

## Request for Proposal (RFP) – SPC-025-010-01

### “Development of Standard Operating Procedures (SOPs) and Administrative & Technical Manuals”

<b>RFP Number:</b>	SPC-025-010-01
<b>Issuance Date:</b>	November 19, 2025
<b>Deadline for Receipt of Questions</b>	November 25, 2025, 4:00 PM (Ramallah Local Time)
<b>Deadline for Offers</b>	November 30, 2025, before 3:00 PM (Ramallah Local Time)
<b>Location of Work</b>	Palestine

### 1. Background

Sawalha Prime Company (SPC) is expanding its organizational capacity to support both manufacturing and trading operations. With the establishment of a new snacks factory and an expanding trading business, the company aims to ensure operational excellence, efficiency, and compliance with international standards.

To achieve this, SPC seeks to develop a comprehensive package of Standard Operating Procedures (SOPs), Administrative Manuals, and Technical Manuals that standardize procedures across all functional areas. This will create a strong governance framework, enhance transparency, and streamline business processes to support growth and competitiveness.

Offerors are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Failure to adhere to these instructions may lead to disqualification.

### 2. Deadlines

- **Questions Submission:** All questions regarding this RFP must be submitted in writing no later than November 25, 2025, at 4:00 PM (Ramallah Local Time) to [rasheed@sawalhaprime.com](mailto:rasheed@sawalhaprime.com) , Phone calls not preferred.

- **Offer Submission:** All offers must be received no later than 3:00 PM, November 30, 2025 (Ramallah Local Time). Offers received after this date and time will be considered late and may be reviewed at SPC’s discretion.

### 3. Instructions for Submission of Offers

Each offeror must submit two separate attachments:

1. Technical Proposal
2. Financial Proposal

All proposals and related documents must be submitted by email to: [rasheed@sawalhaprime.com](mailto:rasheed@sawalhaprime.com)  
The subject line must read: “RFP - SPC-025-010-01 – SOPs & Manuals Development”

- All proposals must be submitted in English.
- All prices must be quoted in Euros (€), valid for 120 days, and inclusive of VAT.

#### **4. About Sawalha Prime Company**

Sawalha Prime Company is a leading Palestinian enterprise engaged in both manufacturing and trading operations. With its strategic investments in the food industry, SPC is committed to building a modern snacks factory and expanding its trading operations to serve local and regional markets.

The company's strategic direction emphasizes operational excellence, governance, and compliance with both local and international standards (ISO, HACCP, Labor Law, financial and regulatory compliance).

#### **5. Objectives of the Assignment**

The objective of this assignment is to design and implement a unified SOP and Manuals package that covers SPC's integrated operations in both manufacturing and trading.

The assignment will:

- Establish standardized procedures for factory operations, trading activities, and administrative functions.
- Ensure compliance with regulatory, financial, and food safety standards.
- Enhance efficiency, accountability, and transparency across departments.
- Facilitate employee onboarding, training, and capacity building.
- Strengthen SPC's ability to achieve sustainable growth and competitiveness.

#### **6. Scope of Work**

The consultant/firm will be expected to draft the following SOPs and Manuals:

1. Sales & Order Management SOPs (Trading Focus)
2. Inventory & Supply Chain SOPs
3. Procurement & Vendor Management SOPs
4. Logistics & Distribution SOPs
5. Import & Export SOPs (Trading Focus)
6. Production SOPs (Manufacturing Focus)
7. Quality and Food Safety SOPs (Manufacturing Focus)
8. Maintenance SOPs (Manufacturing Focus)
9. Health, Safety & Compliance SOPs
10. Administrative Manual
11. Financial & Accounting Manual
12. Technical Manual (Manufacturing Focus)
13. Employee Handbook
14. Training Materials

#### **7. Duration**

The consultancy is expected to be completed within 8 – 10 weeks from the date of contract signing.

#### **8. Type of Contract**

Short-term consultancy contract

## 9. Expected Results and Deliverables

The consultant/firm will deliver:

1. Inception Report (methodology, data collection plan, and work plan).
2. Draft SOPs and Manuals for review.
3. Final SOPs & Manuals package in Word and PDF (Arabic language).
4. Training presentations and delivery of at least one workshop.

## 10. Technical Proposal Requirements

The Technical Proposal should include:

- Cover letter describing relevant experience with concrete examples, daily rate, estimated duration, and availability.
- Detailed methodology and work plan.
- CVs of key experts and firm profile.
- Example of a previous SOP/manual assignment (Trading or Manufacturing Company).
- Team structure and management arrangements.

## 11. Required Qualifications and Experience

- Proven experience in developing SOPs, manuals, and governance frameworks.
- Strong knowledge of manufacturing and trading operations.
- Familiarity with Palestinian regulations and international standards (ISO, HACCP, Labor Law, financial compliance).
- Expertise in HR, financial, and operational process design.
- Ability to deliver manuals and training in Arabic.

## 12. Basis for Award

Evaluation will follow a best value for quality-to-price approach:

### Technical Proposal – 70 points

- Methodology and Work Plan – 30 points
- Relevant Experience – 30 points
- Team Composition (CVs) – 10 points

### Financial Proposal – 30 points

- Overall cost and value-for-money

Technical proposals scoring less than 55/70 may not be considered for financial evaluation.

## 13. Financial Proposal

The Financial Proposal must include a detailed budget breakdown covering all costs (consultancy fees, training costs, incidentals).

- Prices must be in Euro (€), valid for 120 days, and inclusive of VAT.
- The firm must be able to issue an official invoice and provide a valid deduction at source certificate (or applicable tax deductions will apply).