

CONFIDENTIAL DOCUMENT

INVITATION TO BID
FOR

WAREHOUSE TRACKING SYSTEM
REF.: ITB-TURXB-2022-2399

CARE International in Turkey
Emek mahallesi Ibrahimli Yolu caddesi,
No: 13/B, Sehitkamil/Gaziantep

ITB ISSUE DATE: 8 SEPTEMBER 2022

ITB RESPONSE DATE: 21 SEPTEMBER 2022

CONFIDENTIAL DOCUMENT

*PREPARED BY
CARE TURKEY®*

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1. SUMMARY AND BACKGROUND

CARE International in Turkey is a non-profit, non-governmental organization that has been operating in Gaziantep, Turkey since 2013, providing much needed aid and support to the Syrian refugee population, through funds provided by various government and other donors. CARE International in Turkey has been providing emergency relief assistance (Food or Non-Food Commodities) to the Syrian refugee population over the past 8 years procuring from Turkey. CARE is issuing this ITB (Invitation to Bid) soliciting qualified bidders to sign an agreement for provision of a Warehouse Tracking System.

2. PROPOSAL GUIDELINES

This Invitation to Bid represents the requirements for an open and competitive process.

All vendors must provide written notification via email to TUR.xbprocurement@care.org of their intent to participate, or not to participate in the bidding process by **15 September 2022 indicating the ITB number in the subject line.**

Submission of Bids

Responses will only be accepted in the requested format. Bids should be submitted as electronically.

ITB Ref. No: *ITB-TURXB-2022-2399*

The ITB closing date and time is **21 SEPTEMBER 2022, 5:30 PM (UTC +3)**

Electronic Submission:

An email containing a copy of the bid:

- Email must be sent to TUR.xbprocurement@care.org
- Deadline for submission of request for clarification questions is 19 September 2022, 5:30 PM
- The subject of the email should be "ITB-TURXB-2022-2399 - Bidder Response – 'Bidder Name', 'Date'"
- Bid documents required, shall be included as an attachment to the email in PDF, JPEG, TIF format, or the same type of files provided as a ZIP file. Documents in MS Word or Excel formats will result in the bid being disqualified.
- Email size should not exceed 15mb – if this limit is breached bidder should split the submission into two or more emails.

PLEASE NOTE: NO BIDS WILL BE ACCEPTED AFTER THE ABOVE CLOSING TIME AND DATE

All documents and bids must be signed by an official agent or representative of the company submitting the proposal.

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All costs must be itemized in *Annex B – Financial Bid Form* with a requirement to include in the quotes all fees, costs, and tax coverage. All stamp tax arising from any agreement with CARE; shall be payable by supplier, and a copy of the tax payment receipt shall be shared with CARE within one month of signing the agreement.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this ITB. All contractual terms and conditions will be subject to review by the CARE Turkey legal department, and will include scope, budget, schedule, and other necessary items pertaining to the project.

You must respond to every subsection including statement, question, and/or instruction without exception.

Any verbal information obtained from, or statements made by representatives of CARE Turkey shall not be construed as in any way amending this ITB. Only such corrections or addenda as are issued in writing by CARE Turkey to all ITB participants shall be official. CARE will not be responsible for verbal instructions.

IMPORTANT INFORMATION REGARDING THIS ITB:

- *Bidders are requested to submit a technical proposal including comprehensive details of the software and hardware (or list of devices) quoted. The details must adequately represent the specification & characteristics and brand of the product offered where necessary. Bidders that fail to provide complete details shall be rejected from participating in the tendering process.*
- *If the organization submitting a proposal must outsource or contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any outsourced or contracted work. Any proposals which call for outsourcing or contracting work must include a name and description of the organizations being contracted.*
- *CARE Turkey may terminate the contract or impose other penalties if supplier fails to deliver items within agreed period.*
- *No advance payment will be paid to the awarded supplier. The awarded supplier is expected to mobilize its own resources to deliver the agreed materials.*
- *CARE Turkey may choose to split the Purchase Order to more than one supplier.*

3. PROJECT PURPOSE AND DESCRIPTION

Statement of Purpose

CARE is issuing this ITB (Invitation to Bid) soliciting qualified vendors for provision of a Warehouse Tracking System. This ITB is an invitation to bid, not an offer of contract. Bidders must submit a response that complies with minimum requirements contained herein.

4. PROJECT OVERVIEW

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CARE Turkey intends to enter in an Agreement for provision of a Warehouse Tracking System. CARE Turkey will then place a Purchase Order(s) for required item/s.

5. PROJECT SCOPE

The following criteria must be met to achieve a successful project:

Warehouse Software System Scope of Work

Objective:

CARE Turkey looking for eligible software company to generate the Warehouse Tracking System software to all the commodities. The software should be a cloud based and will have mobile app or mobile device and include the following features:

Technical Requirement:

The Potential company should provide to CARE the following technical requirements:

1- **Item/Commodity Registration:**

- Register all items and assets to the system, registering the mentioned items should be as the following:

<i>Assets</i>	
The assets are being registered in the system upon receiving them, registering should include:	
1-	Item main category
2-	Item Sub-category
3-	Item description
4-	Serial#
5-	Purchasing info (PO #, price, date, donor info, ...)
6-	Conditions (physical location, custodian, item condition...)
7-	According to this info, the QR Code sticker should be generated.
8-	When we enter all the required data in the QR code, the system should generate the handover asset form.

- Stock movement: they system should generate the following requirement:

<i>Warehouse</i>	
1-	When receiving the item = GRN & Quality Check Form
2-	When the GRN existed, all the relevant parties (Logistics, Program, Supplier) should be able to add their E-signatures on the existed GRN using any portable device.
3-	The system should reflect existed GRN data to the relevant stock card.
4-	According to the existed stock card, the data should be also reflected to the stock report.
5-	When dispatching the items from the warehouse = Waybill.
6-	When the waybill existed, all the relevant parties (Logistics, requester, carrier) should be able to add their E-signatures on the existed Waybill using any portable device.
7-	According to this info, the QR code sticker should be generated.

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- 2- **Item/Commodity Management:** The generated QR code, should be the short-cut for all the related and needed info for both of warehouse commodities, and assets,

Assets	Warehouse
1- Item ID	1- QR Code #
2- Main Category	2- Item Name
3- Sub-Category	3- Description
4- Item name/description	4- Unit
5- Serial#	5- Unit cost
6- Donor info (donor name, project name, fund code)	6- Donor info & Project& PO #
7- Purchasing info (PO#, USD/TL price, acquisition date, Voucher #, Supplier)	7- Related department
8- Item Condition (physical condition, location, custodian, handover date, verification condition)	8- Expiry date.
9- Comments	9- Remaining Balance
10- Any extra info can be added based on need	10- Comments
	11- Any extra info can be added based on need

- 3- **Item/Commodity Tracking:** while distributing the items from the warehouse according to the submitted SRF, the system should decrease from the remaining balance automatically by scanning the QR codes on the boxes, or by scanning the one single QR code for each loot (loot can be for multiple items, or for one pile), or the codes QR codes can be for each box by itself, Distribution the item to end-users/group, the ability to scan the distributed item/s and get signatures on any portable devices using E-signature (e.g., tablet, smartphone, or mobile application).
- 4- **Item/Verification:** The software system is allowed to verify the items on 3 stages which are reception stage (At Warehouse/Arrival check), releasing stage (Dispatching from Warehouse)and delivery stage (deployment/delivering the items to beneficiary), and all these 3 stages should be connected with each other (e.g., one H.K entering warehouse, registered in warehouse system (though generated GRN), got labeled, 1st scanned as inside the warehouse, dispatch it through 2nd scanning the QR code on the box, (when getting the SRF on the system), stock reduced automatically from the stock report/report, delivering it to the beneficiary though 3rd time scanning the QR code, and getting E-signature from the receiver, or match the beneficiary GRN/ID #)

Receive item	Dispatch Item	Returned Items	Delivery Item to destination	Return item
Stock is increasing	Stock is decreasing	The Relevant stock increasing	QR code is matching with waybill, and last user ID number or GRN number.	Stock is increasing
1 Step verification	2 Step Verification	The system will generate Returned GRN (RGRN)	3 Step verification	Workflow in the system.

- 5- The system should allow to edit and enter data as manual in case it is unfunctional situation and allow to get data collection from the system. Such as, gathering excel report regarding the workflow process, and the system should also being able accept exporting data from offline files (Word, Excel, etc.)
- 6- The required devices that will be used within the system, should be provided with system from the respective supplier like (scanners, QR code printing machine, or portable devices...
- 7- The system will provide unlimited users on both mobile application and web-portal
- 8- The system will be able to provide separate workspaces for both assets management & Warehouse

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management.

- 9- The device and the system software BIS license requirement will be identified and confirmed by the Logistics team.

<i>Creating QR Code</i>
<p>1- The QR Code will be paper sticker, can be stucked on the assets/box.</p> <p>2- The QR Code will be printed using code printer or using normal printer.</p> <p>3- The QR Code has two functions, (1- Short-cut of item's info. 2- Movement verification tool when scanned)</p>

Financial Requirement:

The financial offer should cover the following points:

- Annual maintenance, and all the needed technical support should be provided.
- The provided system should be covered under annual subscription fees.
- The offer should also cover devices maintenance/updates if needed.
- The company should assign focal person who should be available to contact relevant logistic staff when it's needed.
- The company is obligated to provide online or in-filed training sessions when needed for the in-advance requested party, in both Syria & Turkey.
- The offer should be submitted according to the below table.

<i>Description</i>	<i>Unit</i>	<i>Unit Price</i>	<i>Total Price</i>
Warehouse & Asset Tracker System	Web Portal & Mobile Application		
The requirement device (It can be listed by the Supplier separately)	PCS		
The system Subscription Fee	Annual		

Country	Turkey
Implementation Area	Turkey
Description of goods	CARE Country Office of Turkey has a requirement for provision of Warehouse Tracking System for Turkey Offices
Delivery Location and Terms	CARE Turkey Office in Emek, Gaziantep

To be technically acceptable, the bid shall meet or exceed the stipulated requirements and specifications in the ITB. A Bid is deemed to meet the criteria if it confirms that it meets all mandatory conditions, procedures, and specifications in the ITB without substantially departing from or attaching restrictions with them.

If a Bid does not technically comply with the ITB, it will be rejected.

6. INVITATION TO BID AND PROJECT TIMELINE

Invitation to Bid Timeline:

All bids in response to this ITB are due no later than **5:30 PM, 21 SEPTEMBER 2022**.

All vendors must provide written notification via email to TUR.xbprocurement@care.org of their intent to participate, or not to participate in the bidding process by **15 September 2022 indicating the ITB number in the subject line.**

Evaluation of bids will start immediately after the ITB closing date. If additional information or discussions are needed with any bidders during this window, bidder(s) will be notified.

Upon notification, the contract negotiation with the winning bidder will begin immediately.

Any technical questions arising during the preparation of your response to this ITB should be submitted in writing via email to (TUR.procurement@care.org), no later than **19 September 2022**.

ITB Issued	8 September 2022
Vendors notify CARE of intention to participate in bidding	End date 15 September 2022, 5:30 PM (UTC +3)
Deadline for submission of clarification questions to CARE	End date 19 September 2022, 5:30 PM (UTC +3)
Proposal Responses due to CARE	21 September 2022, 5:30 PM (UTC +3)

Project Timeline:

Project initiation phase must begin by **immediately after signing of the Agreement**.

7. BUDGET

CARE Turkey will not provide advanced, nor deposited payments before a deliverable has been met, reviewed and approved by CARE Turkey.

All vendors are required to quote costs in **USD**.

NOTE: All costs and fees must be clearly described in each bid.

An expense which is not disclosed during the ITB process will become an expense provided to the client at no additional cost or could be reason for disqualification from the process.

8. BID EVALUATION AND AWARD CRITERIA

CARE Turkey will evaluate all proposals based on the following criteria. To ensure consideration for this Invitation to Bid, your bid should be complete and include all of the following criteria:

BIDDER QUALIFICATIONS – ESSENTIAL CRITERIA

Bidders should provide the following items as part of their proposal for consideration:

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If a bidder does not meet any of the Essential Criteria, they will be excluded from the Invitation to bid tender process. These criteria are scored as Pass or Fail and will not be evaluated against technical and financial criteria.

Bidders must fill out attached “Annex B – Financial Bid Form”.

Provide three (3) active references whose environment, size, and scope are most similar to CARE Turkey. Include a summary of the work completed for each account. Include reference contact names, with telephone numbers and email addresses where they may be reached.

- **Overall Proposal Suitability:** proposed solution(s) must meet the scope and needs included herein and be presented in a clear and organized manner
- **Organizational Experience:** Bidders will be evaluated on their experience as it pertains to the scope of this project
- **Previous Work:** Bidders will be evaluated on examples of their previous experience as well as client testimonials and references
- **Value and Cost:** Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project
- **Technical Expertise and Experience:** Bidders must provide descriptions and documentation of staff technical expertise and experience

CARE will review proposed budgets and pricing after the initial review of the criteria above.

The criteria for awarding contracts resulting from this Tender will be based on the “Lowest Cost Technically Acceptable” principle. CARE defines “Lowest Cost Technically Acceptable”/ LCTA as: Lowest Cost Technically Acceptable should be equated with the lowest initial bid option if the proposal is technically acceptable.

9. DOCUMENT CHECKLIST FOR BIDDERS

The proposal shall include, as a minimum:

- ✓ **Annex A** – Vendor Questionnaire Form duly filled in, signed and stamped *(Please ignore if you have worked with CARE Turkey past 6 months)*
- ✓ Valid Commercial Registration Certificate in Turkey, Copy of Valid Business License for operations in Turkey, Copy of Tax Certificate, Copy of Latest Business Financial Statement *(Please ignore if you have worked with CARE Turkey past 6 months)*
- ✓ **Annex B - Financial Bid Form** duly filled in, signed and stamped
- ✓ **Technical Proposal** introducing the software proposed, together with detailed catalogues explaining specifications of the hardware devices quoted. Please note similar experience and potential references in your proposal.
- ✓ **Copy of this ITB document**, signed and stamped

Please Note: Failure to provide all of the above and in the formats stipulated will result in disqualification of the Tenderer's proposal.

10. CARE TURKEY'S GENERAL CONDITIONS (RIGHTS)

The enclosed document is not an offer to contract, but a solicitation of a vendor's proposed intent. Acceptance of a proposal in no way commits CARE Turkey to award a contract for any or all products and services to any vendor.

CARE Turkey reserves the right to make the following decisions and actions based on its business interests and for reasons known only to CARE:

- To exclude any parties that solicit information from anyone other than the procurement officer listed above after receipt of this ITB document
- To determine whether the information provided does or does not substantially comply with the requirements of the ITB
- To contact any bidder after proposal submittal for clarification of any information provided.
- To waive any or all formalities of bidding
- To accept or reject a proposal in whole or part without justification to the bidder
- To not accept the lowest bid
- To negotiate with one or more bidders in respect to any aspect of submitted proposal
- To award another type of contract other than that described herein, or to award no contract;
- To enter into a contract or agreement for purchase with parties not responding to this ITB
- To request, at its sole discretion, selected Vendors to provide a more detailed presentation of the proposal
- To not share the results of the bids with other bidders and to award contracts based on whatever is in the best interest of CARE

Any material statements made orally or in writing in response to this ITB or in response to requests for additional information will be considered offers to contract and should be included by vendor in any final contract.

11. CONFIDENTIALITY/ NON-DISCLOSURE

All information gained by any vendor concerning CARE Turkey work practices is not to be disclosed to anyone outside those responsible for the preparation of this proposal. Any discussion by the vendor of CARE's business practices could be reason for disqualification. CARE Turkey, at their discretion, reserves the right to require a non-disclosure agreement.

Reciprocally, CARE commits that information received in response to this ITB will be held in strict confidence and not disclosed to any party, other than those persons directly responsible for the evaluation of the responses, without the express consent of the responding vendor.

Finally, the information contained within this ITB is confidential and is not to be disclosed or used for any other purpose by the vendor.

12. PUBLICITY

Any publicity referring to this project, whether in the form of press releases, brochures, or photographic coverage will not be permitted without prior written approval from CARE Turkey.

13. LIABILITY

The participating vendor will also be required to indemnify and hold harmless CARE for, among other things, any third-party claims arising from the selected vendor's acts or omissions, and will be liable for any damage caused by its employees, agents or subcontractors.

14. ERRORS AND OMISSIONS

CARE expects the vendor will provide all labor, coordination, support, and resources required based on the vendor's proposal and corresponding final Scope of Work. No additional compensation will be available to the vendor for any error or omission from the proposal made to CARE. The only exclusions are add-ons, deletions, and/or optional services for which the vendor has received written authorization from CARE.

15. OWNERSHIP OF WORK

All work created during this evaluation must be original work, and no third party should hold any rights in or to the work. All rights, title and interest in the work shall be vested in CARE.