August 24, 2020 (COB) (COB i.e. 4:30 PM)																														
Questions will be answered in writing through email on given time and date. No more questions will be considered after Sunday, August 23, 2020 (COB). All received questions along with answers will be shared with all prospective bidders who download the tender package. They will also be posted on the same MC Jordan website on which the tender package is uploaded.																															
Documentation Checklist																															
These documents are contained within this tender package: (see what to add, arrange and correct if any mistakes)	<table><tr><td>✓</td><td>Invitation to Tender</td><td>(This document)</td></tr><tr><td>✓</td><td>General Conditions for Tender</td><td>(This document)</td></tr><tr><td>✓</td><td>Criteria and Submittals</td><td>(This document)</td></tr><tr><td>✓</td><td>Offer form</td><td>(This document)</td></tr><tr><td>✓</td><td>Supplier Information Form</td><td>(Attachment 1)</td></tr><tr><td>✓</td><td>Service contract sample</td><td>(Attachment 2)</td></tr><tr><td>✓</td><td>Scope of Work</td><td>(Attachment 3)</td></tr><tr><td>✓</td><td>USAID exemption letter</td><td>(Attachment 4)</td></tr><tr><td>✓</td><td>Price offer sheet</td><td>(Attachment 5)</td></tr><tr><td>✓</td><td>Response sheet</td><td>(Attachment 6)</td></tr></table>	✓	Invitation to Tender	(This document)	✓	General Conditions for Tender	(This document)	✓	Criteria and Submittals	(This document)	✓	Offer form	(This document)	✓	Supplier Information Form	(Attachment 1)	✓	Service contract sample	(Attachment 2)	✓	Scope of Work	(Attachment 3)	✓	USAID exemption letter	(Attachment 4)	✓	Price offer sheet	(Attachment 5)	✓	Response sheet	(Attachment 6)
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2. General Conditions for Tender

Mercy Corps invites proposals for the goods, services and/or works described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the quantity of work/materials specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

2.1 Mercy Corps' Anti-Bribery and Anti-Corruption Statement

Mercy Corps strictly prohibits:

- Any form of bribe or kickback in relation to its activities**
 This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.
- Conflicts of interests in the awarding or management of contracts**
 If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.

- *The sharing or obtaining of confidential information*

Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps' price estimates, competing offerors or competing offers, etc. Any information provided to one offeror must be provided to all other offerors.

- *Collusion between/among offerors*

Mercy Corps requires fair and open competition for this solicitation. No two (or more) companies submitting proposals can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:

integrityhotline@mercycorps.org

Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps' donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

2.2 Tender Basis:

- All offers shall be made in accordance with these instructions, and all documents requested should be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.
- No respondent should add, omit or change any item, term or condition herein.
- If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offeror may make one response only.
- Each offer shall be valid for the period of **[180 days]** from its date of submission.
- All offers should indicate whether they include taxes, compulsory payments, levies and/or duties, including VAT, if applicable.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
- Any requests for clarifications regarding the project that are not addressed in written documents must be presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.

- This Tender does not obligate Mercy Corps to execute a contract nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of proposals. Furthermore, Mercy Corps reserves the right to reject any and all proposals, if such action is considered to be in the best interest of Mercy Corps.
- Mercy Corps has the right not to disclose the name of the winning offeror to the losing bidders or the terms and conditions offered by the winning bidder.

2.3 Supplier Eligibility

Suppliers may not apply, and will be rejected as ineligible, if they:

- Are not registered companies
- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct
- Have not fulfilled obligations related to payment of social security and taxes
- Are guilty of serious misinterpretation in supplying information
- Are in violation of the policies outlined in Mercy Corps Anti-Bribery or Anti-Corruption Statement
- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: the United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

2.4 Response Documents

Offerors can either utilize the response documents contained in this tender package to submit their offer or they can submit an offer in their own format as long as it contains all the required documents and information specified by this tender.

2.5 Acceptance of Successful Response

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror will be required to sign a contract for the stated, agreed upon amount.

2.6 Certification Regarding Terrorism

It is Mercy Corps' policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

3. Criteria & Submittals

3.1 Contract Terms

- Mercy Corps intends to issue a Fixed Price service agreement contract to one or more **company or firm**. The successful offeror shall be required to adhere to the statement of work and terms and conditions of the resulting contract.
- By submitting an offer, offerors certify that they understand and agree to all of the terms and clauses contained in “**attachment 2**” service agreement template.
- As per **attachment 3 “Scope of work”**, Nine (9) main features shall be included in this software that is offered by the bidders. Mercy Corps has the right to amend the quantity mentioned in the tender package (either increase or decrease), based on the actual need at the time of awarding. The awarded service provider will be paid the price of actual number of licenses and that will be reflected on the contract.
- If an advance payment is requested by the awarded bidder, an advance payment bond must be submitted with the same advance payment value, valid throughout the whole contract period. Furthermore, advance payments cannot exceed 30% of the total contract value.
- Income tax will be deducted from local and international companies based on the Jordanian income tax law (when applicable).

3.2 Specific Eligibility Criteria

Eligibility criteria must be met and the corresponding supporting documents listed below under “Tender Submittals” **must** be submitted with offers. Offerors who do not submit these documents may be **disqualified** from any further technical or financial evaluation.

Eligibility Criteria:

- MC Supplier information form- Attachment 1 (Filled, signed and stamped).
- Proof of Software publication in the market for at least one (1) year.

3.3 Tender Submittals

Submission: Offers should be submitted in three sealed envelopes mentioning tender name and number on each envelope separately:

Envelope 1, containing documents supporting the eligibility criteria:

- MC Supplier information form- Attachment 1 (Filled, signed and stamped).
- Proof of Software publication in the market for at least one (1) year.
-

Envelope 2, containing all documents for Technical Evaluation:

- Company’s technical proposal for the software which shall include but not limited to:
 - Company ability and approach in providing training in Arabic language for the end users both physical and/or online
 - Company’s ability and approach in providing training in Arabic language for the end users
 - The software flexibility/ability for upgrades
 - The software compatibility/ability of integration with other software
 - Ability to create and customize Data-Base library in the software
 - The software design irrigation network applicability at farm level
- CV of the trainer
- List of customers names in Jordan who used the software to design irrigation network at farm level
- Company customer service and after sales policy
- MC Response sheet including installation and training timeframe

Envelope 3, containing the financial Offer:

Financial Proposal which shall include :

- Total price for 10 License/copies
- The cost of training on the software in Arabic language for 20 end users.
- Annual subscription fees **(if any)**.

Addressed to “Mercy Corps Jordan”, Sealed Offer from “Name of offering Supplier” and delivered to Mercy Corps Office, Tabasheer 3 St. Bldg. 8, 7th Circle, Amman – Jordan, Tel 55 485 70/1/2

Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.

Price Offer:

The Price Offer is used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. Offerors must show unit prices, quantities, and total price, as displayed in the price offer sheet in attachment 4. All items must be clearly labeled and included in the total offered price. Not using the tender price offer sheet may have the potential to severely and negatively impact the financial evaluation of an offer.

3.4 Currency

Offers should be submitted in: JOD or USD

Payments will be made in: JOD or USD

3.5 Tender Evaluation (Trade-Off Selection Method)

Based on the above submittals, a Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. MC will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender.

Evaluations will be conducted as described in the following subsections:

3.5.1 Scoring Evaluation

(Trade-Off Method)

Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a weighted basis (each criteria is given a percentage, all together equaling 100%). Offerors proposals should consist of all required technical submittals so a Mercy Corps committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

Award criteria shall be based on the proposal's overall **“value for money”** (quality, cost, delivery time, etc.) while taking into consideration donor and internal requirements and regulations. Each individual criteria has been assigned a weighting prior to the release of this tender based on its importance to Mercy Corps in this process.

Offeror(s) with the best score will be accepted as the winning offeror(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in section 3.5.2.

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When performing the Scoring Evaluation, the Mercy Corps Selection Committee will assign points for each criteria based on the following scale:

Point	Rationale
0	Not acceptable; has not met any part of the specified criteria
1-4	Has met only some minimum requirements and may not be acceptable
5	Acceptable
6-9	Acceptable; has met all requirements and exceeds some
10	Acceptable; has exceeded all requirements

Evaluation Criteria	Weight (%)	Possible Points (1 to 10)	Weighted Score
	(A)	(B)	(A*B)
Implementation's timeframe including installation of the software and training lead-time.	10%		
Company's ability and approach in providing training in Arabic language for the end users. Disqualifying response: the better proposed approach in training by the bidder the higher the score the company will get on this criterion. In case the bidder does not propose the training in Arabic language then the company will be disqualified from the tender. Training can be physical or online.	5%		
The software flexibility/ability for upgrades to higher versions when released.	5%		
Software Licensing Method case the software license was one time purchase the company will get full score on this criterion. In case the software license is by annual subscription (Subscription based software) the company will get zero score on this criterion. Note: the bidder shall reflect whatever option they propose on their financial offer.	5%		
The software compatibility/ability of integration with other software (e.g. AutoCad , GIS , Google earth).	10%		
Ability to create and customize Data-Base library in the software which shall contains the specifications of the suppliers' irrigation products. Disqualifying response: any proposed software does not contain this feature will not be considered in the tender evaluation; the company will be disqualified from the competition.	5%		
The software design irrigation network applicability at farm level. Disqualifying response: if the bidder proposes software which does not applicable at farm level, the company will be disqualified from the competition.	5%		
CVs of the trainer.	5%		

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Company proven experience in providing this service in the Jordanian market (Proof of previous experience).	10%		
Company customer service and after sales policy. (E.g. Physical Availability in Jordanian market, after-sale-service, response time to inquiries, etc.)	10%		
Financial offer (using Mercy Corps' template).	30%		

3.5.2 Additional Due Diligence

Upon completion of both the technical and financial evaluations, Mercy Corps may choose to engage in additional due diligence processes with a particular supplier or supplier(s). The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference Checks.
- Site visits
- Determination of relations and affiliations between offerors.
- Other appropriate documented method giving Mercy Corps increased confidence in the supplier's ability to perform.

4. Offer Form

Offerors must submit their own independent offer including at least (but not limited to):

- All documents requested in the "Eligibility Criteria" section of this Tender Package
- All documents requested in the "Tender Submittals" section of this Tender Package
- All information listed in the "Documents Comprising the Proposal" section below

All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.

Documents Comprising the Proposal

The following information must be included in the offer of any potential offeror:

- ☐ Completed and signed Mercy Corps **Supplier Information Form**. (attachment 1)
- ☐ Other important documents offeror feels need to be attached to support their proposal.

The original proposal shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the proposal shall be initialed by the person or persons signing the proposal and stamped with the company seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the proposal.

5. Attachments to the Tender Package

- ✓ Supplier Information Form (Attachment 1)
- ✓ Service contract sample (Attachment 2)
- ✓ Scope of Work (Attachment 3)
- ✓ USAID exemption letter (Attachment 4)
- ✓ Price offer sheet (Attachment 5)
- ✓ Response sheet (Attachment 6)