

**REQUEST FOR EXPRESSIONS OF INTEREST**

**Country:** Lebanon  
**Project Id:** P147854  
**Project Name:** Lake Qaraoun Pollution Prevention  
**Loan Info.:** IBRD 8637

**Assignment Title: IT DEVELOPMENT SERVICES AT THE BEKAA WATER ESTABLISHMENT**

**Reference No. :** QC3C7b

The Government of Lebanon has received financing from the International Bank for Reconstruction and Development (IBRD) toward the cost of the Lake Qaraoun Pollution Prevention Project and intends to apply part of the proceeds for the cost of the consulting services.

The project includes, among other things, Consultancy Services for **IT DEVELOPMENT SERVICES AT THE BEKAA WATER ESTABLISHMENT**.

The Dynamics Navision software was implemented at the Bekaa Water Establishment (BWE) since 2011 and upgraded to 2018 version in 2019. It includes the following modules:

- Budget
- Procurements
- Inventory
- HR and Payroll
- Billing and collection
- CRM
- Fixed Assets
- Accounting and Financial Reporting
- Documents Registry

Data are currently entered into the respective modules, but do not consistently link into the accounting module, generated spot and periodic reports are not always accurate and the software does not produce financial reports.

The objectives of the **IT DEVELOPMENT SERVICES AT THE BEKAA WATER ESTABLISHMENT** are:

- a) Assessment of current modules, processes, data integrity and reporting; the focus under this project would be on 2 modules: “Billing and Collection” and “Accounting/Financial Reporting”.
- b) Design database diagram including all necessary tables and related links.

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- c) Database design to allow for third party data acquisition and synchronization (household water meter readings, billing and collection), and connection and interface with GIS, SCADA, and CRP systems, using SQL Server Enterprise API.
- d) Develop database and migrate relevant fields into newly created tables, and validate accuracy of links, and corresponding accounting entries based on both commercial (double entry), and public accounting systems. Assess data quality and perform data-cleansing where appropriate based on existing records of BWE and other sources where relevant.
- e) Create dynamic reports based on user's requirements, generate periodic and end of year financial reports, test and validate output.
- f) Review user profiles, roles and permissions.
- g) Provide user's manuals for each module.

The implementation period is estimated to be six (6) months from contract signature.

The Council for Development and Reconstruction (CDR) acting as executing agency on behalf of the Government of Lebanon now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.), in a responsive way to the below noted requirements.

Interested Consultants shall be a consultancy firm or a Joint Venture (JV). The Consultant shall have a minimum experience of **7 years in Software Development** preferably in the public sector (**Three years minimum in Microsoft – Dynamics Navision 2018**), and shall also have experience in SQL Server Enterprise API and in Microsoft.NET development, and shall have Certification in Microsoft Dynamics Navision Development.

Interested consultants are requested to provide the following information, **in a binder, and in the same order as listed below:**

- A duly completed Cover Letter stating the interest of the applicant in providing the mentioned services.
- A **CONCISE** presentation of the firm(s) (brochures, statements of type, property and key tasks etc...).
- Certified statement of financial capacity, for the lead and associated partners (turnovers and balance sheets of the last three years).
- List of **ONLY** relevant similar projects, ongoing and/or completed within the **LAST 5 YEARS**, indicating the provided services, the percentage of participation in JV (if any), and the size of relevant contracts (in USD and/or in man-month).
- Detailed descriptions of at least three (3) handled **software development** projects **WITHIN THE LAST FIVE (5) YEARS ONLY** with at least one project in

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- Microsoft – Dynamics Navision**, with attestations showing that the company has conducted, fully to the satisfaction of the client, software development services.
- List of available professional key personnel for the envisaged consultancy services (Project Management, Software Development Expert, etc.)
  - Overall firm's employees list and personnel availability and structure (list, number, organization structure, etc... of the core, backstopping and supporting staff).
  - Experience in Lebanon and the Middle East.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers* dated January 2011 (revised July 2014) ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with another firm in the form of a "Joint Venture" (JV) to enhance their qualifications, name and nationality of the partner in charge shall be specified. The total number of firms in a JV should be maximum two (2). All members (maximum two) should have well defined inputs to the assignment, and shall be jointly and severally liable for the entire consultant's obligations under the contract.

A Consultant will be selected in accordance with the Quality and Cost Base Selection method set out in the Guidelines. Eligible firms, which have submitted the necessary statements in a satisfactory responsive way, will be short listed. The short listing process will be based on the following criteria:

1. Eligibility of the Applicant.
2. General experience in software development services.
3. Experience of the Firm in Similar Projects.
4. Availability of Appropriate Skills among staff.
5. Experience in the Country and Region.

Further information can be obtained at the address below during office hours (from 08:30 to 15:00 Beirut local Time).

Expressions of Interest must be **EITHER submitted Electronically** on the following electronic address: [ghinwah@cdr.gov.lb](mailto:ghinwah@cdr.gov.lb) **OR** delivered in a written form to the address below (in person or by postal mail) not later than 12:00 noon, Beirut local time on **Wednesday December 1<sup>st</sup>, 2021**, mentioning as reference:

### **"IT DEVELOPMENT SERVICES AT THE BEKAA WATER ESTABLISHMENT"**

#### **Address:**

**Council for development and Reconstruction (CDR)**

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