REQUEST FOR PROPOSAL (RFP)

RFP Subject: Consultancy assignment **-** Food Safety and Certification Upgrade
RFP#: PTC-035-2026

Issue Date: Monday 2nd of Nov, 2026
Response Deadline: Monday 16th of Nov, 2026

Contact Information:
Palestine Trade Center - PalTrade
Mall of Palestine, Entrance B, 5th Floor
P.O. Box 883 Al-Balou, Ramallah, Palestine

Suha Waary
Procurement Officer
procurement@paltrade.org

1. Organization Background

The Palestine Trade Center (PalTrade), established in 1998, is a non-profit, membership-based organization mandated to lead the development and promotion of Palestinian trade as a driver of sustainable economic growth. PalTrade provides export development services, market intelligence, trade promotion, business linkages, and policy advocacy support to Palestinian businesses, with particular focus on small and medium-sized enterprises (SMEs) and export-ready companies.

2. Project Background

The project "EU4Trade: Unleashing Palestine Export Potential to the EU and International Markets", is funded by the European Union under its External Action programs.

The overall objective is to unlock the full potential of Palestinian exports, driving economic growth job creation, and the foundation for long-term economic sustainability for Palestine.

Specifically, EU4Trade aims to:

- Strengthen the capacity of Palestinian SMEs to access EU and international markets.
- Improve product quality, market readiness, export competitiveness, and business linkages.
- Strengthen PalTrade's strategic transformation through the establishment and operationalization of the Market Intelligence Hub (MIH).
- Promote Palestinian products internationally through participation in trade fairs, exhibitions, and targeted market-entry activities.

The project runs from 18 July 2024 to 18 July 2027 and is implemented by PalTrade with financial support from the European Union.

3. Scope of Work

PalTrade is seeking a qualified and specialized service provider to support a food processing and confectionery Palestinian company that produces tahini and sesame-based halva in strengthening its food-safety and quality management systems and achieving readiness for certification against **ISO 22000 and/or FSSC 22000**, as applicable to the company's operations and target markets.

The assignment will focus on reviewing existing systems, addressing identified gaps, strengthening food-safety controls and documentation, and supporting the beneficiary through the certification-readiness and external audit process.

The specific objectives are to:

- Review and update existing food-safety procedures, SOPs, and certification documentation to meet applicable ISO 22000/FSSC 22000 requirements.
- Strengthen traceability and recall systems, including updating the traceability register and conducting a recall/traceability test where required.
- Establish or verify laboratory testing and verification procedures.
- Develop and update corrective-action procedures and records to address identified non-conformities.
- Conduct a final certification-readiness assessment and identify any remaining gaps before certification.
- Support and coordinate the certification process, including communication with the certification body, audit arrangements, and submission of required documentation.
- Strengthen internal audit and corrective action processes.
- Build the capacity of relevant company personnel to maintain and implement the updated systems.
- Prepare the company for external certification, surveillance and/or assessment activities.

4. Deliverables

Deliverable	Scope of work
Gap Assessment Report & Action Plan	Assessment of the existing food-safety system against applicable ISO 22000/FSSC 22000 requirements, including identified gaps, recommendations, priorities, and implementation timeline

Updated Food-Safety Documentation	Updated/developed SOPs, procedures, work instructions, forms, registers, and other relevant food-safety documentation.
Traceability & Recall System	Updated traceability procedure/registers, batch/lot coding arrangements, product recall procedure, and documented mock recall/traceability exercise.
Laboratory Testing & Verification Records	Testing protocols, sampling/testing schedules, verification procedures, and relevant records/results.
Internal Audit & Management Review Support	Internal audit records, findings, corrective-action plan, and supporting management review documentation, as applicable.
Certification-Readiness Report	Final certification-readiness assessment, remaining gaps and the handover file for the certification body.
Certification testing & Issuance	Final testing complete & certification issued.

The assignment will be considered successfully completed when:

- Updated SOPs and food-safety procedures aligned with applicable ISO 22000/FSSC 22000 requirements.
- Updated traceability registers and recall procedures covering relevant products and processes.
- Laboratory testing and verification records established and properly documented.
- Corrective-action documentation completed for identified gaps or non-conformities.
- Certification-readiness confirmation provided, demonstrating that the company is ready for certification, and the company has been supported in scheduling the external certification audit or in submitting the certification application.
- All agreed deliverables have been submitted and accepted by the beneficiary company and PalTrade.

5. Location of the Assignment

Industrial Zone, Jericho, West Bank, Palestine

6. Assignment Duration

The assignment is expected to be implemented over approximately eight to sixteen (8–16) weeks, with the detailed workplan to be agreed with the company at the start of the assignment.

The service provider should propose a detailed implementation schedule showing the sequencing and estimated Level of Effort for each activity and deliverable.

The service provider shall remain available to the company for clarifications and for support in closing any non-conformities raised during the external certification, renewal/surveillance assessments that follow the assignment; bidders should price this availability within their offer.

7. Technical proposal requirements:

- **RFP** Documents **signed and stamped.**

Companies/individuals should be able to provide company profile, a valid company registration certificate, VAT official invoices and a valid deduction at source certificate. Individuals' consultants are requested to include their full details, CVs, cover letter, a copy of their ID and deduction at source certification (if available).

- **A technical proposal presenting the proposed methodology, workplan and timeline for the assignment, including the sequencing and estimated level of effort for each activity and deliverable.**

- **Proposed Team Qualification:**
  At least one (1) team member's CV is required, demonstrating the following minimum qualifications:
    - University degree in food safety, food science, quality management, or a related field.
    - Accredited by an internationally recognized accreditation body
    - Minimum seven **(7) years of relevant professional experience** in food safety, quality management and certification systems.
    - The team collectively covers ISO 22000 and/or FSSC 22000 traceability and internal auditing expertise.
    - Familiarity with certification audit requirements, preparation and supporting companies in achieving certification readiness.
    - Knowledge of applicable food-safety and quality requirements in relevant export markets.

- **Proof of Previous Relevant Experience:**
  Applicants must submit a list of similar experiences completed recently in the same field and be supported by at least three (3) references or three (3) certificates of accomplishment

8. Financial proposal requirements:

1. Price proposal filled, signed, and stamped in a separated sealed envelope.
2. Prices shall be in **EUROs excluding value added tax (VAT).**

Pricing note: Bidders should price only their own consultancy, coaching and facilitation services (gap assessment, documentation development, traceability and mock-recall set-up, internal audit, training and audit preparation). Third-party fees – the ISO 22000 / FSSC 22000 certification-body application, audit and certificate fees and any laboratory testing – must NOT be included in the bid price and fall outside this contract; they will be arranged and paid separately, directly with the certification body and laboratories concerned (by PalTrade or the company, as applicable). Bidders should indicate the audits and tests to be arranged and their expected timing so that these can be budgeted and scheduled separately.

9. General Terms and Conditions

- The assignment is open to eligible firms and individual service providers with demonstrated experience in the required services.
- National service providers must submit their proposals in two separate sealed envelopes labeled **RFP-PTC-035-2026 Technical proposal / RFP-PTC-035-2026 Financial proposal** accompanied by a scanned, signed, and stamped copy on USB. By **Monday 16th of Nov, 2026,** no *later than 12:00 PM Palestine time.* Submissions shall be delivered to PalTrade's offices at Al-Bireh City, Al-Balou Street, Mall of Palestine Building 2, 5th Floor.
- Late submissions will not be considered.
- All inquiries shall be addressed, in writing by e-mail to procurement@paltrade.org ; the deadline for receiving any inquiries about the scope and contents of this RFP is **Thursday 12th of Nov, 2026** No inquiries shall be received after this date, *No inquiries will be taken over the phone.*
- Submitted proposals shall remain valid for one hundred and twenty (120) days from the submission deadline.
- All offers shall be submitted in English.
- Prices shall be quoted in Euro (EUR) and exclusive of VAT.
- The proposer's acknowledgment that PalTrade will not be responsible for any costs incurred in preparing or submitting the proposal.
- PalTrade reserves the right, at its sole discretion and without incurring liability, to cancel, postpone, divide, or extend this RFP in whole or in part. Service providers shall not be entitled to compensation or price adjustments resulting from such actions.
- PalTrade will award the contract based on the best price-quality ratio (best value for money), in accordance with EU4Trade project requirements.
- PalTrade reserves the right to treat as confidential the identities of all participants and the contents of their proposals.
- PalTrade will enter into a service contract with the successful bidder.
- PalTrade shall pay the contracted service provider the approved contractual amount upon satisfactory completion and acceptance of the final deliverables, submission of any required completion documentation, and receipt of a valid tax invoice and proof of origin, where applicable.
- Participation in this tender is open on equal terms to all natural and legal persons effectively established in an EU Member State or in any other eligible country. Tenderers shall state their nationality in their tenders and provide acceptable proof thereof. Where supplies with a unit cost above EUR 5,000 are offered, tenderers shall also state the origin of such supplies and, if awarded the contract, present an official certificate of origin with the first invoice.

10. Evaluation Criteria

- Technical quality (70%): previous relevant experience (20%) methodology, timeline and workplan (30%); Team CVs (20%).
- Financial offer (30%): cost-effectiveness and value for money.

Upon the completion of the technical evaluation, only proposals who were not eliminated during the technical evaluation and have achieved the minimum passing scores of (55%) out of (70%) will be evaluated financially.
The winner of this RFP is the applicant who receives ***the highest cumulative overall score*** of both technical & financial evaluations.

PalTrade will retain all records related to this procurement and the resulting contract for at least five (5) years after final payment and shall make them available to the European Commission, the European Court of Auditors and any authorized auditor upon request

11. Conflict of Interest

Tenderers must declare that they are not in a situation of conflict of interest with the EU4Trade project, PalTrade, or the beneficiary company. Any actual, potential, or perceived conflict of interest that arises during the procurement process or contract implementation must be disclosed to PalTrade immediately. PalTrade reserves the right to request appropriate mitigation measures or to disqualify a tenderer where a conflict of interest cannot be adequately addressed.

12. Confidentiality

All information provided in this RFP and received through proposals will be treated as confidential and used solely for the purpose of evaluating submissions, selecting a service provider, and administering the resulting contract.

13. EU Funding Disclaimer

"This tender is published within the framework of the EU4Trade project, co-funded by the European Union. This document has been produced with the financial assistance of the European Union. The contents of this document are the sole responsibility of the Palestine Trade Center (PalTrade) and can under no circumstances be regarded as reflecting the position of the European Union."

14. Compliance with EU Standards and Ethical Requirements

The selected service provider must comply with all applicable **European Union rules and standards** related to externally funded actions. These include, but are not limited to, the following:

- **EU Anti-Fraud and Anti-Corruption Rules**: The service provider shall avoid any form of fraud, corruption, conflict of interest, or irregularity as defined under applicable EU regulations and shall fully cooperate with any audits or investigations requested by the contracting authority or the European Commission.
- **Data Protection Requirements**: Where personal data is handled, the service provider shall ensure compliance with applicable EU data protection standards, including lawful processing, confidentiality, and secure storage of personal and business-sensitive information.

- **Environmental and Social Safeguards**: The service provider shall integrate environmental sustainability, respect for human rights, and responsible business conduct in all services rendered, in line with relevant European Commission environmental and social guidelines.
- **Code of Conduct for EU-Funded External Actions**: The service provider shall uphold the principles of transparency, non-discrimination, accountability, and respect for diversity and inclusion, and shall adhere to the ethical standards outlined in the Code of Conduct for Contractors in EU external actions.

Failure to comply with any of the above may lead to immediate contract termination and disqualification from future opportunities under EU4Trade.

-END OF RFP-