

July 25<sup>th</sup>, 2024

## Request for Proposal (RFP)

Subject RFP #:	Palladium RFP - Website for Egyptian Commercial Services - Egypt
RFP Issue Date:	July 25th, 2024
Terms of Reference / Specifications:	Website Restoration/reprogramming and Enhancement Services
Project	Trade Reform and Development in Egypt (TRADE)
The Company	Palladium International, LLC
Country of Performance	Egypt
Closing Date and Time	August 15 <sup>th</sup> , 2024, 4:00 PM GMT +2
Contact Person	Ahmed Hadi, Procurement Advisor
Details for Submission	Submissions should be emailed to <a href="mailto:applyTRADE@thepalladiumgroup.com">applyTRADE@thepalladiumgroup.com</a>

Thank you for your interest in the above procurement. As implementer for the Project, Palladium invites you to submit a proposal for the terms of reference below. Your proposal must be valid for the Validity Period.

Please submit your proposal in accordance with the Details for Submission above by the Closing Date and Time. This RFP in no way obligates Palladium to award a contract nor does it commit Palladium to pay any cost incurred in the preparation and submission of a proposal. Palladium bears no responsibility for data errors resulting from transmission or conversion processes.

I look forward to your response. If you have any queries, please do not hesitate to contact us by e-mail [applyTRADE@thepalladiumgroup.com](mailto:applyTRADE@thepalladiumgroup.com)

Yours sincerely,

Rachid Benjelloun  
Chief of Party

## Schedule - Terms of Reference

### 1. Purpose

**1.1 Introduction:** The Egyptian Commercial Service (ECS) is seeking a qualified service provider to rebuild its website, utilizing available backups, and subsequently implementing enhancements. This deployment is to take place on premises within the IT environment of ECS in the New Capital.

The website consists of:

- A frontend describing the products and services of ECS, accessible to everybody, and:
- A backend serving as a CRM to collect registrations from companies via a form, accessible to ECS staff only -no limit of internal users). The current Registration form is attached in Annex

More information on the website (both external and internal/CRM dimensions) are available in annexes shared with these TORs.

### 2. Type of Contract

Fixed price Subcontract

**Anticipated Contract Term (The service provider is expected to propose a timeline for the restoration and enhancement process).**

Starting date: August 30<sup>th</sup>, 2024

End Date: October 10<sup>th</sup>, 2025.

### 3. TRADE Project

The goal of the USAID Trade Reform and Development in Egypt (TRADE) Activity is to boost Egypt's international trade by increasing exports from Egyptian Small and Medium Enterprises (SMEs)<sup>1</sup>, and in particular New and Expanding Export-Ready Enterprises (NEEREs)<sup>2</sup>. To achieve the Activity's goal, the project seeks to attain the following three Results:

1. Enhanced Export Capacity of SMEs, in particularly NEEREs, in selected sectors
2. Strengthened public and private Trade-Support Institutions - TSIs (e.g., Trade Associations, Export Councils, etc.)
3. Improved trade and investment policy, regulatory, and institutional environment

To achieve those targets TRADE will provide assistance to NEEREs and TSIs in the following sectors:

- Food processing
- Engineering
- Ready-made garments (RMG)
- Home textiles
- Chemicals
- Building materials
- Packaging and printing

TRADE Project is implemented by Palladium.

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<sup>2</sup> NEEREs are defined as new and expanding export ready enterprises, a subset of SMEs. According to the Central Bank of Egypt (CBE), Small sized enterprises have a business volume between EGP 1 million and 50 million and medium sized enterprises have a business volume from EGP 50 million to 200 million. The project, however, may use other SME definitions used by MSMEDA or counterpart organizations, as guided by USAID.

#### 4. Timeline

- Issuance date: July 25<sup>th</sup>, 2024
- Questions to be received on: July 29<sup>th</sup>, 2024.
- Answers on Questions on: July 31<sup>st</sup>, 2024
- Submission of proposals on: August 15<sup>th</sup>, 2024

#### 5. Scope of Work and Standards

##### 5.1. Website reprogramming:

The vendor is expected to respond to the needs by reprogramming the website of the ECS.

The tasks to be completed are as follows:

- Reprogram the website (backend and front ends) with the same features as the old website. The vendor needs to specify in its offer **the technology to be used**. Please note that the use of well established technologies/frameworks are strongly encouraged. Specific developments from scratch are not privileged.
- The website's design is expected to remain the same as the previous one. However, graphic improvements are welcome to make the website look more modern and intuitive.
- Import all data from previous website, including content of webpages and list of companies. Please note that the data is only available in a backup of the previous legacy (developed using SharePoint). The Vendor needs to detail in its proposal how this export will take place, with a clear description of roles and responsibilities between the Vendor and the ECS in terms of preparation of data to be imported.
- Perform tests. The test plan needs to be shared with the ECS

The main pages of the website are described in the ANNEXES (ANNEX 1 for the current registration form and the 'ANNEX ECS website front and back' document). The ECS welcomes on-site visits at the New Capital for potential vendors to attend a presentation of the old website.

##### 5.2. Enhancement Implementation:

The new website will be republished with the following new features:

###### FRONT END:

- Upgrades to pages and languages to ensure that the website fully supports three languages: Arabic, English, and French
- Enhancement of user access by introducing two additional types of external login: Foreign Importer and Foreign Investor, in addition to the existing Egyptian Exporter login. What a specific profile can read, update, create and delete will be specified with the vendor during the implementation.
- Implementation of features to guide customers to specific ECS products, such as export opportunities, based on customer registration details, features, and sector preferences.
- Customer follow-up mechanisms, including tracking login times, page visits, and interests.
- Enhance website performance to ensure an effective user experience.

The front-end registration portal features for companies will also include the following features:

###### 1. User Registration and Authentication:

- o User-friendly registration form for companies to sign up.
- o Email verification to confirm the identity of the registering companies.
- o Login functionality with password reset options.

###### 2. Company Profile Management:

- o Forms for companies to input and update their information, including company name, contact details, industry, and other relevant data.

- Option to upload company logos and other branding materials (images and description)
- 3. **Interactive Dashboard:**
  - A dashboard where companies can view their profile status, pending tasks, and important notifications.
  - Access to relevant resources and documentation.
- 4. **Communication with companies:**
  - Integration of chatbots or live chat for instant support.
  - Customer feedback forms, to enhance customer engagement.

#### BACK END:

- **Company Data Management:**
  - Centralized database to store and manage all company profiles.
  - Advanced search and filter options to quickly locate specific company information.
- **User Access Control:**
  - Role-based access control to ensure that only authorized personnel can access sensitive data.
  - Detailed audit logs to track user activities within the system.
- **Communication Tools:**
  - Email and SMS integration for automated communication with registered companies.
  - Templates for common communications, such as welcome emails, reminders, and updates.
- **Task and Workflow Management:**
  - Tools for creating and assigning tasks related to company to ECS staff
- **Reporting and Analytics:**
  - Customizable reports and dashboards to track key metrics, such as registration rates, active companies, and engagement levels.
  - Improvement of reports and key performance indicators (KPIs), including the addition of reports on customer interests and customer types.
  - The system shall use a relational database schema to store information and categorize the various components, such as address information to be categorized into Street, Town, and Country.

These enhancements must be clearly identified as specific cost items in the vendor's proposal.

#### 5.3. On-Premises Deployment:

- Deploy the restored and enhanced website within the IT environment of ECS at the New Capital.
- Ensure compatibility and seamless integration with existing systems and infrastructure.
- Adhere to security protocols and regulations governing on-premises deployments.
- If licenses are required for the deployment, ensure that all licenses are included and up to date. Potential costs associated with licenses should be included in the financial offer. Running costs if any should be clearly identified (they should be ideally reduced to zero).

The expected division of responsibility regarding IT infrastructure tasks is as follows:

Tasks under the responsibility of ECS	Tasks under the responsibility of the provider
<ul style="list-style-type: none"> <li>- Provisioning of a dedicated server at the New Capital</li> <li>- Installation of the latest version of Windows Server on this server</li> <li>- Configuration of network and security to enable access of ECS staff to the website.</li> <li>- Operational maintenance of the server after the assignment</li> <li>- Backups of the server and website</li> </ul>	<ul style="list-style-type: none"> <li>- Installation of all components needed to deploy the website.</li> <li>- Deployment of the website and tests</li> <li>- Intrusion tests</li> </ul>

#### 5.4. Capacity building

- Training for the ECS IT team to handle issues related to the website effectively. Trainings need to be organized for:

- 44 persons in our offices abroad online training in 3 groups for different time zones (Data entry and website CRM features)
- 23 persons on HQ divided into 2 groups (11 and 12 persons) Online or in-person (Data entry and website CRM features)
- 6 IT persons in HQ cairo on CRM Technical and it issues (two groups each 3 at a time)
- The vendor needs to detail training modalities (duration, format etc.). Please note that the in-presence training will take place at the New Capital at ECS. Costs associated with renting the venue and providing coffee breaks/lunches should not be included.
- Training materials need to be prepared. The Vendor must provide examples of materials produced in previous similar assignments.

#### 5.5 Maintenance and evolutive maintenance during a 6-month period:

- The enhancements developed as part of this assignment should be guaranteed during a 2-month period (i.e., all bugs related to these enhancements will be fixed by the provider at no additional cost.
- After this 2-month guarantee period, the provider will maintain for 4 additional months the solution to ensure that it remains bug-free. This maintenance should be **priced as a flat cost**.
- The Provider is expected to propose an envelope of days to cover potential change requests during a 6-month duration. The Provider is also expected to describe how this evolutive maintenance will work.

### 6. Deliverables:

#### 1. Planning and Documentation

- **Project Plan:** A detailed plan outlining the project scope, timeline, milestones, and deliverables.
- **Requirements Specification:** Documentation detailing the functional and non-functional requirements of the website and CRM system.
- **Technical Specification:** A detailed technical document outlining the architecture, technologies, and frameworks to be used.
- **User Stories and Use Cases:** Descriptions of user interactions and scenarios for both the front end and CRM.
- **Wireframes and Mockups:** Initial design layouts for key pages and functionalities.

#### 2. Design

- **UI/UX Design:** Finalized designs for the website's user interface and user experience, including desktop and mobile versions.
- **Branding Guidelines:** inclusion of branding elements such as logos, colors, fonts, and imagery.

#### 3. Development

- **Front-End Development:**
  - **HTML/CSS/JavaScript Code:** The codebase for the front end of the website.
  - **Responsive Design Implementation:** Ensuring the website works on various devices and screen sizes.
  - **Accessibility Features:** Implementation of features to make the website accessible to all users, including those with disabilities.
- **Back-End Development:**
  - **Database Schema:** Design and implementation of the database schema to support CRM functionalities.
  - **Server-Side Code:** The codebase for the server-side logic, APIs, and integration with the front end.
  - **CRM Functionality:** Features to manage company registrations, user accounts, data storage, reporting, and communication tools.

#### 4. Testing

- **Test Plan:** A detailed plan outlining the testing strategy, test cases, and test scenarios.
- **Bug Reports and Fixes:** Documentation and resolution of any issues found during testing.

#### 5. Deployment

- **Deployment Plan:** A detailed plan for deploying the website and CRM to a live environment.
- **Fully operational ECS website** with all data migrated and functionalities, deployed within the IT environment of the New Capital.

#### 6. Post-Deployment Support

- **Documentation:**
  - **User Manual:** Instructions for end-users on how to use the website and CRM features.
  - **Technical Documentation:** Detailed documentation for administrators.
- **Training Sessions:** Training materials and sessions for users and admins.
- **Performance Monitoring:** Tools and procedures for monitoring the performance and uptime of the website.

#### 7. Project management, Reporting and Communication:

- Propose a stable implementation team for the assignment
- Provide weekly progress updates to USAID TRADE and ECS relevant team members throughout the development and enhancement process.
- Establish clear communication channels for addressing any issues or concerns that may arise during the project.

#### 8. Evaluation and Award Process

Evaluations will be made on a best value, trade off basis. Proposals must meet the following criteria to be considered eligible:

- This solicitation is open to individual consultants or companies.
- Individual consultants may be any nationality.
- Companies might be from any nationality that is not restricted by geographic code = 937 (Please refer to Source, Nationality and Origin Restrictions section below). Companies may form partnerships to bid for this solicitation.
- All documents must be sent as per the instructions below.
- Offerors must prove:
  - Ability to pass Palladium's due diligence standards.
  - Not barred from working with the US government.

A selection committee will review the technical approach, price, and professional references. The selection criteria are based on the following:

1. Technical approach.
2. Personnel qualifications.
3. Management approach.
4. Experience in developing successful export market analysis with proven results.
5. Price proposal.
6. Professional references

The selection process will thus be as follows: 1) Offerors send proposals to TRADE, 2) TRADE will contact short-listed candidates and ask clarification questions as appropriate and needed, 3) TRADE will select and send Fixed Price Subcontract for review and signature. Palladium reserves the right to award under this solicitation without further negotiations. The offerors are encouraged to offer their best terms and prices with

the original submission. The offerors are encouraged to offer their best terms and prices with the submission.

## 9. Instructions to the Offerors

The following items are required to be submitted as part of the proposal:

Your proposal must include the following submission documents. The technical proposal and price proposal must be prepared as separate files, per the below instructions. Technical proposals must be sent as a maximum of 30 A4 pages as well as a 15-slide summarized presentation, except for the past performance statement and references, which should be separate from the presentation and limited to 5 pages. CVs must be provided as attachments and do not count as part of the 30 pages limit. Submissions in Word and PowerPoint or in PDF are acceptable, although PDF is preferred.

The following items must be sent as part of the proposal:

- **Technical proposal** will consist of technical approach, personnel, management, and past performance information, which are listed in order of importance for evaluation purposes. Please limit your technical proposal to no more than 30 A4 pages, except for the past performance statement and references (attached separately and limited to 5 pages). Offerors will detail their **technical approach** to fulfilling RFP aims including outlining the approach for the Restoration/reprogramming and Enhancement Services of the website according to international best practices, the detailed financial model (including financial sustainability) of the project. Proposals must outline the detailed services. The technical approach will clearly show how the proposed activities will result in the successful completion of all deliverables and milestones.

The technical proposal must also include **personnel** and **management** information, including key consultants that will manage and provide services (CVs must be provided as attachments and do not count as part of the 30 A4 pages limit), and how the offeror will ensure quality and timely submission of deliverables, including whether and how the offeror plans to partner with Egypt- or foreign-based consultants, partners, and networks. Offerors must send a past performance statement with previous experience in business/export incubators/accelerators development and three professional references. Offerors must send a past performance document that speaks to the Consultants' experience in export development, knowledge of the Egyptian market or markets of similar developing economies, and network of Trade Support Institutions (TSIs). Offerors must also send three professional references, including email and phone number contract information and outlining the nature of the relationship between the offeror and reference. This requirement can be sent either in Word or PDF (maximum of five pages) and will form part of the technical proposal. It is separate from the 30 A4 pages. Experience and ability in website restoration and enhancement services. Ability to deploy solutions within on-premises environments, particularly in the IT environment of the New Capital. Proposed method and Quality Insurance Plan. Past performance and references from similar projects. Proposed timeline and cost-effectiveness of the solution.

- **Price Proposal.** The contract type for the presumptive award will be Fixed Price deliverable-based, awarded as a subcontract by Palladium International, LLC. Please include your total proposed fixed price along with details for specific deliverable pricing.

Upon selection, offerors must complete Due Diligence Questionnaire if selected for award within 5 days. Organizations must have a UEI number or obtain one within 5 days of being notified of selection.

## 10. SOURCE, ORIGIN AND NATIONALITY RESTRICTIONS

- This code, 937, encompasses the United States, Egypt, and developing countries other than advanced developing countries, but excluding any country that is a prohibited source. Only service providers falling within this specified geographic code will be eligible for consideration for the award.
- References:
- USAID ADS Chapter 310: <https://www.usaid.gov/ads/policy/300/310>
- USAID List of Prohibited Source Countries: <https://www.usaid.gov/ads/policy/300/310mac>

## 11. PROCUREMENT INTEGRITY AND ETHICS

It is Palladium's Policy that no gifts of any kind and of any value be exchanged between vendors/contractors and Palladium personnel. Discovery of the same will be grounds for disqualification of the vendor/contractor from participation in any Palladium's procurements and may result in disciplinary actions against Palladium personnel involved in such discovered transactions.

## 12. Attachments

Please review the additional documentation and proposed contracts terms and conditions which should be given consideration when preparing your proposal. By sending your bid, you will certify that that you agree with the contract terms and conditions as included in this solicitation and that all prices include all aspects of the required compliance with the terms and conditions of the proposed contract.

- Annex A – USAID TRADE FFP Subcontractor under USAID CPFF – Consulting Firms (Organizations),
- Annex B – Palladium Due Diligence Form(s),
- Annex C - Palladium Business Partner Code of Conduct,
- Annex D - Certifications: Terrorism, Anti-Kick Back, Debarment, Foreign Corrupt Practices Act, and
- Annex E – Budget Template.
- Annex F - ECS website front and back

You can access the annexes using the hereunder link:

- [https://palladiumgroup-my.sharepoint.com/:f/g/personal/ahmed\\_abdelhadi\\_thepalladiumgroup\\_com/Em\\_EVdl4u1IHsM6N0gXFKhkBAjE9kDHytV50g4ZbYSZfqQ?e=0IAg5Q](https://palladiumgroup-my.sharepoint.com/:f/g/personal/ahmed_abdelhadi_thepalladiumgroup_com/Em_EVdl4u1IHsM6N0gXFKhkBAjE9kDHytV50g4ZbYSZfqQ?e=0IAg5Q)

Any contract/purchase order resulting from this solicitation must be signed by both parties to be considered valid and in force. All costs associated with, but not limited to, production, preparation and/or delivery of goods or services, including deliveries, accepted by Palladium staff, without a fully executed (signed by both parties) contract/purchase order, are at the vendor's risk only. Palladium shall not pay for any costs, without limitation, associated with production, preparation or delivery of goods and/or services under this or any other contract/purchase order, which has not been signed by both parties.

If your proposal is successful, you will be required to enter the Company's standard contract for the types of goods or services being provided. In the provision of the Goods and Services, you will be required to comply with the Company's policies, including (without limitation) its Business Partner Code of Conduct and any relevant client terms and conditions. Potential suppliers must also comply with the Company's Business Partner Code of Conduct in the submission of any proposals pursuant to this RFP.

If you are bidding as part of a joint venture, partnership or similar, please make this clear in your submission. Likewise, if you propose to subcontract any part of the goods or services provision, then disclose this fact within your submission. The Company may require additional information from you and approval for subcontracting will not be automatic as subcontractors will be subject to Palladium's Due Diligence process.

## Main Deliverables and Payment Terms

Required deliverables are described below:

Milestone	Payment Percentage of Total contract award
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<b>Milestone 1</b> <ul style="list-style-type: none"> <li>- Project Plan</li> <li>- Requirements Specification</li> <li>- Technical Specification</li> </ul>	20% of the total contract upon acceptance and approval of TRADE project.
<b>Milestone 2</b> <ul style="list-style-type: none"> <li>- Fully deployed ECS website with all data and functionalities within the IT environment of the New Capital.</li> <li>- Source code of the website ECS, with proprietary rights given to ECS to further upgrade/modify the website.</li> <li>- Implemented enhancements to the website as per agreed-upon specifications.</li> <li>- Training delivered to ECS staff</li> </ul>	50% of the total contract upon acceptance and approval of TRADE project.
<b>Milestone 3</b> <ul style="list-style-type: none"> <li>- End of guarantee period of 2 months</li> </ul>	20% of the total contract upon acceptance and approval of TRADE project.
<b>Milestone 3</b> <ul style="list-style-type: none"> <li>- End of maintenance period (6 months after go-live)</li> </ul>	10% of the total contract upon acceptance and approval of TRADE project.
<b>Performance Delay Penalty:</b> <ul style="list-style-type: none"> <li>- Vendor understands and agrees that timely delivery/performance as outlined in the delivery schedule is essential to satisfactory completion of the required suppliers/services. Both parties agree that failure of the vendor to provide the supplies/services within the required delivery/performance dates (for reasons other than a “force major”) may result an assessment of the delay and apply penalty that will be deduced from the vendor payment.</li> </ul>	

## Terms and conditions

### 1. Proposal Conditions

By submitting a proposal, potential suppliers are bound by these terms and conditions. Potential suppliers must submit offers with all details provided in English and with prices quoted in a single currency.

### 2. Proposal Lodgement

The Company may grant extensions to the Closing Time at its discretion. The Company will not consider any quotes received after the Closing Time specified in the RFP unless the Company determines to do so otherwise at its sole discretion.

### 3. Evaluation

The Company may review all proposal to confirm compliance with this RFP and to determine the best proposal in the circumstances.

### 4. Alterations

The Company may decline to consider a proposal in which there are alterations, erasures, illegibility, ambiguity, or incomplete details.

### 5. The Company's Rights

The Company may, at its discretion, discontinue the RFP; decline to accept any proposal; terminate, extend or vary its selection process; decline to issue any contract; seek information or negotiate with any potential supplier that has not been invited to submit a proposal; satisfy its requirement separately from the RFP process; terminate negotiations at any time and commence negotiations with any other potential supplier; evaluate proposals as the Company sees appropriate (including with reference to information provided by the prospective supplier or from a third party); and negotiate with any one or more potential suppliers.

### 6. Amendments and Queries

The Company may amend or clarify any aspect of the RFP prior to the RFP Closing Time by issuing an amendment to the RFP in the same manner as the original RFP was distributed. Such amendments or clarifications will, as far as is practicable be issued simultaneously to all parties.

Any queries regarding this RFP should be directed to the Contact Person identified on the cover page of this RFP.

### 7. Clarification

The Company may, at any time prior to execution of a contract, seek clarification or additional information from, and enter discussions and negotiations with, any or all potential suppliers in relation to their proposals. In doing so, the Company will not allow any potential supplier to substantially tailor or amend their proposal.

### 8. Confidentiality

In their proposal, potential suppliers must identify any aspects of their proposal that they consider should be kept confidential, with reasons. Potential suppliers should note that the Company will only agree to treat information as confidential in cases that it considers appropriate. In the absence of such an agreement, potential suppliers acknowledge that the Company has the right to disclose the information contained in their proposal.

The potential supplier acknowledges that during this RFP, it may become acquainted with or have access to the Company's Confidential Information (including the existence and terms of this RFP and the TOR). It agrees to maintain the confidence of the Confidential Information and to prevent its unauthorised disclosure to any other person. If the potential supplier is required to disclose Confidential Information due to a relevant law or legal proceedings, it will provide reasonable notice of such disclosure to the Company. The parties agree that this obligation applies during the RFP and after the completion of the process.

### 9. Alternatives

Potential suppliers may submit proposals for alternative methods of addressing the Company's requirement described in the RFP where the option to do so was stated in the RFP or agreed in writing with the Company prior to the RFP Closing Time. Potential suppliers are responsible for providing a sufficient level of detail about the alternative solution to enable its evaluation.

### 10. Reference Material

If the RFP references any other materials including, but not limited to, reports, plans, drawings, samples or other reference material, the potential supplier is responsible for obtaining the referenced material and considering it in framing their proposal. And provide it to the Company upon request.

### 11. Price/Cost Basis

Prices or costs quoted must show the tax exclusive price, the tax component, and the tax inclusive price.

The contract price, which must include all taxes, supplier charges and costs, will be the maximum price payable by the Company for the Goods and/or Services.

### 12. Financial information

If requested by the Company, potential suppliers must be able to demonstrate their financial stability and ability to remain viable as a provider of the Goods and/or Services over the term of any agreement.

If requested by the Company, the potential supplier must promptly provide the Company with such information or documentation as the Company reasonably requires evaluating the potential supplier's financial stability.

### 13. Referees

The Company reserves the right to contact the potential supplier's referees, or any other person, directly and without notifying the potential supplier.

### 14. Conflict of interest

Potential suppliers must notify the Company immediately if any actual, potential, or perceived conflict of interest arises (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised, whether due to a financial or personal interest (including those of family members) in the procurement or the Company).

### 15. Inconsistencies

If there is inconsistency between any of the parts of the RFP, the following order of precedence shall apply:

- (a) these Terms and Conditions.
- (b) the first page of this RFP; and
- (c) the Schedule

so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

### 16. Collusion and Unlawful Inducements

Potential suppliers and their officers, employees, agents, and advisors must not engage in any collusive, anti-competitive conduct or any other similar conduct with any other potential supplier or person or quote any unlawful inducements in relation to their proposal or the RFP process.

Potential suppliers must disclose where proposals have been compiled with the assistance of current or former the Company employees (within the previous 9 months and who was substantially involved in the design, preparation, appraisal, review, and or daily management of this activity) and should note that this may exclude their proposal from consideration.

Potential suppliers warrant that they have not provided or offered any payment, gift, item, hospitality or any other benefit to the Company, its employees, consultants, agents, subcontractors (or any other person involved in the decision-making process relating to this RFP) which could give rise to a perception of bribery or corruption in relation to the RFP or any other dealings between the parties.

### 17. Jurisdiction

This RFP shall be subject to the laws of the District of Columbia, United States of America. The language of the arbitration will be English.

The Potential Supplier and the Company will use their best efforts to settle amicably any dispute, controversy, or claim arising out of, or relating to this RFP or the breach, termination, or invalidity thereof.

If no agreeable settlement can be found, any dispute, controversy, or claim arising out of or relating to this RFP or the breach, termination, or invalidity thereof, shall be settled by mediation through the American Arbitration Association by filing a request for mediation with the AAA and the other party. The Parties will be bound by any arbitration award rendered because of such arbitration as the final adjudication of any such dispute.

ANNEXES

ANNEX 1- Current registration form

استمارة طلب تعاون مع التمثيل التجاري

بيانات الشركة - Company Details

Name in Arabic

Name in English

Address

Phone number

Web site - if applicable

الاسم باللغة العربية

الاسم باللغة الإنجليزية

العنوان ( تفصيلاً )

تليفون

الموقع الإلكتروني ( إن وجد )

مسئول الإتصال بالشركة - Contact Person

Name in Arabic

Name in English

Title in Arabic

Title in English

Mobile number

Language proficiency

الاسم باللغة العربية :

الاسم باللغة الإنجليزية :

الصفة الوظيفية باللغة العربية:

الصفة الوظيفية باللغة الانجليزية:

رقم تليفون المحمول:

اللغات المتحدثة ( مثال : عربية، انجليزية إلخ.... )

معلومات أخرى - Other Information

Hs code ( 6 digits )

Product description

Production capacity

Product Nature

Quality Certificates

Targeted Importers / companies

Countries Previously Exported to

Targeted Marktes/ countries

appointed agent(s) abroad ( if any)

الكود الجمركي لمنتجات الشركة (HS Code 6 Digits )

توصيف المنتج

القدرة الإنتاجية ( اختياري )

طبيعة المنتج ( √ )

شهادات الجودة

طبيعة الشركات/المستوردين المستهدفين

الدول التي سبق التصدير لها ( إن وجد )

الأسواق/الدول المستهدف للترويج لديها

هل يوجد للشركة وكلاء حصريين بالخارج ( و أين ؟ )

تجميعات الاعمال/ المجلس التصديري المنضمه إليها (الشركة المختارة )

يرجى إرفاق البيانات التالية : سجل مصدرين، سجل تجاري ( اختياري )، سجل صناعي ( هام موافاته لنا إن وجد ) عرض تقديمي عن الشركة باللغة الإنجليزية واللغات الأخرى حال توافره ، شهادات الجودة ( اختياري )، صور و كتالوجات لمنتج الشركة

تلتزم الشركات التي تستفيد من الخدمات التي تقدمها مكاتب التمثيل التجاري المصري بإبلاغ المكتب التجاري أو إدارة المعلومات وخدمات التصدير بالتمثيل التجاري بقيم التعاقدات والصفقات التجارية التي تقوم بها والقيم المحققة في حالة تدخل المكتب التجاري لحل نزاع تجاري وذلك لاستخدامها لأغراض تقييم أداء مكاتب التمثيل التجاري وفقاً لتوجيهات الجهات ذات الصلة مع الالتزام بعدم تناولها خارج جهاز التمثيل التجاري

العنوان : مبنى وزارة التجارة والصناعة – الحي الحكومي – العاصمة الإدارية الجديدة – القاهرة.

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