

CALL FOR PROPOSALS E-PROCUREMENT SYSTEM

CALL FOR PROPOSALS

Action Against Hunger–Spain is inviting service providers to submit proposals to provide the technological support to digitalization of procurement process with emphasis in tender management

Action against Hunger is a global non-governmental humanitarian organization committed to ending hunger, saving the lives of malnourished children and providing communities with access to safe water and sustainable solutions to hunger.

The final product we are looking forward to implement is an e-procurement tool to manage the awarding process from the request for quotation or the call for proposals or tenders to the final awarding, this tool could be connected to other internal tools to facilitate the tender management. This tool could be used by logistics team, tenderers and other internal stakeholders without special technical knowledge. The digital solution would allow transparency, traceability, time-saving and avoid offer tampering during the procurement process.

BACKGROUND INFORMATION

Action against Hunger is committed to work in the internal digital transformation, through the internal processes and procedures.

There's a growing need to digitalize the processes to increase our rapid response capacities to provide humanitarian aid and going deeper into data analysis.

This project aims to include the supply chain into this transformation, improving the capacity of the logistics team to develop, control and monitor the tender processes securing all the traceability and objectivity towards the bidders, donors and internal rules.

PROPOSAL SCOPE

Action against Hunger is willing to accept the most suitable solution according to technical specifications provided in the present document, economic offer and timeframe following these criteria:

- Proposals are covering the main requirements of the technical specifications: please, specify if you are covering each one of the technical specifications points below.
- Please, specify any other added value of your proposal not included in the points below.
- Proposals cannot exceed the budget available which is 16.000 Euros (VAT included).
- Proposals can be submitted in English and Spanish indistinctly.
- Action against Hunger will pre-qualify 3 or 4 proposals between the received proposals and ask the pre-selected service providers for more detailed or specific proposal.

Some useful recommendations and comments to take into consideration:

- Please, include a breakdown of the technical and economic proposal as much as possible. For instance, by hardware & programming services, cloud services, applications, cost per use & maintenance costs, software, licenses etc. and within a specific timeframe.
- Please, specify payment method.
- Please, specify after sales services and time of response in case of incidences in the system.
- Describe your plan, including any new technologies or tools to be developed.
- Action against Hunger Spain will pilot the solution in Spain and possibly in one or two missions.

TECHNICAL SPECIFICATIONS

An electronic procurement system shall deliver functionality in several key areas, and will specifically:

- Centralize the tender management in one system. Procurement Department in HQ or Logistics staff in the field will be able to launch different types of procurement processes: direct purchase, negotiated procedure (request for quotations) with publicity or without publicity, national tender, international tender, call for interest, request for proposals, call for interest...
- Possibility of parameterizing questionnaires for the suppliers.
- Ideally, enable the tenderers to create and update their own profiles in the platform and sign on-line the good business regulations and supplier's corporate social responsibility (csr) questionnaire.
- Enable the tenderers to place their proposals in the platform and change them before the deadline.
- Sealed offers until opening date.
- Tracking of opening, editing or viewing the bids.
- The system must allow the traceability and transparency of all the procurement process, through mechanisms of traceability of all the steps and documents of procurement processes together with mechanisms of traceability of all the users and profiles with access to the procurement dossier.
- Ideally, the system allows selection of language (English, French and Spanish).
- Ideally, automated and qualitative scoring, taking the information from the questionnaires or/and from the supplier proposals.
- The system must confirm the suppliers that their offers have been received in the system.
- Ideally, updates for suppliers, with automated email updates, if decided.
- Ideally, the system must proportionate alerts or mechanisms of confirmation to the users.
- Possibility of integration with other information systems.
- Ideally, compatible with digital signature.
- Ideally, the system shall allow contract management and supplier management and supplier performance management.
- Interface: Intuitive, easy interaction.

- The system must be compliant with European Union Regulation about data protection.
- Hosting and back-up inside European Union and according to European Union Regulation about data protection.
- The system should provide a module of administration to manage (create, edit, delete...) users, profiles, roles.
- The system shall provide data and information to export to .xls file, pdf
- The system will allow the dumping of all the tender dossiers to our systems.
- Ideally, the system will have mechanism of analyses of data of suppliers, offers, times, etc.
- The system must work with all kind of Internet browsers.
- The system works without needing high demanding of bandwidth.
- Security: the system must have mechanisms to guarantee the information, accessibility and infrastructure.
- Reliability: the capacity to reduce the risk of tampering the offers.

ETHICAL, ENVIRONMENTAL AND GENDER RESPONSIBILITY

Find at the end of this document our Good Business Regulations and the Suppliers corporate social responsibility questionnaire.

Please, fill them and send them together with your technical and economic offer.

Furthermore, Action against Hunger is committed to limit its environmental impact to a minimum and expects its suppliers and service providers to adopt a similar policy. Please, let us know if you have an Environmental Policy or similar.

Action against Hunger is committed to promote the principles of fairness and equality between men and women, and expects its suppliers and service providers to adopt a similar policy. Please, let us know if you have a Gender Policy or similar.

DATA PROTECTION

Find at the end of this document our questionnaire about Data Protection (only available in Spanish) please, fill it and send it together with your technical and economic offer.

Please, find also at the end of this document our Data Protection Policy for your information.

QUESTIONS AND CLARIFICATIONS

If you need any clarification, you can contact:

Ms Nadia Jamil: njamil@accioncontraelhambre.org Procurement Officer

with copy to:

Ms Maria Estecha: mestecha@accioncontraelhambre.org Head of Procurement
Department

DEADLINES

Deadline for submission of offers is Wednesday 24th October at 23.59 (Madrid time)

Offers must be sent to:

Ms Nadia Jamil: njamil@accioncontraelhambre.org Procurement Officer

with copy to:

Ms Maria Estecha, mestecha@accioncontraelhambre.org Head of Procurement
Department

ACTION AGAINST HUNGER - GOOD BUSINESS REGULATIONS

Action Against Hunger tackles the causes and effects of hunger and diseases that threaten the lives of vulnerable children, women and men.

Established in France in 1979, Action Against Hunger are a nongovernmental, non-political, non-religious, non-profit organisation.

These Good Business Regulations are the ground for a professional working relationship between Action Against Hunger and the suppliers.

They are general regulations valid unless others particular conditions are mentioned in the contract. In case of conflicting terms within documents, the conditions of the contract or tender dossier will prevail on these Good Business Regulations.

I. Principles of the procurement procedures

Action Against Hunger has transparent procedures to award markets. Essential principles are

- *Transparency* in the procurement process
- *Proportionality* between the procedures followed for awarding contracts and the value of the markets
- *Equal treatment* of potential suppliers

Usual criteria to select a supplier are:

- Authorisation to perform the market
- Financial and economic capacities
- Technical expertise and Professional capacities

Usual criteria to award markets are:

- Automatic award (the cheapest offer complying with all requirements)
- Best value for money (price/quality ratio)

II. Misbehaviour, ineligibility and exclusion

Action Against Hunger considers the following misbehaviour as a valid ground for a systematic exclusion of an awarding market procedure and for the termination of all working relationship and contracts:

- Fraud defined as any intentional act or omission relating to:
 - The use or presentation of false, incorrect or incomplete statements or documents, which has as its effect the misappropriation or wrongful retention of Action Against Hunger or institutional donors funds
 - Non-disclosure of information, with the same effect
 - The misapplication of such funds for purposes other than those for which they were originally granted
- Active corruption: to deliberately promise or give an advantage to an official for him/her to act or refrain from acting in accordance with his duty in a way which damages or is likely to damage Action Against Hunger or institutional donors financial interests.
- Collusion: the co-ordination of firms competitive behaviour, with the likely result that prices rise, output is restricted and the profits of the colluding companies are higher than they would otherwise be. Collusive behaviour does not always rely on the existence of explicit agreements between firms, but can also be tacit.
- Coercive practice: harming or threatening to harm, directly or indirectly, persons, or their property to influence their participation in a procurement process, or affect the execution of a contract.
- Bribery: to offer Action Against Hunger employees monetary or in kind gifts in order to gain additional markets or to continue a contract
- Involvement in a criminal organisation or any other illegal activity as established by a judgement, by the US Government, the EU, the UN or any other donor funding Action Against Hunger.
- Immoral Human Resources practices: exploitation of child labour and the non-respect of basic social rights and working conditions of employees or sub contractors.

Action Against Hunger will exclude from a procurement procedure any candidate or tenderer falling into one of the following cases:

- To be bankrupt or to be wound up, to have affairs administered by the courts, to have enter into an arrangement with creditors, to have suspended business activities, to be the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations
- To have been convicted of an offence concerning professional conduct by a judgement
- To have been guilty of grave professional misconduct proven by any means that Action Against Hunger can justify
- To have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where Action Against Hunger mission is operating or those of the country where the contract is to be performed

- They have been the subject of a judgement for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests
- To have been declared to be in serious breach of contract for failure to comply with their contractual obligations in another previous procurement procedure

Action Against Hunger will not award contracts to candidates or tenderers who, during the procurement procedure:

- Are subject to a conflict of interest
- Are guilty of misrepresentation in supplying the information required Action Against Hunger as a condition of participation in the contract procedure or fail to supply this information

III. Administrative and financial sanctions

In the event a supplier, candidate or tenderer is engaged in corrupt, fraudulent, collusive or coercive practices Action Against Hunger will impose:

- Administrative sanctions:

Administrative sanctions are the official notification of the misconduct to the relevant civil or commercial authorities and the immediate termination of all existing working relationships.

- Financial sanctions:

Action Against Hunger will request the reimbursement of the cost linked directly and directly to the conduct of a new tendering process or market award. If any, the tender or performance guarantee will be kept by Action Against Hunger.

IV. Information of and access for the Donors

Action Against Hunger will inform immediately the Institutional Donors and will provide all the relevant information in the event a supplier, candidate or tenderer is engaged in corrupt, fraudulent, collusive or coercive practices.

Furthermore, the contractors agree to guarantee a right of access to their financial and accounting documents to the representatives of Action Against Hunger's institutional donors for the purposes of checks and audits.

V. Documents to be a supplier

Hereafter is the minimal documentation a contractor working with Action Against Hunger will have to provide:

- Personnel national ID document of the supplier/company representative

- Status and registration of the company
- Mission order or power of attorney authorising the representative to contact

Important note: Additional documentation may be required for a particular market.

In addition the contractor must have the capacity to issue invoices, receipts and waybills (or delivery notes), to provide a tax clearance certificate and certify documents with an official stamp.

VI. Action Against Hunger Anti-Corruption Policy

If you believe that the action of anyone (or a group of people) working or volunteering for Action Against Hunger programs is responsible for violating the above rules, you should file a report through the Whistle-blower Email Hotline.

In order to enable the treatment, reports should give as precise information as possible; your name and contact are optional but encouraged. All reports are treated confidentially to the extent permissible by law. "Action Against Hunger" will use all reasonable efforts to preserve the confidentiality of the whistle-blower and to protect whistle-blowers against any possible retaliation.

Reports are to be sent as follows:

transparenciaprovedores@accioncontraelhambre.org

TO BE FILLED OUT BY SUPPLIERS:

I, undersigned*representative name*..... representative of ...*company name*..... certified that I have read and understood these regulations.

On behalf of the company I act for, I accept the terms of Action Against Hunger Good Business Regulations and I commit to achieve the best performances in the event*company name*..... is awarded a market.

By signing, I certify that*company name*..... has not provided, and will take all reasonable steps to ensure that it does not and will not knowingly provide material support or resources to any individual or entity that commits, attempts to commit, advocates, facilitates, or participates in fraud, active corruption, collusion, coercive practice, bribery, involvement in a criminal organization or illegal activity, or immoral Human Resources practices, such as the use of Child labour or overriding basic social rights and work conditions or the standards defined by the International Labour Organisation (ILO), particularly in terms of non-discrimination, freedom of association, payment of the legal national minimum wage, no forced labour, and the respect of working and hygiene conditions .

Last, I hereby certify that *company name* is not involved in any pending lawsuit, claim or action in the Company's name, or on behalf of any other person or entity, against the Company, regarding fraud, corruption, bribery or any illegal activity, and has not been convicted guilty of such practices at any time.

All the supplier's responsibilities mentions in this document extend to any supplier affiliates and subsidiaries.

CUESTIONARIO RESPONSABILIDAD SOCIAL CORPORATIVA (RSC) DE PROVEEDORES

SUPPLIERS CORPORATE SOCIAL RESPONSIBILITY (CSR) QUESTIONNAIRE

Señale las herramientas de RSC que esté utilizando actualmente:
Please, indicate current CSR tools utilized:

Memoria de Sostenibilidad (GRI) | *Global Reporting Initiative (GRI).*

Código Ético/ Código de Conducta | *Ethic Code / Code of Conduct.*

Comité Ético | *Ethic Committee.*

Departamento de RSC | *CSR Department.*

Norma SGE 21 Forética | *Forética SGE 21 Standard.*

Signatario del Pacto Mundial de Naciones Unidas | *United Nations Global Compact Signatory (<http://www.unglobalcompact.org>)*

Certificado SA 8000 | *SA 8000 Certificate.*

ISO 14000 | *ISO 14000 Standard.*

Familia de Normas ISO / EFQM | *ISO/EFQM Quality Control group of standards.*

Política de Igualdad de Género | *Gender Equality Policy.*

Otras Certificaciones / Auditorías RSC | *Other CSR certificates/ audits.*

En caso afirmativo, especifique | *Specify, if applicable*):

.....
.....
.....
.....
.....

Nombre y apellidos | *Full name*:

.....

Posición: | *Position*:.....

Empresa: | *Company*:.....

Fecha | *Date*: / /

Firma | *Signature*:

.....

Sello | *Stamp*:

CUESTIONARIO DE EVALUACIÓN DE PROVEEDOR.**CUESTIONARIO DE EVALUACIÓN DE ENCARGADO DE TRATAMIENTO**

Nombre del Proveedor		NIF	
Datos de contacto para protección de datos			
Nombre:		Departamento:	
e-mail:		Teléfono:	
Descripción de los servicios a prestar			
¿Dónde y cómo se va a realizar el tratamiento de datos?			
<input type="checkbox"/> En las instalaciones y con los sistemas de información del proveedor. <input type="checkbox"/> En las instalaciones y con los sistemas de información de la entidad. <input type="checkbox"/> En acceso remoto a los sistemas de información de la entidad.			
¿Se van a tratar categorías especiales de datos?			
(Datos personales que revelen el origen étnico o racial, las opiniones políticas, las convicciones religiosas o filosóficas, o la afiliación sindical, y el tratamiento de datos genéticos, datos biométricos dirigidos a identificar de manera unívoca a una persona física, datos relativos a la salud o datos relativos a la vida sexual o la orientación sexual de una persona física.)			
<input type="checkbox"/> SI <input type="checkbox"/> NO			
N.º	Aspecto evaluado	SI/NO	Observaciones/evidencias
1	Sistema de gestión de protección de datos y seguridad de la información.		
1a	¿Se ha comunicado al personal su funciones y obligaciones respecto al tratamiento de datos personales?		
1b	¿Se dispone de políticas de uso de recursos (correo electrónico, internet...)?		
1c	¿Se dispone de un sistema de control de acceso a la información mediante identificadores inequívocos y robustos, con perfiles de acceso y cambio periódico?		
1d	¿Se dispone de un sistema de control de acceso físico a instalaciones?		
1e	¿Se dispone de software de seguridad (antivirus, firewall, antimalware...)?		

1f	¿Se dispone de un procedimiento de gestión de soportes?		
1g	¿Se dispone de un procedimiento de copias de seguridad?		
1h	¿Se dispone de un procedimiento de encriptado de comunicaciones y de terminales portátiles?		
1i	¿Se dispone de un plan de contingencias?		
1j	¿Se dispone de un procedimiento de controles periódicos/auditorías/evaluaciones de impacto?		
1k	¿Se dispone de un procedimiento de tratamiento, archivo y almacenamiento de documentación en papel?		
2	¿Los trabajadores y personal externo que participan en el tratamiento han recibido formación en protección de datos?		
3	¿Los trabajadores y personal externo que participan en el tratamiento han firmado un compromiso de confidencialidad?		
4	¿Se dispone de Delegado de Protección de Datos o figura similar en caso de que no sea obligatorio su nombramiento?		
5	¿Se dispone de un sistema de gestión de incidentes de seguridad de protección de datos, incluido el procedimiento de notificación de violaciones de seguridad al interesado/responsable?		
6	¿Se dispone de un Registro de Actividades de Tratamiento?		
7	¿Se dispone de un procedimiento de subcontratación, incluyendo evaluación del subcontratista y contrato?		
8	¿Se dispone de un procedimiento de atención de ejercicio de derechos de los interesados?		
9	¿Se dispone de un procedimiento de tratamiento de datos a la finalización del servicio (devolución, destrucción o traspaso a otro proveedor)?		
10	¿El proveedor está adherido a un Código de Conducta?		
11	¿Se dispone de una Certificación en Protección de Datos?		
12	¿Se dispone de una Certificación en Seguridad de la Información (ISO o similares)		
13	Mejoras aportadas /otras medidas informadas por el proveedor		
<p>Se le informa de que sus datos personales, así como los que se deriven de la relación comercial, serán tratados con la finalidad de mantenimiento de la misma. La base jurídica para el tratamiento de los datos es la correcta ejecución del acuerdo. Dichos datos son necesarios, de tal forma que de no ser facilitados no se podrá crear la relación deseada entre las partes. Los datos se conservarán mientras se mantenga la relación contractual y no se solicite su supresión, y, en cualquier caso, en cumplimiento de plazos legales de prescripción que le resulten de aplicación. No están previstas cesiones ni transferencias internacionales</p>			

de sus datos, salvo obligación legal. Podrá ejercitar sus derechos de acceso, rectificación, supresión, portabilidad y la limitación u oposición dirigiéndose por escrito a la dirección del Responsable del Tratamiento (mestecha@achesp.org). Asimismo, tiene derecho a reclamar ante la Autoridad de Control (Agencia Española de Protección de Datos: www.agpd.es).

Datos del Responsable del Tratamiento: ACCIÓN CONTRA EL HAMBRE; NIF: G-81164105; Calle Duque de Sevilla, nº 3, 28002 de Madrid; + 34 91 391 53 00.

INFORMACIÓN SOBRE PROTECCIÓN DE DATOS DE CARÁCTER PERSONAL (En cumplimiento del Reglamento UE 2016/679 de Protección de Datos)	
Responsable del tratamiento	Denominación social: ACCIÓN CONTRA EL HAMBRE. NIF: G-81164105. Dirección: Calle Duque de Sevilla, nº 3, 28002 de Madrid. Teléfono: 34 91 391 53 00. Email: mestecha@accioncontraelhambre.org
Finalidades	Gestión de su solicitud como proveedores de la Organización. Tratamiento de sus datos para la comprobación de que usted no figura en listados privados, o listados publicados por organismos oficiales nacionales o internacionales, tales como listas de sancionados, personas con responsabilidad pública, etc.
Legitimación y conservación	Base jurídica del tratamiento: <ul style="list-style-type: none"> ▪ Interés legítimo de las partes. Salvo en los casos que se manifieste la voluntariedad, los datos son necesarios para llevar a cabo las finalidades descritas y su ausencia conllevará la imposibilidad de mantener la relación deseada con la Organización. Los datos se conservarán mientras se mantenga la relación y, una vez extinguida, durante el plazo previsto de prescripción de las acciones que resulten de aplicación.
Destinatarios de cesiones y transferencias internacionales de datos	<ul style="list-style-type: none"> ▪ Entidades subvencionadoras con la finalidad de justificar que se ha llevado a cabo una selección. ▪ Otras ONG con la finalidad de compartir datos de proveedores que facilitan la provisión de ciertos bienes y servicios. ▪ Otras sedes de la organización, así como los países en que las mismas intervienen con la finalidad de compartir datos de proveedores que facilitan la provisión de ciertos bienes y servicios. Sólo se comunicarán los datos necesarios para el cumplimiento de estas finalidades. Sus datos podrán ser transferidos a los países donde todas las sedes de la Organización desarrollen sus operaciones y/o donde otras ONG desarrollen sus operaciones. Si alguno de estos países no ofrece un nivel de protección de los datos equiparable a la normativa europea, Ud. consiente de forma expresa la transferencia internacional de datos con la finalidad indicada, salvo que marque esta casilla. <input type="checkbox"/> No autorizo No se prevén otras transferencias internacionales de los datos.
Derechos de los interesados	Puede ejercitar sus derechos de acceso, rectificación, supresión, portabilidad y la limitación u oposición dirigiéndose por escrito a la dirección de correo electrónico mestecha@accioncontraelhambre.org Tiene derecho a reclamar ante la Autoridad de Control (Agencia Española de Protección de Datos: www.agpd.es).