



To: \_\_\_\_\_

Tel: \_\_\_\_\_

Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_

**REQUEST FOR PROPOSAL (RFP)**  
**GCP/GAZ/013/SWI – 53/16**  
**CLOSING DATE: November 29, 2016 – 12:00 hours**

The Food and Agriculture Organization of the United Nations (“FAO” or “Organization”) is an intergovernmental organization with more than 194 member nations. Since its inception, FAO has worked to alleviate poverty and hunger by promoting agricultural development, improved nutrition and the pursuit of food security - defined as the access of all people at all times to the food they need for an active and healthy life.

To achieve its goals, FAO cooperates with thousands of partners worldwide, from farmers' groups to traders, from non-governmental organizations to other UN agencies, from development banks to agribusiness firms (further and more detailed information on FAO can be found on the internet site: <http://www.fao.org>).

In preparing your offer, you should take into account the international status and activities of FAO by submitting your best commercial terms. You should also be aware that FAO enjoys certain privileges and immunities which include exemption from payment of Value Added Tax ("VAT" or "IVA"), customs duties and importation restrictions.

The Organization requires assistance in connection with the provision of the following services:

***“Preparation for ISO 17025 for Gaza food safety labs”***

and you are hereby invited to submit your best proposal for this tender.

**Background**

In the framework of the project “Capacity building programme in support of the Palestinian National Authority – Sanitary and Phyto-Sanitary (SPS) measures” (GCP/GAZ/013/SWI), FAO is supporting the Food Safety Laboratories in Gaza, mainly the Veterinary food safety lab and Public Health food safety lab, in building their competency and preparation for the accreditation in order to be deemed technically competent according to the requirements of ISO/IEC 17025:2005.

In order to prepare the labs for ISO/IEC 17025:2005 compliance, an approach is planned consisting of 4 phases: I) initial assessment in regard to ISO/IEC 17025:2005 II) training and awareness raising among lab staff III) drafting a quality system including a quality manual and relevant

Standard Operating Procedures (SOPs) IV) piloting, supervising and revising that quality system on-site together with lab staff

Additionally to the aforementioned preparation for ISO/IEC 17025:2005 compliance, four complementary capacity development training trainings are planned under phase II on laboratory safety, calibration of laboratory tools and instruments, food Safety, and chemical analysis.

The invitation is subject to the following procedures and conditions which you deemed to have accepted by participating in this tender:

## 1. **Procedures**

- 1.1 You are invited to submit an offer for the above-mentioned services. A description of the requested services is provided in Appendix A;
- 1.2 In submitting your proposal you are supposed to have considered all aspects relevant to the performance of the proposed contract and to have obtained all necessary information and data as to risks, contingencies and other circumstances which may influence or affect your proposal;
- 1.3 It is understood that all documents, calculations, etc., which may form part of your proposal will become the property of FAO, who will not be required to return them to the bidder;
- 1.4 All costs incurred to prepare your offer will be borne by you; FAO will not be liable to reimburse any or all of such cost;
- 1.5 At no point prior to the award of the contract shall bidders contact or request any information pertaining to the tender from FAO, its staff or technical unit responsible for this tender, outside the specific channel indicated under paragraph 6 below;
- 1.6 FAO may also decide to make a partial award or no award at all should it consider that the results of this tender so require;
- 1.7 Consortium of firms will be accepted provided that the companies indicate which firm will be the main Contractor and will be responsible for the signature of the relevant contract. Bidders adhering to the Consortium will have to notify FAO of their acceptance to participate in the Consortium;
- 1.8 FAO has adopted a zero tolerance approach to fraud, and it prohibits firms from engaging in corrupt, fraudulent, collusive, coercive, unethical and obstructive practices when participating in procurement activities. As provided by the Vendor Sanctions Procedures ([http://www.fao.org/fileadmin/user\\_upload/procurement/docs/FAO\\_Vendors\\_Sanctions\\_Policy\\_-\\_Procedures.pdf](http://www.fao.org/fileadmin/user_upload/procurement/docs/FAO_Vendors_Sanctions_Policy_-_Procedures.pdf)), if FAO determines that a firm has engaged in such conduct, it will impose sanctions and may share information on sanctioned firms with other Intergovernmental or UN Organizations;

- 1.9 A firm and its affiliates, agents and subcontractors should not be suspended, debarred, or otherwise identified as ineligible by any Intergovernmental or UN Organization, including any organization within the World Bank Group or any multi-lateral development bank, or by the institutions and bodies of economic integration organizations (e.g., the European Union). You are therefore required to disclose to FAO whether your firm, or any of your affiliates, agents or subcontractors, is subject to any sanction or temporary suspension imposed by any such organization or National Authority at any time during the three years prior to the contract or at any time throughout the execution of the contract. You acknowledge that a breach of this provision will entitle FAO to terminate its contract with your firm and that material misrepresentations on your status constitute a fraudulent practice;
- 1.10 Bidders must certify that their firm is not associated, directly or indirectly, with entities or individuals (i) that are associated with terrorism, as in the list maintained by the Security Council Committee established pursuant to its Resolutions 1267 (1999) and 1989 (2011), or (ii) that are the subject of sanctions or other enforcement measures promulgated by the United Nations Security Council. Selected bidders also agree to undertake all reasonable efforts to ensure that none of the funds received from FAO under the awarded contract are used to provide support to individuals or entities associated with terrorism or that are the subject of Security Council sanctions. This provision must be included in any subcontracts, sub-agreements, or assignments entered into under the awarded contract. The bidder acknowledges and agrees that this provision is an essential term of the awarded contract and any breach of these obligations and warranties shall entitle FAO to terminate the contract immediately upon notice to the Contractor, without any liability for termination charges or any liability of any kind of FAO;
- 1.11 Bidders must certify that their firm/organization (including all members of a consortium, if applicable) and any subcontractors are not associated, directly or indirectly, with the consultant or any other entity who prepared the terms of reference or other bidding documents for the project;
- 1.12 Please note that bidders who use an independent consultant to assist in the preparation of offers may risk engaging in unacceptable practices if the same consultant assists another bidder to prepare an offer for the same tender. Bidders are reminded that they are fully responsible for the conduct of any consultant who may be used to prepare offers for FAO tenders and they should take all measures to ensure that any independent consultant engaged to assist in the preparation of an offer for an FAO tender has not and will not be involved in the preparation of an offer for another bidder for the same tender process.

Bidders are kindly requested to disclose to the best of their knowledge whether their firm/organization has any personal or professional relationships with FAO. The disclosure shall include all relevant details and should include, but not be limited to:

- **ANY** current or past employment relationship between your firm/organization's representatives or employees and FAO;
- **ANY** current or past relationship between your firm/organization's representatives or employees and an FAO staff member (family members, spouses, etc.).

1.13 FAO reserves the right to publish the details of awards, including supplier name and country, total Contract value and a brief description of the services. In all cases, unsuccessful bidders will be notified.

## 2. **Evaluation**

The offers received will be evaluated by applying the mandatory requirements indicated in paragraph 2.1 below and the qualitative evaluation criteria indicated in paragraph 2.2 below. Pass/Fail methodology will be used for the mandatory requirements, whilst the qualitative evaluation criteria will be rated. The qualitative criteria will have a weighting of 60 % on the final evaluation results, and the price will have a weighting of the remaining 40%.

FAO reserves the right to consider, and disqualify firms based on, documented prior poor performance, including but not limited to poor quality of goods or services provided, late delivery and unsatisfactory performance. FAO also reserves the right to have further discussions/negotiations with the Bidder prior to issuance of a letter of acceptance.

### 2.1 **Mandatory Requirements**

Bidders are required to fulfil the following mandatory requirements. **Failure to provide required information/documents will result in the disqualification of the bidder from the tender evaluation process.**

To List mandatory requirement

Proven experience with International/national Organization in conducting lab's preparation for accreditation 17025 of the kind requested in this tender (YES /NO)

## 2.2 Evaluation Criteria

Criteria Category	Minimum Points	Maximum Points
Firm's general experience in the field of the required contract services,	15	30
Experience of the firm in the execution of similar service 1-2 job = 6 points, 3-4 jobs = 10 points, >5 = 12 jobs	6	12
Experience of the firm in the execution of projects in food safety labs 1 = 5 points, 2 = 6 points, 3 = 8 points	5	8
Previous experience working with international development agencies 1 = 4 points, 2 = 4 points, 3 = 8 points, 4 = 10 points	4	10
Qualifications of the personnel assigned to the contract, including education, relevant experience, type of position held and language skills in Arabic and English.	15	30
Proposed team (composition: Quality control specialist, food safety specialist, food chemical specialist, ISO 17025 specialist) 5 points each	10	20
Qualification and experiences of the team leader in the similar project 1-2 years = 5 points, 3-4 = 6 points, >4 = 10 points	5	10
<b>Financial criteria*</b>		40
<b>Total</b>		<b>100</b>

**Pass score: Bidders should score at least [30 points] in their technical proposal in order to be considered for the next stage of the evaluation. Bidders with a score below the minimum required for any criteria category will be disqualified.**

\* Points for the financial offers will be calculated according to the following formula:

$$\text{Points} = (A/B) * [\text{SELECT APPROPRIATE NUMBER}; \text{e.g., } 40]$$

Example: Bidder A's price is the lowest at [\$10.00]. Bidder A receives [40] points  
 Bidder B's price is [\$20.00]. Offer B receives  $[(\$10.00/\$20.00) * 40 = 20 \text{ points}]$   
 Bidder C's price is [\$25.00]. Offer C receives  $[(\$10.00/\$25.00) * 40 = 16 \text{ points}]$

### **3. Documents Enclosed**

To facilitate preparing your proposal the following documents are enclosed :

- 3.1 The "Proposal Summary" form, to be used for submitting your proposal;
- 3.2 Appendix A to the Letter of Invitation, which provides the “Statement of Services and Specifications” object of the tender;
- 3.3 Appendix B to the Letter of Invitation, which provides the “Documentation and Forms to be Submitted with the Technical Proposal”, which includes B “Timeline of Performance”;
- 3.4 Appendix C to the Letter of Invitation, which provides the “Financial Proposal Form”; and
- 3.5 The draft Contract FAO intends to award consisting of the Sections I and II, and relevant Annexes. >

### **4. Documents to be submitted**

The proposal should be submitted in **two (2) separate parts** consisting respectively of **Part A) Technical Proposal** and **Part B) Financial Proposal** which should be prepared as follows:

#### **4.1 Part A) Technical Proposal:**

- 4.1.1 Information/Documents to support the Mandatory Requirements indicated in paragraph 2.1 above;
- 4.1.2 The duly completed "Proposal Summary" mentioned in paragraph 3.1 above, using the form enclosed herewith or copies of such form; and
- 4.1.3 The Technical Proposal prepared in line with the information provided in Appendix A to this Letter of Invitation (paragraph 3.2 above), as well as the duly completed Appendix B, which includes B-1, to the Letter of Invitation (mentioned in paragraphs 3.3 above)
- 4.1.4 Proposed work plan to implement the service, including time frame
- 4.1.5 Supplier profile including key personnel CVs and technical certifications (team leader, quality assurance specialist, ..etc)

#### **4.2. Part B) Financial Proposal:**

- 4.2.1 The information requested in Appendix C to the Letter of Invitation (paragraph 3.4 above).

### **5. Form of Submission and Closing Date**



Your **Technical Proposal** and **Financial Proposal** should be submitted as attachments under **separate e-mail** messages OR OTHER SUBMISSION METHOD] as follows:

a) **By fax to the following fax number:**

**FAO Office in Jerusalem**  
**Confidential Fax: 02 540 0766**

b) **By email:** to the following email address:

**FAO-WBGS-procurement@fao.org**

c) **In a sealed envelope marked as follows:**

CONFIDENTIAL  
Not to be opened by Registry!  
SEALED BID / [GCP/GAZ/013/SWI – 53/16]  
Attention [*Ciro Fiorillo, Head of Office*]  
CLOSING DATE: [29 November 2016 – 15:00 hours]  
COMPANY NAME: [\_\_\_\_\_]

5.2 Your proposal should reach FAO not later than **12.00** hours on: **29 November 2016**

5.3 We would appreciate your acknowledging receipt of this invitation and indicating your intention as to whether or not you will submit a bid via e-mail to the following address: **FAO-WBGS-procurement@fao.org**

**BIDS RECEIVED ON ANY OTHER ADDRESS OR FAX NUMBERS/EMAIL ADDRESS OR ANY OTHER MEANS AND/OR BIDS RECEIVED AFTER THE CLOSING DATE WILL BE CONSIDERED INVALID**

6. **Communications Concerning this Tender:**

All communications concerning this tender must mention the tender number (GCP/GAZ/013/SWE – 53/16) and be addressed by fax: **0254400766 - IMPORTANT:** Deadline for technical questions is, **18 November 2016, 12.00 hours**

**It is regretted that information cannot be provided by telephone.**

7. **Registration with FAO (Services)**

In the case that your firm is not yet registered as a potential contractor with FAO, you are kindly requested register with the United Nations Global Marketplace (UNGM), [www.ungm.org](http://www.ungm.org), even if you do not intend to participate in this tender. Registration as a vendor in UNGM is a prerequisite for receiving an award from FAO. If your firm is not



registered, by submitting a proposal, you authorize FAO to register your firm in UNGM on your behalf.

**8. Completeness of Proposal**

A proposal will only be considered if it contains all of the above information and documents and observes the provisions of the enclosed draft contract. Incomplete proposals may be rejected as otherwise it will not be possible to evaluate all proposals on an equal basis.

**9. Participation by FAO**

You should examine carefully the nature and extent of the participation in the contract performance by FAO as set out in Part III of the "Proposal Summary" as it is assumed that all other requirements for its successful completion are provided at the cost of the contractor. You should therefore state in the appropriate space any additions or modifications which you suggest for a satisfactory performance of the framework agreement.

**10. Privileges and Immunities**

FAO enjoys certain privileges and immunities which include exemption from payment of "IVA" (VAT), customs duties and importation restrictions.

**11. Currency of Proposal and of Contract**

Your proposal should be expressed in USD.

**12. Bidder Protests**

Fairness and transparency are fundamental principles for FAO procurement activities. Bidders that believe that the procurement process was not fair and transparent may request feedback from the office that issued the tender. If a satisfactory response is not received, the bidder may present a protest following the instructions detailed in the following link: <http://www.fao.org/unfao/procurement/codeconduitethique/protests/en/>

To report allegations of fraud or misconduct in the procurement process, bidders may submit information, also anonymously, to the Office of the Inspector General Hotline: <http://www.fao.org/aud/69204/en/>.

May I take this opportunity of expressing our appreciation of your interest in assisting the Organization in the implementation of this undertaking.

Yours sincerely

/Azzam AYASA

Ciro Fiorillo  
Head of Office  
FAO Jerusalem







## **PROPOSAL SUMMARY**

**Instructions:** Please complete the spaces left blank below. Prices should be quoted in **[USD]** and all documents are to be provided in English

### **PART I: Mandatory Requirements**

- ☐ I certify to have submitted all the information/documents requested for the **Mandatory Requirements** set forth under paragraph 2.1 of the Letter of Invitation and which are:

Proven experience with International/ national Organization in conducting socio - economic assessments and publishing studies of the kind requested in this tender (YES /NO)

### **PART II: Commencement of Contract Performance**

- ☐ I undertake to commence the performance of the contract within [ ----- days/weeks] of the contract itself duly signed by FAO and complete the required services [----- weeks/months] from contract start date.

### **PART III: Participation by FAO in the Contract**

Either:

- ☐ I certify that the inputs to be provided by FAO, as set out in the Letter of Invitation are adequate and sufficient for a satisfactory contract performance;

or

- ☐ For a satisfactory contract performance, the following would have to be provided (please indicate the related costs only in your financial offer):

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### **PART IV: Financial Offer**

- ☐ I hereby confirm that I have completed **Appendix C** to the Letter of Invitation showing the costs proposed for the requested services.

### **PART V: Completeness of Proposal**



- ☐ I certify that my proposal complies with **Appendix A** to the Letter of Invitation.
- ☐ I certify that I have submitted the duly completed **Appendix B** to the Letter of Invitation.
- ☐ I confirm having obtained all relevant data and information as regards risk, and any other circumstances which may influence or affect the performance of the contract, which have been duly taken into account in the formulation of this proposal.

**PART VI: Certification of Proper Procedures**

- ☐ I certify that my firm/organization (including all members of a consortium, if applicable) and its subcontractors are not associated, directly or indirectly, with the consultant or any other entity who prepared the terms of reference or other bidding documents for the project.
- ☐ I acknowledge that my firm is responsible for any consultant, including independent consultants, who assists in the preparation of offers and confirm that my firm has taken all measures to ensure that any independent consultant engaged to assist in preparing this offer has not and will not be involved in the preparation of another bid for another bidder for the same tender process.

**PART VII: Conflict of Interest Disclosure**

Either:

- ☐ To the best of my knowledge, I confirm that none of my firm's representatives or employees has a current or former employment relationship with FAO, and none of my firm's representatives or employees have a current or past relationship with an FAO staff member (family members, spouses, etc.).

or

- ☐ I have provided below details regarding the following representatives or employees of my firm who have a current or former employment relationship with FAO and/or who have a current or past relationship with an FAO staff member:

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**PART VIII: Contract Provisions**



Tender RFP No. GCP/GAZ/013/SWI – 52/16

Proposal Summary  
Page 3 of 4

- ☐ I confirm that I have read and that I accept the standard provisions set forth in the said General Terms and Conditions for Services and I do not have any reservation.
- ☐ I certify that my firm has not and will not engage in corrupt, fraudulent, collusive, coercive, unethical or obstructive practices during the selection process and throughout the negotiation and execution of the contract.
- ☐ I confirm that my firm, including any affiliates, agents or subcontractors, is not subject to any sanction or temporary suspension imposed by an Intergovernmental or UN Organization, including any organization within the World Bank Group or any multi-lateral development bank, or by an institution or body of an economic integration organization (e.g., the European Union). If my firm, or any affiliates, agents or subcontractors, has been subject to any temporary suspension or sanction by any such organization or a National Authority within the preceding three years, I have provided further information below:
- \_\_\_\_\_
- \_\_\_\_\_
- ☐ I certify that my firm is not associated with any individual or entity appearing on the 1267/1989 list of the UN Security Council or with any individual or entity subject to any other sanctions or enforcement measures promulgated by the UN Security Council.
- ☐ I confirm that the terms and conditions of the draft contract as enclosed with this Letter of Invitation are acceptable except for the reservations explicitly set out in this Proposal Summary.
- \_\_\_\_\_
- \_\_\_\_\_

**PART IX: Validity of Proposal**

- ☐ This proposal is valid for acceptance for a period of TWELVE (12) MONTHS as from the deadline for the submission of the proposal indicated in the Letter of Invitation.

Name of Bidder: \_\_\_\_\_

Mailing Address: \_\_\_\_\_



Tender RFP No. GCP/GAZ/013/SWI – 52/16

Proposal Summary  
Page 4 of 4

Fax: \_\_\_\_\_ Tel: \_\_\_\_\_

Email: \_\_\_\_\_

Person(s) to Contact: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name & Title: \_\_\_\_\_

Firm's Seal: \_\_\_\_\_

### STATEMENT OF SERVICES AND SPECIFICATIONS

#### ***“Preparation for ISO 17025 for Gaza food safety labs”***

26 Mount of Olives Street, Sheikh Jarrah, P.O. Box: 22246, Fax: +972(0)25400766, Phone: +972(0)25321950

Request for Proposal GCP/GAZ/013/SWI – 53/16 - “Preparation for ISO 17025 for Gaza food safety labs”

## 1. Introduction

In the framework of the project “Capacity building programme in support of the Palestinian National Authority – Sanitary and Phyto-Sanitary (SPS) measures” (GCP/GAZ/013/SWI), FAO is supporting the Food Safety Laboratories in Gaza, mainly the Veterinary food safety lab and Public Health lab, in building their competency and preparation for the accreditation in order to be deemed technically competent according to the requirements of ISO/IEC 17025:2005.

In order to prepare the labs for ISO/IEC 17025:2005 compliance, an approach is planned consisting of 4 phases:

- I) Initial assessment in regard to ISO/IEC 17025:2005
- II) training and awareness raising among lab staff
- III) drafting a quality system including a quality manual and relevant Standard Operating Procedures (SOPs)
- IV) piloting, supervising and revising that quality system on-site together with lab staff

Additionally to the aforementioned preparation for ISO/IEC 17025:2005 compliance, four complementary capacity development training trainings are planned under phase II on laboratory safety, calibration of laboratory tools and instruments, food Safety, and chemical analysis.

## 2. Scope of Work

The service provider should support and supervise the preparedness of the two mentioned labs for accreditation by:

- 2.1 **Phase I** Performing on-site initial assessments including gap analysis in regards to ISO/IEC 17025:2005 standard requirements including but not limited to, reviewing the laboratory existing equipment, documents, records & working procedures, as well as issued testing reports related to food safety lab within scope of work

- 2.2 **Phase II** Enhancing the capacities of the labs staff by:

- 2.2.1 Providing awareness sessions (theoretical and practical) for the labs’ staff in the interpretation of clauses of the standard ISO/IEC 17025:2005 relative to the food safety lab,

2.2.2 Conducting four related training sessions (laboratory safety, calibration of laboratory tools and instruments, food Safety, and chemical analysis)

**2.3 Phase III)** Design a quality system including drafting a Quality Manual and relevant documents (the management and technical procedures, and other needed SOPs, etc)

**2.4 Phase IV)** Pilot, revise and supervise the implementation of the designed quality system taking into account the feedback received from the labs during the piloting stage

### **3. Description of the activities/services**

The service provider shall perform and supervise the preparedness of mentioned labs for local accreditation, including:

3.1 **Phase I)** Conduct labs assessment in compliance with ISO 17025

#### **3.2 Phase II)**

3.2.1 Providing awareness training sessions for the labs' staff in the interpretation of clauses of ISO/IEC 17025:2005 relative to the food safety lab, that are:

- conduct an onsite two-day training course on the management and technical requirements of ISO 17025
- conduct practical training for three days onsite on general quality procedures according to the TORs attached
- conduct one week onsite practical training on technical procedures biosafety lab

3.2.2 Conduct four on-site training sessions for staff of mentioned labs as per ToRs attached in point number 16

- Laboratory Safety
- Calibration of laboratory tools and instruments
- Chemical Analysis
- Food safety





3.3 **Phase III**) Design Quality System and draft the needed documentation (quality manual, lab procedures, and other needed SOPs). This activity will overlap with phase two to allow to collect and implement feedback from the trainings into the drafting process.

3.5 **Phase IV**) Pilot and supervise the implementation of the designed quality system, including any enhancement or corrective measures and recommendation

#### **4 Detailed Services:**

**Phase I: Initial assessment in regards ISO 17025;** **Duration: 10 days**

Service provider should conduct an initial assessment covering all the gaps and needs for the two mentioned labs (technically, financial and administrative)

**Phase II: Enhance labs' staff capacities in regards of accreditation and related topics**

**1. Two day on-site awareness training session** **Duration: 2 days**

The course is to be conducted in the interpretation of management and technical requirements of ISO/IEC17025:2005 for two days to a number of max. 12 participants. The Service provider to issue certificates of attendance for training/awareness session for Lab's analysts and technicians.

**2. On site practical training on general quality procedures** **Duration: 3 days**

Service provider to conduct onsite training including the development of quality system including a quality manual, lab's needed policies and general quality procedures, forms templates. These manuals, policies and procedures will include;

- The control of documents and records,
- Review of Requests, tenders and contracts,
- Subcontracting of testing,
- Purchasing service,
- Control of Non-Conforming testing,
- Internal audits,
- Preventive actions,
- Corrective actions,
- Management Review of quality system.
- The organization structure



Tender RFP No. GCP/GAZ/013/SWI – 53/16

APPENDIX A  
Page 8 of []

- Services to the customer,
- Resolving of complaints,
- Roles and responsibilities,
- Quality objectives.

### 3. On site practical training on technical procedures

Duration : 1 week

Service provider to conduct onsite practical training including pilot, supervise implementation of the quality system on required related lab's policies, general technical procedures, standard operating procedures. These policies and procedures are;

- Personnel training and competency evaluations,
- Infrastructure and work environment,
- Selection of testing and the control of standards,
- Uncertainty of Measurement,
- Control of Equipment, ref standards
- Sampling protocols,
- Handling of Test Items, identifications
- Quality Assurance of Testing results,
- Data control and back up
- Reporting of results.

### 4. Four training sessions on laboratory safety, calibration of laboratory tools and instruments, food Safety, and chemical analysis. As per attached ToRs.

### Phase III : Design the Quality System and drafting needed documents (quality manual, lab procedures and SoPs)

Duration : 22 weeks

- A. Service provider will draft the needed Quality manual including but not limited to policies and general quality procedures, forms templates together with the general technical procedures and standard operating procedures SOPs required.
- B. Service provider to submit final quality manual (soft copy) including procedures, forms, work instructions, etc.
- C. Service provider to assist the mentioned labs in preparing and submit of application to Accreditation Body.

D. Service provider to assist and advice on the corrective action(s) of any raised non conformities (NCs) raised by the Accreditation Body. Continue the consultation until the Accreditation body give the ISO17025 accreditation to the lab

Service provider should pilot, supervise and support the labs' implementation the designed quality system, including suggestion of corrective measures

**Phase IV : Pilot and supervising the implementation of the designed system**

**Duration : 8 weeks**

## **5 Deliverables**

- i. Initial-Assessment report, addressing mentioned labs and describing labs' current situation, gaps and needs in relation to ISO 17025 (phase I)
- ii. Conduct onsite two-day training course on the management and technical requirements of ISO 17025 (phase II)
- iii. Conduct onsite practical training for three days on general quality procedures according to the TORs attached (phase II)
- iv. Conduct one week onsite practical training on technical procedures and biosafety. (phase II)
- v. Conduct training session on Laboratory Safety as per attached ToRs (phase II)
- vi. Conduct training session on Calibration of laboratory tools and instruments as per attached (phase II)
- vii. Conduct training session on Food Chemical Analysis as per attached ToRs (phase II)
- viii. Conduct training session on Food safety as per attached ToRs (phase II)
- ix. Develop a complete quality system including submission of quality manual, policies needed management and technical procedures, quality forms templates (English/Arabic version) (phase III) – deadline: 28 July 2017.
- x. Final report including recommendations and corrective actions or measures based on piloting phase (phase IV)

## **6 Duration and time schedule**

The work shall commence after the signature of a contract based on these TORs (or a LoA respectively) by both Parties according to the below time schedule:

### Preparation for ISO 17025 accreditation (Phases)

Phase	Duration (days/weeks)	Date
Phase I	10 days	8-18 January 2017
Phase II*	38 days	20 Jan - 6 April 2017
Phase III	22 weeks	21 Feb – 28 July 2017
Phase IV	8 weeks	10 August 2017 – Sep 30

### \*details training Sessions (phase II)

Training Session	Duration	Date
onsite training course on the management and technical requirements of ISO 17025	2 days	22 -23 January 2017
onsite practical training on general quality procedures according to the TORs attached	3 days	24 - 26 January 2017
onsite practical training on technical procedures and biosafety	1 week	29Jan – 2 Feb 2017
Laboratory Safety	5 days	5 - 9 February 2017
Calibration of laboratory tools and instruments	6 days	11- 16 February 2017
Chemical Analysis	12 days	26 February – 11 March 2017
Food safety	5 days	2-6 April 2017
Friday is not a working day		

## 15 Monitoring and reporting arrangements:

After the completion of each training (4) and each phase (4) the service provider shall submit to the responsible Officer (through the FAO Project Manager) a comprehensive report consisting of a narrative within 7 days following the completion of the services. The report must be sufficiently detailed to allow certification of deliverables and of expenditures.

The financial report shall be signed and certified as to its correctness by a duly designated representative of the Service Provider (e.g. executive officer, chief financial officer, chief accountant or similar).

The service provider shall establish an efficient mechanism to ensure that a systematic updates in regard to the implementation progress are available to FAO and other parties of the project Steering Committee. The Service provider shall provide the national project manager of the FAO with a weekly plan for the visits and activities to be implemented on daily basis, besides the submission of weekly reports that indicate the accomplished activities in accordance to the submitted weekly plans.

## **16. Term of reference Conduct four on-site training sessions for staff:**

### **1- Onsite training on Calibration**

#### **A. Target group;**

Analysts, division supervisors, quality control officer and laboratory director.

#### **B. Participant laboratories:**

1. Food safety Department at CVL/ Central Veterinary Laboratory/ Gaza
2. Public Health Laboratory

#### **C. Duration of training:**

1. 6 training days.
2. 5 hours per day as minimum

#### **D. Number of participant : 11 participants**

#### **E. TOR**

- 1- The trainer should prepare training manual on calibration both hard and soft copy, including the following topics;
  - External and Internal calibration.



- Use and calibration of pipettes (graduated, one mark and variable volume pipettes) and burettes, including titration techniques.
- Calibration of glassware
- Use and calibration of balances, handling and weights
- Use and calibration of ovens, use of desiccators'
- Calibration of pH meter.
- Calibration of thermometers.
- Calibration of instruments: HPLC, GC, GC/MS....etc.
- Calibration of microscopes.
- Calibration of micropipettes.
- Calibration for other equipment

**F. Requirements of training:**

1. A written curriculum for training should be performed.
2. Training should include theoretical and practical parts.
3. An official certificate should provide by the trainer.

**2- Onsite training on : Food Chemistry**

**A. Target group:**

Chemistry analysts, chemistry division supervisors, quality assurance officer and one senior staff.

**B. Participant laboratories:**

1. Food safety Department at CVL/ Gaza





2. Public Health laboratory

**C. Duration of training:**

1. **Twelve training days , five hours per day as minimum**

**D. Number of participant : 6 participants**

**E. TOR**

- 1- The trainer should prepare training manual both hard and soft copy, including the following topics;
- 2- General requirements in lab:
  - Handling, function and calibration of glassware
  - Correct use of fume cupboards
  - Handling of chemicals, acids, alkalis, solvent and preparation of solution including storage and disposal
  - Sample preparation including digestion and storage
  - Preparation of solutions and buffers.
  - Chemistry laboratory quality systems and documentation
  - Chemistry laboratory safety issue and regulation
- 3- Laboratory technique on testing meat and milk products:
  - Fats
  - Carbohydrates – starch and sugar.
  - Fibre
  - Minerals
  - Proteins
  - Vitamins
  - Chemical contaminants
  - Allergens and intolerance.
  - Additives
- 4-
  1. Training on High performance liquid chromatography.
  2. Training on gas chromatography.

3. Writing results.
4. Approving results.
5. Issuing reports.

**5- Requirements of training:**

- a. A written curriculum for training should be performed.
- b. Training should include theoretical and practical parts
- c. Lectures should be in both English and translated into Arabic.
- d. An official certificate should provide by the trainer.

**3- Onsite training on: Laboratory safety training.**

**a. Target group:**

Laboratory workers (managers, supervisors, technicians, analysts)

**b. Participant laboratories:**

- 1- Central Veterinary Laboratory /Food safety - Gaza
- 2- Public Health Laboratory/ Gaza

**c. Number of participant : 16 participants**



d. **Duration of training:**

1. 5 working days
2. 5 hours per day as minimum

e. **TOR**

1. The trainer should prepare a laboratory safety manual both hard and soft copy, including the following topics;
2. Personal safety.
3. Fire prevention.
4. Housekeeping.
5. Emergency procedures.
6. Waste collection and disposal.
7. Children and after hours experiments.
8. Safety check lists.
9. Personal protective equipment.
10. Laboratory safety equipment: fume hood, chemical storage cabinets.
11. Refrigerators.
12. Eye wash station and safety showers.
13. Fire safety equipment.
14. Reporting injuries or accidents.

f. **Requirements of training:**

- 1- A written curriculum for training should be performed.
- 2- Training should include theoretical and practical parts.
- 3- Lectures should be in Arabic.
- 4- An official certificate should provide by the trainer.

#### **4- Onsite training on General food safety**



Tender RFP No. GCP/GAZ/013/SWI – 53/16

APPENDIX A  
Page 16 of []

**a. Target group:**

1. Laboratory workers (managers, supervisors, technicians, analysts)
2. Veterinarians from veterinary offices of different districts.

**b. Participant laboratories:**

1. Food safety Department at CVL/ Gaza
2. Veterinary offices of directorate veterinary services and animals health.
3. Private veterinarian at food factories, dairy farms, slaughter houses
4. Public Health Laboratory

**c. Duration of training:**

- 1- five days
- 2- 8 training hours per day

**d. Number of participant : 20 participants**

**e. TOR**

- the trainer should prepare training manual both hard and soft copy, including the following topics;
- Food safety and sanitation management.
- Hazards to food supply.
- Factors affecting foodborne illness.
- HACCP: Hazard Analysis and Critical Control Points.
- Facilities, equipment and utensils.
- Cleaning and sanitizing operations.
- Environment sanitation and maintenance.
- Accident prevention and crisis management.
- Education and training.
- Food safety regulations.

**f. Requirements of training:**



**Tender RFP No. GCP/GAZ/013/SWI – 53/16**

**APPENDIX A**

Page 17 of []

- A written curriculum for training should be performed..
- Training should include theoretical and practical parts.
- An official certificate should provide by the trainer.



**Tender RFP No. GCP/GAZ/013/SWI – 53/16**

**APPENDIX A**  
Page 18 of []

**DOCUMENTATION AND FORMS TO BE SUBMITTED WITH THE TECHNICAL PROPOSAL**





Tender RFP No. GCP/GAZ/013/SWI – 52/16

**APPENDIX B**  
Page 1 of 1

### **TIMELINE OF PERFORMANCE**

Please provide, here below, a breakdown of all the activities you propose for the performance of this contract together with the relevant information. The workplan should include all main activities and deliverables requested by FAO in **Appendix A**, as well as any additional value-adding activities and deliverables you are proposing.



Tender RFP No. GCP/GAZ/013/SWI – 53/16

APPENDIX D  
Page 1 of 1

### FINANCIAL OFFER FORM

FAO requests that you submit your financial offer according to the format below. Please insert as many lines as you need. The main activities should correspond to the main activities described in the work plan. Please note that the below is a detailed breakdown of the **total costs** for the project.

Expenses	Unit type	Number of Unit	Unit costs	Total
<b>Activity A : Specify the main activity - this should correspond to the main activity heading of the workplan</b>				
Personnel				
Travel (please create sub-line for the different components:, accommodation, allowance, other)				
Other (specify)				
Other (specify)				
<b>Subtotal A</b>				
<b>Activity B</b>				
Personnel				
Travel (please create sub-line for the different components:, accommodation, allowance, other)				
Other (specify)				
Other (specify)				
<b>Subtotal B</b>				
<b>Activity C:</b>				
Personnel				
Travel (please create sub-line for the different components:, accommodation, allowance, other)				
Other (specify)				
Other (specify)				
<b>Subtotal C</b>				



Tender RFP No. GCP/GAZ/013/SWI – 53/16

APPENDIX D  
Page 2 of 1

D: Other expenses (please include here all costs that are not related to any specific activity. Please specify the nature of these costs)				
Other (specify)				
Other (specify)				
<b>Subtotal D</b>				
<b>TOTAL A + B + C + D</b>				



Tender RFP No. GCP/GAZ/013/SWI – 53/16

**APPENDIX D**  
Page 1 of 1

## FAO Drafted Contract