
Request for Quotations Of Non-Consulting Services

Procurement of:
Services for Call Center

Ref No: LB-MoPH-401817-NC-RFQ

Project: *Lebanon Health Resilience Project*

Client: *Lebanese Ministry of Public Health*

Country: *Lebanon*

Issued on: *February 02, 2024*

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Request for Quotations

RFQ Ref No.: LB-MoPH-401817-NC-RFQ

RFQ Date: *February 02, 2024*

1. This RFQ is for the Provision of Non-Consulting Services to establish and operate a CALL CENTER at the Ministry of Public Health.
2. The *Government of Lebanon* has received financing from the World Bank (Bank) toward the cost of the Lebanon Health Resilience Project and intends to apply part of the proceeds toward payments under the contract for Call Center for the Ministry of Public Health
3. The *Ministry of Public Health* now invites quotations from Service Providers for the Services described in Annex 1: Client's Requirements, attached to this RFQ.

Fraud and Corruption

4. The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in the attachment to the Contract Conditions (Attachment A).
5. In further pursuance of this policy, Service Providers shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, , and personnel, to permit the Bank to inspect all accounts, records and other documents relating to the RFQ and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

Eligible Services

6. All *Services* to be provided under the Contract and financed by the Bank may have their origin in any country in accordance with Para. 10.

Eligible Service Providers

7. In case the Service Provider is a joint venture (JV), all members shall be jointly and severally liable for the execution of the entire Contract in accordance with the Contract terms. The JV shall nominate a representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the Request for Quotations process and, in the event the JV is awarded the Contract, during contract execution.
8. A Service Provider may have the nationality of any country, subject to the restrictions pursuant to para. 9 and 10 hereinafter. A Service Provider shall be deemed to have the nationality of a country if the Service Provider is constituted, incorporated or registered in, and operates in conformity with, the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case may be. This criterion also shall apply to the determination of the nationality of proposed subcontractors or subconsultants for any part of the Contract including Related Services.

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9. Firms and individuals may be ineligible if so indicated in para. 10 below and:
- (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of Goods or the contracting of works or services required; or
 - (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's country prohibits any import of Goods or contracting of works or services from that country, or any payments to any country, person, or entity in that country.
10. In reference to paras. 6 and 8, for the information of Service Providers, at the present time firms, goods and services from the following countries are excluded from this procurement process:
- (a) Under para. 6 and 9 (a): *Israel*;
 - (b) Under para. 6 and 9 (b): "*none*"
11. A Service Provider that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines, in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in the attachment to the Contract Conditions (Attachment A) paragraph 2.2 d., shall be ineligible to submit Quotations or be awarded or otherwise benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined. A list of debarred firms and individuals is available on the Bank's external website: <http://www.worldbank.org/debarr>.
12. Service Providers that are state-owned enterprises or institutions in the Client's country may be eligible to compete and be awarded a Contract(s) only if they can establish, in a manner acceptable to the Bank, that they:
- (a) are legally and financially autonomous;
 - (b) operate under commercial law; and
 - (c) are not under supervision of the Client.
13. A Service Provider shall not have a conflict of interest. Any Service Provider found to have a conflict of interest shall be disqualified. A Service Provider may be considered to have a conflict of interest for the purpose of this Request for Quotations process, if the Service Provider:
- (a) directly or indirectly controls, is controlled by or is under common control with another Service Provider that submitted a Quotation;
 - (b) receives or has received any direct or indirect subsidy from another Service Provider that submitted a Quotation;
 - (c) has the same legal representative as another Service Provider that submitted a Quotation;
 - (d) has a relationship with another Service Provider that submitted a Quotation, directly or through common third parties, that puts it in a position to influence the Quotation of another Service Provider, or influence the decisions of the Client regarding this Request for Quotations process; or

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- (e) or any of its affiliates participated as a service provider in the preparation of the design or technical specifications of the Services, that are the subject of the Request for Quotations process; or
 - (f) or any of its affiliates has been hired (or is proposed to be hired) by the Client or Borrower for implementing the Contract; or
 - (g) would be providing Goods, works, or non-consulting services resulting from, or directly related to consulting services for the preparation or implementation of the project specified in this Request for Quotations, that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or
 - (h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the Request for Quotations or specifications and/or the evaluation of Quotations, of the subject Contract; or (ii) would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the Request for Quotations process and execution of the Contract.

Validity of offers.

14. The offers shall be valid until *March 31, 2024*

Quoted Price

15. Prices shall be quoted in the following manner:
16. A breakdown of the total amount that clarify the distribution of prices between fixed payment as salaries for the human resource in addition to to the cost of each operate including all operating costs to run the call center.
17. The Service Provider should quote its price in a USD currency

Clarifications

18. Any clarification request regarding this RFQ may be sent in writing to the project management unit at: lhrcovid19@gmail.com on or before **Wednesday, February 21, 2024**. The Client will forward copies of its response to all Service Providers including a description of the inquiry but without identifying its source.

Submission of Quotations

19. . Quotations are to be submitted in the form attached at Annex 2 as hard copy in a signed and sealed envelope under the subject of “Services for Call Center”. Envelops should be addresses to:

Att: Mr. Saad Abdallah
Ministry of Public Health
Project Management Unit (PMU) – LHRP Project
Address: Bir Hassan, Ministry Building, 4th Floor
PMU Offices
Email: lhrcovid19@gmail.com

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20. The deadline for submission of Quotations is **Wednesday, February 28, 2024, at 12:00 pm local time**
21. The address for submission of Quotations is:
Attention: *Project Management Unit*
Bir Hassan, 4th floor, Ministry of Public Health
E-mail address: lhrcovid19@gmail.com

Opening of Quotations

22. Quotations will be opened by the Client's representatives immediately after the deadline for the submission of Quotations.

Att.: Mr. Saad Abdallah
Ministry of Public Health
Project Management Unit (PMU) – LHRP Project
Address: Bir Hassan
Tel: 01/ 830228 / Ext. 798
Email: lhrcovid19@gmail.com

Date: same as the submission deadline indicated in para. 20.
Time: 12:00 PM local time

Evaluation of Quotations

23. Quotations will be evaluated to ensure compliance with the Technical Specifications, Delivery and Completion Schedules and any other requirements of the RFQ.
24. The lowest evaluated price will be determined after correcting any arithmetic errors and other specified adjustments, if any.
25. Quotation will be evaluated for the whole lot/package under this RFQ. The total price should reflect all the services requested under the scope of work attached to the RFQ. In addition, the bidder should meet all the qualifications listed, in order not to be disqualified.
26. For evaluation and comparison purposes, the currency(ies) of the Quotations shall be converted into a single currency. The currency that shall be used for comparison purposes to convert at the selling exchange rate offered prices expressed in various currencies into a single currency is: ***United States Dollar***.

Contract Award

27. The Contract will be awarded to the Service Provider/s who:
- (a) is eligible and offers eligible Services;
 - (b) offers the lowest evaluated price/s,
 - (c) technically compliant quotation with the scope of work
28. The Client shall invite by the quickest means the successful Service Provider/s for any discussion/ negotiation that may be needed to conclude the contract or otherwise for contract signature.
29. The Client shall communicate by the quickest means with the other Service Providers on its contract award decision. An unsuccessful Service Provider may request

clarifications as to why its quotation was not determined to be successful. The Client will address this request within a reasonable time.

30. The Client shall publish a contract award notice on its website with free access, if available, or in a newspaper of national circulation in addition to the World Bank website and UNDB online, within 15 days after award of contract. The information shall include the name of the successful Service Provider, the Contract Price, the Contract duration, summary of its scope and the names of the Service Providers and their quoted and evaluated prices.

On behalf of the Client:

Signature:

Name: H.E. Dr. Firass Abiad

Title/position: Minister of Public Health

Attachments:

Annex 1: Client's Requirements

Annex 2: Quotation Form

Annex 3: Contract Forms

ANNEX 1: Client's Scope of Work

I. Objective of the consultancy

The purpose of the outsourced call center is to provide accurate and updated information on MoPH programs and projects, address and resolve complains and concerns.

The operation of the call center would need to rely on the following six key principles:

- **Fairness and confidentiality.** inquiries are treated confidentially, assessed impartially, and handled transparently.
- **Objectiveness and independence.** Operates independently of all interested parties to guarantee fair, objective, and impartial treatment to each case.
- **Simplicity and accessibility.** Procedures to access logs and seek action are simple enough that project beneficiaries can easily understand them.
- **Responsiveness and efficiency.** Designed to be responsive to the needs of all inquiries.
- **Speed and proportionality.** All inquiries, simple or complex, are addressed and resolved as quickly as possible.
- **Participatory and social inclusion.** The call center is open to all.
- **Data privacy.** Operates with the highest possible data privacy, security, and redundancy measures.

II. Scope of Work

The scope of work is to provide a call center service for the MoPH services, projects and campaigns. It is expected that the service provider will undertake the following tasks:

1. Operating the 1214 MoPH Hotline 52 hours per week.
2. Receiving calls and documenting inquiries/concerns/questions from callers.
3. To ensure option to appeal is made available to the caller who is not satisfied with the resolution of their complaint and to document it as such
4. Referring calls related to sexual exploitation and abuse / sexual harassment (SEA/SH) to the relevant Gender-Based Violence (GBV) service providers and documenting with the principle of confidentiality and survivor centric approach.
5. Using a ticketing system to allocate a ticket or registration number of the inquiries received to ensure documentation, follow-up and closure of all tickets/cases.
6. Following up with concerned department/focal point to resolve the case and close ticket in a timely manner.
7. Compiling and submitting a daily list of all inbound calls with aggregate analysis (within 24 hours);
8. Defining the roles and responsibilities of the various parties involved in the consideration and resolution of grievances clearly;
9. Establishing SOPs that include call center scripts in collaboration with MoPH technical departments and training all call center operators on these SOPs;
10. Facilitating improvement in the performance of staff involved in the hotline operation and overall project performance through capacity-building and monitoring of grievance redress processes and periodical progress reporting.

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11. Developing and conducting a user satisfaction survey (PS) which will be conducted twice during the course of this contract. This user satisfaction survey tool is conducted on a random sample of 2500 beneficiaries who have registered a complaint/grievance. The role of the Consultancy Firm is to develop and administer the survey, document the results and provide the MoPH with a full report. The MoPH requests that this information be provided in both raw data and aggregate data.
 12. Preparing monthly GRM logs which clearly list the nature of the calls and the timeline for resolution and any pending grievances.

III. Implementation Arrangements

1. The service provider will report to the Project Manager and to the minister of public health.
2. The firm will work in close coordination with the PMU including the Environmental & Social specialist
3. The service provider will administer and operate the call center using CLOUD platform. The operations will take place in the service provider offices using its equipment. The Service provider is obliged to implement appropriate data security measures.
4. Providing real time data and data security is an important aspect of quality. The data, including intellectual property rights, are the exclusive property of the GoL, and the contracted Service Provider has a limited, nonexclusive permission to access and use the data. As provided in the contract, the data will be used solely for the purpose of performing its obligations under the contract. The service provider has no other rights under the contract, whether express or implied, to any GoL data or its context.
5. To maintain the integrity of stored data, the Service provider should ensure the protection of data from physical damage as well as from tampering, loss, or theft by limiting access to the data. Data stored on paper, such as on data collection tools should be kept in a safe, secure location away from public access, e.g., a locked filing cabinet. Confidentiality and anonymity should be assured by replacing names and other personal information with encoded identifiers.
6. The service provider will hand over all reports and raw data to the Central Inspection upon satisfactory completion of the task. In terms of disposal, the data will be retained for a minimum of 3 months after approval of the report and raw data sets. Paper documents will be shredded, and digitally stored information destroyed or securely overwritten. The Service provider will be expected to provide the MoPH with a letter confirming that the data has been disposed appropriately.
7. Call center staff will be equipped with Standard Operating Procedures (SOPs), and Frequently Asked Questions (FAQs), and relevant communications material;

IV. Call center management

1. Operating hours: Weekdays from 8:00 am until 17:00 pm, Saturday from 8: 00 am to 15:00 pm.
2. The number of shifts per day: 1. Number of employees per shift: 4 operators to receive calls and document them, 2 task force officers Data privacy measures must be in place with all assigned staff.
3. Update regularly the Frequently Asked Questions (FAQ) and share it with the ministry

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- on quarterly basis.
4. Provide the ministry with the right to access to live reports and dashboards to track KPIs.

V. Tasks:

The call center will be responsible, but not limited to the following tasks:

1. PHC REAYA project¹:

- Receive grievance from beneficiaries.
- *Refer the complaint to the relevant department at the Ministry of Public Health for resolution* Receive the answer form the PHC department and call back the beneficiaries.
- Receive calls to inquire about the project and give the caller the information needed to receive the respective service.

2. Chronic medications (Oncology, Kidney etc...):

- Receive complaints about chronic medications.
- Send a ticket to the concerned department / focal point containing the obtained information to follow up.
- Following up of concerned department / focal point to close ticket after the caller has been assisted.
- Call back the caller to answer the inquiry
- Receive calls to inquire about the program and give the caller the information needed to receive the respective service.

3. Hospitals admission complaints:

- Receive complaints about hospitalization admissions.
- Send a ticket to the concerned department / focal point containing the obtained information to follow up.
- Following up of concerned department / focal point to close ticket after the caller has been assisted.
- Call back the caller to answer the inquiry
- Receive calls to inquire about the process and give the caller the information needed to receive the respective service.

¹ This project aims to improve access of vulnerable Lebanese population, identified through the Emergency Social Safety Network (ESSN) database, to quality primary health care through implementing essential health packages. It also aims to upgrade and enhance the services delivered by selected PHCCs through carrying out capacity-building which will help identify service delivery gaps and highlight improvement opportunities. Outcomes of this project not only include PHCCs with a strengthened capacity, but also a powerful impact related to disease prevention, better management of chronic diseases, decrease in hospitalization rates, and enhancement in the overall health status of the population. The project includes three parts:

- (i) provision of essential healthcare service packages to eligible vulnerable beneficiaries,
- (ii) capacity building and strengthening of PHCCs, and
- (iii) project management, monitoring, and outreach.

4. Professional Practice Permission:

- Receive inbound calls related to the documents and process requested by the MoPH to get the permission to practice the profession (Physician, Registered Nurse, Pharmacist, etc...).
- Receive inquiries from the citizens.
- Send a ticket to the concerned department / focal point containing the obtained information to follow up.
- Following up of concerned department / focal point to close ticket after the caller has been assisted.
- Call back the caller to answer the inquiry

5. MoPH Campaigns (Awareness: Breast Campaigns, Routine Vaccination, etc...)

- Receive inbound calls related to campaigns launched by the MoPH and give the caller the information needed to receive the respective service.

6. Routine Daily Transactions & Other Type of Complaints:

- Receive calls and obtain information from caller.
- Send a ticket to the concerned department/focal point containing the obtained information for follow up.
- Following up of concerned department/focal point to close ticket after the caller has been assisted.
- Call back the caller to answer the inquiry

7. Monthly Grievance Report:

The provider is required to provide a monthly grievance report that will include but is not limited to the following components:

- Contract information of the Caller.
- Type of Call (Grievance, suggestions, inquiry...)
- Verbatim Text of the call
- Categories & Subcategories of the call
- Date of call ticket opening & Closing
- Resolution of the ticket (how the grievances, including SEA/SH grievances were addressed)
- Feedback/grievances should be recorded, logged and documented
Grievances/feedback reports include data on:
 1. Numbers of grievances/feedback received.
 2. Compliance with business standards.
 3. Issues raised in grievances/feedback.
 4. Trends in grievances/feedback over time.
 5. The causes of grievances/feedback.
 6. Whether remedial action was warranted.
 7. What redress was actually provided?

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8. Recommendations/strategies to prevent or limit future recurrences.

The MoPH requests that this information be provided in both raw data and aggregate report forms.

8. Data Protection Arrangements:

In undertaking their obligations, the service provider shall at a minimum observe the following:

(a) Ensure that Personal Data:

(i) shall be processed only for purposes specified in the Project, taking into account the balancing of relevant rights, freedoms and interests of Data Subjects. Personal Data shall not be processed in ways that are incompatible with such purposes;

(ii) shall, when processed, be confined to that which is relevant, limited and adequate to what is necessary in relation to the purposes specified above for Personal Data processing;

(iii) shall be accurate and, where necessary, up-to-date to fulfil the specified purposes; and

(iv) shall be processed with due regard to confidentiality.

(b) During the term of the Contract maintain appropriate organizational, administrative, physical and technical safeguards and procedures in order to protect the security of Personal Data, including against or from misuse, unauthorized or accidental access, damage, loss or other risks presented by data handover, processing or transfer.

(c) May not transfer Personal Data under any circumstances.

(e) Shall maintain policies and mechanisms in place to adhere to the foregoing, including affording Data Subjects the ability to seek redress for abuse of these provisions.

9. Duration of the assignment and level of effort:

- a- The consultancy is to be carried out during a period of 12 months.
- b- The consultancy firm is required to make available the following human resources:
 - 4 Operators covering the working hours per week (52 hours).
 - 2 Task force officer covering the working hours per week (52 hours).
 - 1 Supervisor covering the working hours per week (52 hours).

c- Minimum Qualifications Required:

The minimum qualifications required are:

- A specialized firm with its leading team having degrees in public health or a related field;
- Good understanding and/or experience working with government institutions;
- Proven expertise and an understanding of issues related to handling and resolving inquiries, grievance redress, public health related issues;
- Previous experience in a similar task with the World Bank or similar international institution will be preferred;
- Ability to deliver high quality analytical work within strict deadlines;
- Ability to generate or create simple flowcharts and visual diagrams;
- Excellent report writing and communication skills and capacity to produce high-quality reports in English;
- Strong proficiency of its leading team in English and Arabic, both oral and written;
- Ability to work independently under limited supervision
- A customizable ticketing system including inter-communication features, case feedback and case status update.
- A server to host the ticketing system, and a NAS to automatically backup the data. The contracted entity should be willing to transfer the system and the data to the server of the MoPH upon expiry of the contract, or when asked for it.
- Familiarity with digital application processing.

The minimum qualifications of key staff are:

- 1 Operators Qualifications (total of 4):**
 - Minimum 1 year of experience in a similar call center
 - The Operator should be fluent in English & Arabic.
- 2 Task force Qualifications (total of 1):**
 - Minimum 2 years of experience in a similar call center
 - Proven experienced in task management
 - The task force officer should be fluent in English & Arabic.
- 3 Supervisor Qualifications (1):**
 - Bachelor's degree is a must (Public health is Preferred)
 - Minimum 3 years of experience in a similar call center
 - The supervisor should be fluent in English & Arabic.

d- KEY DELIVERABLES AND REPORTING REQUIREMENTS

The consultancy firm will have the following deliverables and reporting duties. Additional reporting might be asked upon need. With the exception of the daily list of inbound calls report listed below, the service provider will provide the below deliverables simultaneously to the Minister of Public Health and the World Bank.

Deliverables	Timeline
<i>Inception report</i> including detailed work program	2 weeks after contract signature
<i>Daily list of inbound calls</i> (answered and unanswered calls)	Daily, within 24 hours of the closure of business day, and throughout the duration of this contract.
<i>Monthly inquiries report</i> in the form of logs including: - contact information of caller, - nature of call, - date of call ticket opening and closing, - resolution of the ticket - Basic monitoring indicators (rate of success, waiting times, themes (type of repetitive questions), etc..)	Monthly within 15 days after the end of the month throughout the duration of this contract,
<i>User Satisfaction Survey</i> - 2,500 randomly selected beneficiaries to understand level of satisfaction	Twice throughout the duration of this contract (one after the first three months and one towards the end of the program).
<i>End of Term report</i> including: - Aggregated data of all monthly reports, - Results of the 2 User Satisfaction Surveys, - Lessons Learned.	One month after the end of the assignment duration.

All documents should be submitted in English. The User Satisfaction Survey must be submitted in both raw data and aggregate data.

E- METHOD AND TERMS OF PAYMENT

Lump Sum Payments will be made according to the following schedule:

- **20% (twenty percent)** of the contract price upon submission and acceptance of inception report;
- **30% (thirty percent)** of the contract price shall be paid upon submission and acceptance of three-monthly reports (first, second, and third monthly reports) and the First User Satisfaction Survey;
- **30% (thirty percent)** of the contract price shall be paid upon submission and acceptance of three-monthly reports (fourth, fifth and sixth monthly report) and the Second User Satisfaction Survey report;
- **20% (twenty percent)** of the contract price shall be paid upon submission and acceptance of the final report.

ANNEX 2: Quotation Forms

Service Provider Quotation Form

From:	TechForce
Service Provider's Representative:	Rabih El Zein
Title/Position:	President and CEO
Address:	Tripoli, North Lebanon
Email:	rabi3.zein@outlook.com

To:	Ministry of Public Health
Client's Representative:	LHRP Project Management Unit
Title/Position:	Procurement Officer
Address:	lhr.covid19@gmail.com
RFQ Ref No.:	LB-MoPH-401817-NC-RFQ
Date of Quotation:	January XX, 2024

Dear LHRP PMU:

SUBMISSION OF QUOTATION

1. Conformity and no reservations

In response to the above named RFQ we offer to provision of Outsourcing Call Center as per this Quotation (Ref: 1/2024) and in conformity with the RFQ, Delivery and Completion Schedules and Technical Specifications. We confirm that we have examined and have no reservations to the RFQ, including the Contract.

2. Eligibility

3. We meet the eligibility requirements and have no conflict of interest, in accordance with the Request for Quotations. **Suspension and Debarment**

We, along with any of our subcontractors, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Client's Country laws or official regulations or pursuant to a decision of the United Nations Security Council.

4. Quotation Price

The total price of our offer is 83,987 USD. Detailed in the budget table below:

Category	Unit		Frequency		Budget	Description
	Nb	Cost	Nb	Unit		
1. Human Resources (Salaries all inc.)					\$ 59,520	
1.1 Operator (Patient Support Officer - PSO)	4	\$ 620	12	Months	\$ 29,760	
1.2 Task force	2	\$ 758	12	Months	\$ 18,192	
1.3 Supervisor (Patient Monitoring Officer - PMO)	1	\$ 964	12	Months	\$ 11,568	
2. Communication Equipment & Service					\$ 12,000	
2.1 Agent seat (full package)	5	\$ 200	12	Months	\$ 12,000	Device, power bank, professional headset + Outgoing calls + Server + Internet + Ogero (2E1s and 4 digits line)
3. Services					\$ 10,820	
3.1 Programming	1	\$ 3,000	1	Flat fee	\$ 3,000	Programming the front and back ends edits on the ticketing system, the documentation system and the appeal mechanism
3.2 Monitoring and evaluation	1	\$ 2,400	1	Flat fee	\$ 2,400	For the project's progress and KPIs, the operators' performance, their training, the SOPs in place, and the grievance redress process
3.3 Assistantship in survey development	1	\$ 500	1	Flat fee	\$ 500	For the user satisfaction survey: working on the sampling, the survey model, the outreach method and the results analysis
3.4 Technical support and maintenance	1	\$ 2,400	1	Flat fee	\$ 2,400	Technical support for the operators on the communication system, and maintenance of the server and the equipment
3.5 Trainings	1	\$ 120	6	Months	\$ 720	Including location setting tools, training equipment and refreshers, and pintables. Done every 2 months, covering the SOPs, the FAQs, calls handling, policies adherence and assessment of cases
3.6 Transportation	1	\$ 150	12	Months	\$ 1,800	For the trainings and for coordination and communication purposes
4. Unforeseen					\$ 1,647	
4.1 Unforeseen 2.0%	1	\$ 1,647	1	Flat fee	\$ 1,647	

5. Quotation Validity

Our Quotation shall be valid until the date specified in the RFQ, and it shall remain binding upon us and may be accepted at any time before it expires.

6. Commissions, gratuities, fees

We have paid, or will pay the following commissions, gratuities, or fees with respect to this Quotation

[If none has been paid or is to be paid, indicate “none.”]

Name of Recipient	Address	Reason	Amount
<u>Yahya Al Masri</u>	<u>Tripoli, North Lebanon</u>	<u>Programming services (detailed in the budget above)</u>	<u>3,000 USD</u>
<u>Nourine Fadel</u>	<u>Kafarhazir, Koura</u>	<u>Monitoring and evaluation services (described in the budget)</u>	<u>2,400 USD</u>
<u>Zainab Al Masri</u>	<u>Tripoli, North Lebanon</u>	<u>Assistantship in survey development (detailed in the budget)</u>	<u>500 USD</u>
<u>Rami Al Zein</u>	<u>Tripoli, North Lebanon</u>	<u>Technical support and maintenance (described in the budget)</u>	<u>2,400 USD</u>
<u>The Supervisor, Nourine Fadel, A communication specialist, A case handling specialist</u>	<u>North Lebanon</u>	<u>Training services according to the training type, fees will be paid per session</u>	<u>720 USD</u>
<u>The attendees or a driver</u>	<u>North Lebanon</u>	<u>Transportation services, paid to the employee when asked to come to the trainings or a driver to pick them up. Will be determined later</u>	<u>1,800 USD</u>

7. Not Bound to Accept

We understand that you reserve the right to:

- accept or reject any Quotation and are not bound to accept the lowest evaluated cost Quotation, or any other Quotation that you may receive, and
- annul the RFQ process at any time prior to the award of the Contract without incurring any liability to Service Providers.

8. Fraud and Corruption

We hereby certify that we have taken steps to ensure that no person acting for us, or on our behalf, engages in any type of Fraud and Corruption.

On behalf of the Service Provider:

Name of the person duly authorized to sign the Quotation on behalf of the Service Provider:

Ziad Abd El Salam El Zein

Title of the person signing the Quotation: President and CEO of TechForce

Signature of the person named above:

Date signed Monday 26 of February, 2024

ANNEX 3: Contract Forms

Contract Agreement

THIS AGREEMENT made the [*insert: number*] day of [*insert: month*], [*insert: year*].

BETWEEN

- (1) [*insert complete name of Client*], a [*insert description of type of legal entity, for example, an agency of the Ministry of of the Government of { insert name of Country of Client }, or corporation incorporated under the laws of { insert name of Country of Client }*] and having its principal place of business at [*insert address of Client*] (hereinafter called “the Client”), of the one part, and
- (2) [*insert name of Service Provider*], a corporation incorporated under the laws of [*insert: country of Service Provider*] and having its principal place of business at [*insert: address of Service Provider*] (hereinafter called “the Service Provider”), of the other part :

WHEREAS the Client invited quotations for certain services, [*insert brief description of Goods and Services*] and has accepted a quotation by the Service Provider for the supply of those Services

The Client and the Service Provider agree as follows:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
2. The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other Contract documents.
 - (a) the Letter of Award of Contract
 - (b) the Service Provider’s quotation
 - (c) Conditions of Contract
 - (d) the Client’s Requirements (including Schedule of Requirements and Technical Specifications)
 - (e) the completed Schedules (including Price Schedules)
 - (f) Data Protection Arrangements
 - (g) any other document listed as forming part of the Contract
3. In consideration of the payments to be made by the Client to the Service Provider as specified in this Agreement, the Service Provider hereby covenants with the Client to provide the Services if applicable and to remedy defects therein in conformity in all respects with the provisions of the Contract.

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4. The Client hereby covenants to pay the Service Provider in consideration of the provision of Services if applicable and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of *[the Client's country, unless agreed otherwise]* on the day, month and year indicated above.

[To facilitate this emergency procurement, if acceptable to the Client and the Service Provider, electronic signature of the Contract Agreement such as using DocuSign is recommended.]

For and on behalf of the Client:

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

For and on behalf of the Service Provider:

Signed: *[insert signature of authorized representative(s) of the Service Provider]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert identification of official witness]*

Conditions of Contract

[Note: All italicized text is for use in completing the contract and shall be deleted from the final Conditions of Contract]

1. Definitions	<p>1.1 The following words and expressions shall have the meanings hereby assigned to them:</p> <ul style="list-style-type: none">(a) “Bank” means the World Bank and refers to the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).(b) “CC” means the Conditions of Contract.(c) “Contract” means the Contract Agreement entered into between the Client and the Service Provider, together with the Contract Documents referred to therein, including all attachments, appendices, and all documents incorporated by reference therein.(d) “Contract Documents” means the documents listed in the Contract Agreement, including any amendments thereto.(e) “Contract Price” means the price payable to the Service Provider as specified in CC 8.1, subject to such additions and adjustments thereto or deductions therefrom, as may be made pursuant to the Contract.(f) “Day” means calendar day.(g) “Completion” means the fulfillment of the Related Services, as applicable, by the Service Provider in accordance with the terms and conditions set forth in the Contract.(h) “Goods” means all of the commodities, raw material, machinery and equipment, and/or other materials that the Service Provider is required to supply to the Client under the Contract.(i) “Party” means the Client or the Contractor, as the context requires, and “Parties” means both of them.(j) “Client” means the entity providing the Services as applicable, as specified in CC 2.(k) “Client’s Country” is the country specified in the CC 2.(l) “Services” means the services to be provided by the Service Provider under the Contract, as applicable.
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	<p>(m) “Subcontractor” means any person, private or government entity, or a combination of the above, to whom any part of the Goods to be supplied or execution of any part of the Related Services is subcontracted by the Service Provider.</p> <p>(n) “Service Provider” means the person, private or government entity, or a combination of the above, whose Quotation to perform the Contract has been accepted by the Client and is named as such in the Contract Agreement.</p> <p>(o) “The Project Site,” where applicable, means the place named CC 2.</p>
2. Client, Client’s Country, Project Site/Final Destination	<p>2.1 The Client is: <i>[Insert complete legal name of the Client]</i></p> <p>2.2 The Client’s Country is: <i>[insert name of the Client’s Country]</i></p> <p>2.3 The Project Site(s)/Final Destination(s) is/are: <i>[Insert name(s) and detailed information on the location(s) of the site(s), where applicable]</i></p>
3. Incoterms	<p>3.1 The edition of Incoterms that shall apply is: <i>[insert date of current edition]</i></p>
4. Notices and Addresses for notices	<p>4.1 Any notice given by one Party to the other pursuant to the Contract shall be in writing to the address hereafter using the quickest available method such as electronic mail with proof of receipt.</p> <p><u>Address for notices to the Client:</u></p> <p><i>[insert the name of officer authorized to receive notices]</i></p> <p><i>[title/position]</i></p> <p><i>[department/work unit]</i></p> <p><i>[address]</i></p> <p><u>[Electronic mail address]</u></p> <p><u>Address for notices to the Service Provider:</u></p> <p><i>[insert the name of officer authorized to receive notices]</i></p> <p><i>[title/position]</i></p> <p><i>[department/work unit]</i></p> <p><i>[address]</i></p> <p><u>[Electronic mail address]</u></p>
5. Governing Law	<p>5.1 The Contract shall be governed by and interpreted in accordance with the laws of <i>[state: “the Client’s Country”, unless any other law shall apply]</i>.</p>

	<p>5.2 Throughout the execution of the Contract, the Service Provider shall comply with the import of goods and services prohibitions in the Client's Country when:</p> <ul style="list-style-type: none"> (a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country; or (b) by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's Country prohibits any import of goods from that country or any payments to any country, person, or entity in that country.
<p>6. Settlement of Disputes</p>	<p>6.1 <i>[CC 6(a) shall be retained in the case of a Contract with a foreign Service Provider and CC 6 (b) shall be retained in the case of a Contract with a national of the Client's Country.]</i></p> <p>(a) Contract with foreign Service Provider:</p> <p><i>[unless the Client chooses the commercial arbitration rules of another international arbitral institution, the following sample clause should be inserted:]</i></p> <p>All disputes arising out of or in connection with the present contract shall be finally settled under the Rules of Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said Rules.</p> <p>(b) Contracts with Service Provider national of the Client's Country:</p> <p>In the case of a dispute between the Client and a Service Provider who is a national of the Client's Country, the dispute shall be referred to adjudication or arbitration in accordance with the laws of the Client's Country.</p>
<p>7. Contract Price</p>	<p>7.1 The Contract Price is specified in Price Schedule 4.</p> <p>7.2 Subject to CC 31 and 32, the prices charged by the Service Provider for the Services performed under the Contract shall not vary from the prices quoted by the Service Provider and accepted by the Client.</p>
<p>8. Terms of payment</p>	<p>8.1 The method and conditions of payment to be made to the Service Provider under this Contract shall be as follows:</p> <p>The Client "shall", as appropriate process the payments using the Direct Payment disbursement method, as defined in the World Bank's Disbursement Guidelines for Investment Project Financing.</p>

	Payment shall be done in equal installments on quarterly basis (every 3 months).
9. Taxes and Duties	<p>9.1 The Service Provider shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed in the Client's Country.</p> <p>9.2 If any tax exemptions, reductions, allowances or privileges may be available to the Service Provider in the Client's Country, the Client shall use its best efforts to enable the Service Provider to benefit from any such tax savings to the maximum allowable extent.</p>
10. Subcontractors	10.1 The Service Provider shall notify the Client in writing of all subcontracts awarded under the Contract if not already specified in the Quotation. Such notification, in the original Quotation or later shall not relieve the Service Provider from any of its obligations, duties, responsibilities, or liability under the Contract.
11. Specifications and Standards	11.1 The Services provided supplied under this Contract shall conform to the requirements and standards mentioned in the scope of work.
12. Insurance cover	<p>12.1 The insurance coverage shall be as specified in the Incoterms. <i>[Preferred provision]</i></p> <p><i>OR</i></p> <p>If not in accordance with Incoterms, insurance shall be as follows: <i>[insert specific insurance provisions agreed upon, including coverage, currency and amount]</i></p>
13. Delivery Date and Completion Date	<p>13.1 The Completion Date of the Services shall be: _____ <i>[Insert the Delivery Date]</i>.</p> <p>13.2</p>
14. Copyright	14.1 The copyright in all drawings, documents, and other materials containing data and information furnished to the Client by the Service Provider herein shall remain vested in the Service Provider, or, if they are furnished to the Client directly or through the Service Provider by any third party, including Service Providers of materials, the copyright in such materials shall remain vested in such third party.
15. Fraud and Corruption	15.1 The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as

	<p>set forth in the WBG’s Sanctions Framework, as set forth in Attachment A to the Conditions of Contract.</p> <p>15.2 The Client requires the Service Provider to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the request for quotations or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.</p>
16. Inspections and Audit by the Bank	<p>16.1 Pursuant to paragraph 2.2 e. of the attachment to the Conditions of Contract, the Service Provider shall permit and shall cause its agents (where declared or not), subcontractors, subconsultants, service providers, Service Providers, and personnel, to permit, the Bank and/or persons appointed by the Bank to inspect the site and/or the accounts, records and other documents relating to the request for quotations process and/or execution of Contract. The Service Provider’s and its subcontractors attention is drawn to CC 22.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Bank’s inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank’s prevailing sanctions procedures).</p>
17. Limitation of Liability	<p>17.1 Except in cases of criminal negligence or willful misconduct,</p> <ul style="list-style-type: none"> (a) the Service Provider shall not be liable to the Client, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Service Provider to pay liquidated damages to the Client and (b) the aggregate liability of the Service Provider to the Client, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment, or to any obligation of the Service Provider to indemnify the Client with respect to patent infringement.
18. Force Majeure	<p>18.1 The Service Provider shall not be liable for forfeiture of its Performance Security (if required), liquidated damages, or termination for default if and to the extent that its delay in</p>

	<p>performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.</p> <p>18.2 For purposes of this Clause, “Force Majeure” means an event or situation beyond the control of the Service Provider that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Service Provider. Such events may include, but not be limited to, acts of the Client in its sovereign capacity, wars or revolutions, fires, floods, and freight embargoes.</p> <p>18.3 If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by the Client in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.</p> <p>18.4 If the performance of the Contract is substantially prevented, hindered or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the currency of the Contract, the Parties will attempt to develop a mutually satisfactory solution, failing which either Party may terminate the Contract by giving a notice to the other Party.</p>
19. Termination	<p>19.1 Termination for Default</p> <p>The Client, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Service Provider, may terminate the Contract in whole or in part:</p> <ul style="list-style-type: none"> (i) if the Service Provider fails to deliver any or all of the Services within the period specified in the Contract, or within any extension thereof granted by the Client; (ii) if the Service Provider fails to perform any other obligation under the Contract; or (iii) if the Service Provider, in the judgment of the Client has engaged in Fraud and Corruption, in competing for or in executing the Contract. <p>19.2 Termination for Convenience</p> <ul style="list-style-type: none"> (a) The Client, by notice sent to the Service Provider, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for the Client’s convenience, the extent to which performance of the Service Provider under the

	Contract is terminated, and the date upon which such termination becomes effective.
20. Forced Labor	<p>20.1 The Service Provider, including its Subcontractors, shall not employ or engage forced labor or persons subject to trafficking, as described in CC 27.2 and CC 27.3.</p> <p>20.2 Forced labor consists of any work or service, not voluntarily performed, that is exacted from an individual under threat of force or penalty, and includes any kind of involuntary or compulsory labor, such as indentured labor, bonded labor or similar labor-contracting arrangements.</p> <p>20.3 Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.</p>
21. Child Labor	<p>21.1 The Service Provider, including its Subcontractors, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).</p> <p>21.2 The Service Provider, including its Subcontractors, shall not employ or engage a child between the minimum age and the age of 18 in a manner that is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.</p> <p>Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Such work activities prohibited for children include work:</p> <ul style="list-style-type: none"> (a) with exposure to physical, psychological or sexual abuse; (b) underground, underwater, working at heights or in confined spaces; (c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads; (d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or (e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.

22. Health and safety obligations	<p>22.1 The Service Provider shall comply, and shall require its Subcontractors if any to comply, with all applicable health and safety regulations, laws, guidelines, and any other requirement stated in the Technical Specifications.</p>
23. Patent Indemnity	<p>23.1 The Service Provider shall, subject to the Client's compliance with CC 30.2, indemnify and hold harmless the Client and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Client may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract. If any proceedings are brought or any claim is made against the Client arising out of the matters referred to in CC 30.1, the Client shall promptly give the Service Provider a notice thereof, and the Service Provider may at its own expense and in the Client's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.</p> <p>23.2 If the Service Provider fails to notify the Client within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Client shall be free to conduct the same on its own behalf.</p> <p>23.3 The Client shall, at the Service Provider's request, afford all available assistance to the Service Provider in conducting such proceedings or claim, and shall be reimbursed by the Service Provider for all reasonable expenses incurred in so doing.</p> <p>23.4 The Client shall indemnify and hold harmless the Service Provider and its employees, officers, and Subcontractors from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Service Provider may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the Client.</p>
24. Change in Laws and Regulations	<p>24.1 Unless otherwise specified in the Contract, if after the date of submission of Quotation, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in the place of the Client's Country where the Site is</p>

	located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the Service Provider has thereby been affected in the performance of any of its obligations under the Contract.
Additional Clauses	<i>[insert any additional clauses as necessary, otherwise delete this row]</i>

Attachment A to the Conditions of Contract

Fraud and Corruption

(Text in this Appendix shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and Service Providers; any sub-contractors, sub-consultants, service providers or Service Providers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

- a. Defines, for the purposes of this provision, the terms set forth below as follows:
 - i. "corrupt practice" is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - ii. "fraudulent practice" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;
 - iii. "collusive practice" is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - iv. "coercive practice" is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - v. "obstructive practice" is:
 - (a) deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive, or collusive practice; and/or threatening, harassing, or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or
 - (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

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- b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, Service Providers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;
 - c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;
 - d. Pursuant to the Bank's Anti- Corruption Guidelines and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;² (ii) to be a nominated³ sub-contractor, consultant, manufacturer or Service Provider, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;
 - e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and Service Providers, and their sub-contractors, sub-consultants, service providers, Service Providers, agents personnel, permit the Bank to inspect⁴ all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

² For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or Service Provider, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

³ A nominated sub-contractor, nominated consultant, nominated manufacturer or Service Provider, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

⁴ Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

Sample Letter of Award of Contract

[modify as appropriate]

[use letterhead paper of the Client]

[date]

To: *[name and address of the Service Provider]*

Subject: **Notification of Award of Contract No.**

In reference to the RFQ *[insert reference number and date]*, your Quotation *[insert reference number and date]* has been accepted.

Please find inclosed herewith the Contract. You are requested to sign the contract within *[insert no of days]*.

[Insert the following only if Performance Security is required:] “You are also requested to furnish a Performance Security within *[insert no of days]* in accordance with the Conditions of the Contract, using for that purpose one of the Performance Security Forms attached to the Contract.

Authorized Signature: _____

Name and Title of Signatory: _____

Name of Agency: _____

Attachment: Contract

Appendix F - Data Protection Arrangements:

The Service Provider shall not use any *documents and software* for purposes unrelated to this Contract without the prior written approval of the Client.

Data Protection Arrangements:

In undertaking their obligations under the Project and this Contract, the Parties shall at a minimum observe the following:

(a) The Parties shall ensure that Personal Data:

(i) shall be processed only for purposes specified in the Project, taking into account the balancing of relevant rights, freedoms and interests of Data Subjects. Personal Data shall not be processed in ways that are incompatible with such purposes;

(ii) shall, when processed, be confined to that which is relevant, limited and adequate to what is necessary in relation to the purposes specified above for Personal Data processing;

(iii) shall be accurate and, where necessary, up-to-date to fulfil the specified purposes; and

(iv) shall be processed with due regard to confidentiality.

(b) The Parties shall during the term of this Contract maintain appropriate organizational, administrative, physical and technical safeguards and procedures in order to protect the security of Personal Data, including against or from misuse, unauthorized or accidental access, damage, loss or other risks presented by data handover, processing or transfer.

(c) The service provider may not transfer Personal Data under any circumstances.

(d) The Parties shall maintain policies and mechanisms in place to adhere to the foregoing, including affording Data Subjects the ability to seek redress for abuse of these provisions.