



International Rescue Committee IRC DE

Request for Proposal (RFP)

Telemarketing Agency Procurement for Mass Markets Germany

Planned Timetable	
Issue Request for Proposal	11.05.2023
Suppliers return signed Intent to Bid forms due date	19.05.2023
Questions from Suppliers due date	26.05.2023
Answers to Suppliers questions due date	29.05.2023
Bid submission due date	02.06.2023
Bid Opening and Evaluation date	05.06.2023
Award of Business	09.06.2023
Contract start	19-22.06.2023

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A. INTRODUCTION

1. *The International Rescue committee*

The International Rescue Committee, hereinafter referred to as “the IRC”, is a non-profit, humanitarian agency that provides relief, rehabilitation, protection, resettlement services, and advocacy for refugees, displaced persons and victims of oppression and violent conflict.

2. *The Purpose of this Request for Proposal (RFP)*

It is the intent of this RFP to secure competitive proposals to select Supplier(s) for the International Rescue committee to supply SEO & Google Grant Management. All qualified and interested Suppliers are invited to submit their proposals.

The winning Bidder(s) will enter into a fixed price Master Purchase Agreement (MPA/MSA) for one (1) year. Bidders shall be domiciled in and shall comply with all Government Regulations to operate in Germany. Bidders shall be regular tax-payers, and shall furnish a copy of their operating license/certificate of registration valid for the fiscal year (2023). Bidders shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

3. *Scope of Services – Technical Specifications*

3.1. *Service to be provided:*

We’re looking to establish a new partnership with a telemarketing agency, who preferably specializes in the provision of charity sector telemarketing services.

We are looking for a partner that can develop a telemarketing strategy to deliver the following types of activity in line with GDPR; Sustainer Development (Conversion, Reactivation, Upgrade) and Emergency Cash Appeals. After our first year of partnership, should we renew our contract, we would seek to develop our TM activity further, increasing frequency and types of campaigns, as well as call volume.

Our telemarketing strategy has a primary focus of Retention. As we are investing heavily into F2F in particular, we want the TM channel to act as our key retention tool to reactivate lapsed sustainers, especially after the first few months of acquisition when attrition peaks.

Year 1 (June 2023 – June 2024):

Our priority for telemarketing in Year 1 is launching and developing our Sustainer development campaigns (reactivation / conversion / upgrade) on TM, followed by developing our Cash Appeal/Emergency campaign process. Due to the nature of our emergency appeals, we need an agency that can work at pace in an emergency and be fully supportive of our need to launch Fundraising activity unexpectedly. We will work with the chosen agency to ensure they fully understand what our set up requirements are

in advance and help them feel confident in supporting us during these important moments.

For our sustainer development activity, we will work with the agency to securely send data on a rolling basis, either fortnightly or monthly to ensure our newly lapsed donors are reactivated as quickly as possible.

We will be acquiring approx. 20,000 F2F sustainers a year therefore volumes will be high. We will aim to launch our campaigns in a staggered approach as outlined in priority order below.

	Type of activity	Frequency	Service type	Number of records per campaign	
1	Sustainer Reactivation	Ongoing from July	Outbound retention	1,000 min	5,000 max
2	Sustainer Conversion	Ongoing from August	Outbound retention	1,000 min	5,000 max
3	Sustainer Upgrade	Ongoing from September	Outbound retention	1,000 min	5,000 max
4	Emergency Cash Appeals	Adhoc from October	Outbound retention	1,000 min	5,000 max

Year 2 and beyond (from June 2024)

There is potential for further elements of our programme to be handed over to our TM agency after the first year. Although not an initial focus, we would also consider how you could support with surge volumes of inbound call volumes, adding Thank You calls and other activity in line with our Supporter Journeys.

	Type of activity	Frequency	Service type	Number of records per campaign	
1	Sustainer Reactivation	Rolling basis (fortnightly/monthly)	Outbound retention	1,000 min	5,000 max
2	Sustainer Conversion	Rolling basis (fortnightly/monthly)	Outbound retention	1,000 min	5,000 max
3	Sustainer Upgrade	Rolling basis (fortnightly/monthly)	Outbound retention	1,000 min	5,000 max
4	Emergency Cash Appeals	Adhoc	Outbound retention	1,000 min	5,000 max
5	Thank You Calls	Ongoing (monthly) from June 2024	Outbound retention	1,000 min	5,000 max
6	Supporter Journey calls	Ongoing (monthly) from June 2024	Outbound retention	1,000 min	5,000 max
7	Inbound calling	Weekdays, Weekends & out of hours (from June 2024)	Inbound Supporter Services	100 per month	250 per month

Place of Performance

You will be calling on behalf of the International Rescue Committee, Germany, focusing on the German and Austrian markets only. You will not be expected to perform any operations from the client office (in Bonn or Berlin) however, in-person strategy setting and review meetings may be possible.

Work Requirements

Purpose:

To forge a meaningful partnership with an external telemarketing agency to help develop and deliver MMDE's telemarketing strategy, with a focus on sustainer development work in Year 1. We would look for an agency who would cover creative script writing and deliver optimized calling strategies and reporting. The selected agency partner will be responsible for managing all aspects of the IRC's telemarketing activity, that in turn support our fundraising KPIs and budget targets.

Objectives:

IRC TM Calling strategies

- Work alongside IRC to help us better understand what type of calling, to whom and when is the most effective time to make these calls
- Ensure efficient use of IRC budget to maximize Supporter loyalty and LTV from all Supporters called

Budget Modeling & Forecasting

- Develop expense budget and revenue forecasts to assess TM performance and overall programme health.
- Support regular reforecasting initiatives to reconcile budget to actual performance and advise on any strategic pivots needed.
- Create income and expense models (projections) that serve as overall expectations for the TM programme in order to help the IRC make decisions on levels of future investment.

Test and Learn Plans

- Initiate testing strategies to help drive improved penetration rates, encourage higher conversion and action rates, increase average gift value, and maximize revenue / ROI.
- Analyze tests including initial call to actions, ask type, scripts and time of calling and optimizing the points in our Supporter Journeys when supporters are contacted via TM to ensure we are on track with budget and KPI requirements set out in an annualized plan.

Reporting & Continuous Improvement

- Provide daily, weekly, monthly, quarterly reports to monitor KPIs and track pacing to goals.

- Present end of campaign reviews to evaluate performance and align on strategic recommendations to optimize telemarketing programs and strategy.
- Provide ongoing result reports to use in evaluating the effectiveness of the programme.
- Advise on sector, TM specific trends.

Project Management

- Ensure all agency staff have regular training sessions with regards to the IRC cause.
- Ensure regular call listening sessions are in place to help monitor quality of calling – both for recognition of excellent service and for when additional training or support is required
- Ensure records are kept securely and files are accurately updated with any special actions, before the returning of files to the IRC CRM.
- Ensure suppressions of any supporter records are adhered during calling campaigns.
- Present campaign briefs to include creative overview, new scripts, file segmentation recommendations, optimized calling times, suggested type of calling to support IRC TM campaigns.
- Ensure timely and accurate invoicing for all activity.

Compliance / Governance

- Advise on best practice and ensure full compliance with current sector regulatory guidance.
- Ensure high levels of data security and compliance.

Meetings and Approvals

- Monthly status meeting with the IRC to review campaigns and discuss upcoming projects.
- Ad-hoc meetings with IRC to develop and review plans as needed.

Schedule/Milestones

We'd like to sign an agreement in time to facilitate the effective set up for calling to commence in July 2023. As leads in times for the recruitment, training and set up of any activity can normally take up to 1 month, we would like to sign an agreement one month beforehand, June 2023.

Acceptance Criteria

Recommendations made by the telemarketing agency will ultimately be signed off by the Director of Mass Markets Germany, Silja von Bornstaedt, in consultation with Associate Director of Global Retention, Charlotte Hall.

Recommendations must be in line with the agreed strategic approach and delivering against the agreed KPIs.

4. Cost of Bidding

The Bidder shall be responsible for all costs associated with the preparation and submission of its bid, and IRC hereinafter referred to as “the Purchaser”, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. THE BIDDING DOCUMENTS:

5. The Bidding Documents

The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents prepared for the selection of qualified suppliers. Failure to furnish all information required as per the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in bid rejection.

The Bidding documents shall include the following documents:

- *The Request for Proposal – RFP (this document).*
- *The categories of the services*
- *Specifications of each item or Scope of Work attached.*
- *Price offering sheet (space provided on the list)*

IRC Buyer to edit the list as appropriate based on the type of good or service being procured.

6. Clarification of Bidding Documents

A prospective Bidder requiring clarification of the Bidding Documents may notify the Purchaser in writing at Germany.Tender@rescue.org. The request for clarification must reach the purchaser not later than (19.05.2023). The Purchaser shall respond by e-mail providing clarification on the bid documents no later than (29.05.2023). Written copies of the Purchaser’s response (including an explanation of the query but without identifying the source of inquiry) shall be communicated to all prospective Bidders which express an intention to submit bids.

C. PREPARATION OF BIDS:

7. Language of Bid

The Bid and all related correspondence and documents exchanged between the Bidders and the Purchaser shall be written in English or German. Any printed literature furnished by the Bidder and written in another language shall be accompanied by a English or German translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the English or German version shall prevail.

8. Documents Comprising the Bid

The submitted bid shall include the following information. Failure to provide all requested information or to comply with the specified formats may disqualify the Bidder from consideration.

- *A cover letter explaining the Bidder's interest in supplying the good or service to the IRC;*
- *Profile of the company.*
- *A Bid detailing the goods or services and their unit prices only in the sheet given for the purpose;*
- *Explanations of delivery lead-times, warranties, transport, storage, and handling requirements, and other important information.*
- *A Certificate of Business Registration or Trading License in Germany*
- *Taxpayers' documents in Germany*
- *Three (3) References from current or past clients (at least in the last one year)*
- *Other important documents which Bidder attaches to support its bid.*

IRC Buyer to adjust the content based on country context & the nature of the procurement.

9. Bid Prices.

The Bidder shall clearly indicate the unit price of the goods it proposes to supply. All unit prices shall be clearly indicated in the space provided in the price schedule, and all unit prices quoted in the RFP response shall be agreed to be in effect for a minimum of twelve (12) months beginning on the date when the contract is executed, with the exception of products or services which are subject to significant and unavoidable market forces which prevent this, in which case the Bidder shall describe and justify the driver(s) of potential price fluctuation during the first twelve (12) months of the agreement. The Bidder shall sign the price schedule and shall stamp the price schedule with the Bidding Company's seal where feasible.

10. Bid Currencies

All financial rates and amounts entered in the Bid Form and Price Schedule and used in documents, correspondence, or operations pertaining to this tender shall be expressed in EUR.

11. Document Establishing Goods Eligibility and Conformity to Bidding Documents

Pursuant to Clause 8, the Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the Bidding Documents of all goods and services, which the Bidder proposes to supply under the Contract.

The Documentary evidence of the services' conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

- A detailed description of the service's essential technical and performance characteristics.
- A clause-by-clause commentary on the Purchaser's Technical Specifications demonstrating the services' substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

The Bidder may propose alternate standards, brand-names and/or catalogue numbers in its bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions are substantially equivalent or superior to those designated in the Technical Specifications.

12. Period of Validity of Bids

Bids shall remain valid for 90 working days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidders to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

13. Format and Signing

The original bid shall be signed by the Bidder or by a person or persons authorized to bind the Bidder to the contract. Financial proposal pages of the bid shall be initialed by the person or persons signing the bid and stamped with the Bidder's company seal.

Interlineations, erasures, annotations, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

Please note: A single bidder may not bid on the same tender via more than one company under his or her ownership. In addition, bidders having close relationships with other bidders (members of the same family, subsidiary, or daughter companies, etc.) may not bid on the same tender. This type of action, or any other action judged by the Purchaser to constitute collusive behavior, will lead to the bidder(s) being automatically eliminated from this tender and disqualified from participating in future IRC tenders. On the other hand, one bidder may submit more than one offer in response to the same tender only if the offers demonstrate clear differences in specifications, quality, lead time, and other characteristic of the goods and services offered.

D. SUBMISSION OF BIDS

14. Submission and Marking of Bids:

Bidder shall submit the bids addressed to the following email: Germany.Tender@rescue.org. All bids shall be placed in the box provided for the purpose. Bids submitted after the deadline will not be accepted. The PURCHASER may, at its discretion, extend the deadline for the submission of bids, in which case all rights and obligations of the PURCHASER and Bidders, as documented in the RFP, will be applicable to the new deadline.

Bidders shall sign the bid register form at the reception of the IRC office indicating their company name, telephone number, and date of submission.

Format

(IRC Buyer to decide whether to require 1 or 2 electronic files or 1 or 2 sealed envelopes (one featuring the Technical Proposal and the other featuring the Financial proposal) 2 files or envelopes are usually required for complex or highly technical projects or as required by the Donor.)

15. Modification and Withdrawal of Bids

The Bidder may modify or withdraw its Bid after submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Purchaser prior to the deadline prescribed for submission of Bids.

The Bidder’s modification or withdrawal notice shall be prepared, sealed, marked, and dispatched. No Bid may be modified after the deadline for submission of bids.

E. BID OPENING AND EVALUATION

16. Preliminary Examination

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether bids are generally in order.

17. Evaluation and Comparison of Bids

Bids determined to be substantially responsive as per section 7 above will be considered evaluated by the IRC Procurement Committee, with the below scoring criteria.

EVALUATION CRITERIA	Description	Weight (%)
Financial proposal (price and payment-terms)	Refers to the offer price, including taxes, duties, delivery charges, and payment terms	40%
Delivery lead-time and availability	Refers to the offered lead-time and availability against IRC’s requirements	10%
Proposal meets specification or requirement.	Refers to the offered good or service relative to IRC’s specifications or requirement or statement of work description	30%
Previous experience with IRC	Refers to the Supplier’s capability and understanding of IRC to fulfill the requirement	10%
Strength of outlined strategy	Provide a clear strategy or a work frame that the company uses.	10%
		100%

18. Contacting the Purchaser

Subject to Clause 5, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded, or the selected qualified supplier is announced.

19. Notification of Award

Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful bidder in writing or where necessary by telephone that his or her bid has been accepted and, selected for Master Purchase Agreement for the specific goods and/or services. At this stage IRC may also choose to negotiate with the selected bidder to finalize the offer.

F. CONTRACTING

20. Contract award and notification

The Purchaser shall award the Contract to the notified successful Bidder(s) whose bid has been determined to be substantially responsive and has been determined to be the best evaluated bid considering price and performance factors, provided further that the Bidder is determined to be qualified to enter into a Master Purchase Agreement and perform its obligations satisfactorily.

21. Warranty

The Supplier shall warrant that the goods to be supplied are new, unused, of the most recent or current models (products) and meet the Purchaser's specifications.

The warranty shall remain valid for a period of time as may be specified by the supplier in the Bid and this warranty period shall be considered as one of the bid advantages, and shall in no case be less than that which is provided for by Germany Law if any.

22. Inspection

The Purchaser shall have the right to inspect the goods to confirm their conformity to the specification. The inspection will be conducted by assigned staff of the Purchaser or a reputed relevant consultant selected by the Purchaser.

In the future business relation, should any inspected goods fail to conform to the specification, the Purchaser may reject them, and the Bidder shall replace the rejected goods without extension of time except at the Purchaser's sole discretion.

23. Service or consultant agreements

For service or consultant agreements time and material awards are not authorized unless it is the only suitable award, and a ceiling is established.

24. Disclaimer

The Purchaser reserves the right to alter the dates of the timetable.

The Purchaser does not bind itself to accept the lowest or any proposal.

G. ETHICAL OPERATING STANDARDS

1. Compliance to the IRC Way

The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC’s combating Trafficking in Persons Policy, which can be found at: <https://rescue.app.box.com/s/h6dv915b72o1mapxg3vczbqxjtboyel>. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does “not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.” IRC’s procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC’s operations.

IRC requests that a supplier

- (i) informs IRC upon becoming aware that the integrity of IRC’s business has been compromised during the RFP process, and
- (ii) Reports such events through IRC’s confidential hotline, Ethics point, which can be accessed at www.ethicspoint.com or via toll-free (866) 654–6461 in the U.S., or collect (503) 352–8177 outside the U.S.

2. Bidder Non Collusion Statement

IRC prohibits collusion and will disqualify all bids where collusion is detected. Collusion happens when related parties submit separate bids for the same tender. Collusion includes situations where:

- a) Members of the same family submit separate bids for the same tender
- b) Separate companies owned by the same person submit separate bids for the same tender
- c) Employees of a bidding company submitting separate bids through companies they own for the same tender
- d) Partners in a bidder submitting separate bids under their own names/ companies they own for the same tender

It is collusion for a person to be involved in more than companies/ businesses submitting a bid to the same tender. Collusion will lead to IRC disqualifying the involved Individuals or companies from that tender as well as disqualify them from submitting bids for future tenders. In addition, IRC may share information relating to this collusion with other international aid organizations operating in the region leading to loss of business opportunities for the colluders.



INTERNATIONAL RESCUE COMMITTEE Vendor Information Form

The information provided will be used to evaluate the Company before contracting with the IRC.

Please complete all fields.

Fields marked (*) are mandatory.

Vendor Information

*Company\Organization Name	
*For individual vendors, provide legal first and last name	
*Any other names company is operating under (Acronyms, Abbreviations, Aliases) if any	
*Previous names of the company	
*Address	
*Website	

*Phone/Fax Numbers	Phone:	Fax:
*Primary Contact	First Name:	Last Name:
	Phone Number:	Email Address:
*Number of Staff		
Number of Locations		
Avg. \$ Value of Stock on Hand		
*Name(s) of Company Owner(s) or Board of Directors or CEO		
*Parent companies, if any		
*Subsidiary or affiliate companies, if any		

Financial Information

*Bank Name and Address	
*Name under which company is registered at bank	<u>This field is mandatory if Wire Transfer is the selected payment method</u>
*Specify Standard Payment Terms (Net, 15, 30 days etc.)	
*Payment Method (select all that applies)	Payment By: <u>Check</u> Yes No <u>Wire Transfer</u> Yes No <u>Cash</u> Yes No
*Name under which company is registered at bank	
*Bank account number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Routing Number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Swift code (if applicable)	<u>This field is to be completed upon notification of awarding of order\contract</u>

Product/Service Information

List Range of Products/Services Offered	
Basis For Pricing (Catalog, List, etc.)	

Documentations as applicable:

*Registration	Provided ____ Not provided: ____ Reasons: ____
*Tax ID (W9, Tax exempt certificate, etc.)	Provided ____
US Vendors only *Do you require a Form 1099?	Yes____ No____

References (optional)

Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>

Vendor Self-Certification of Eligibility

Company certifies that:

1. They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g. European Union, European and United States Government, United Nations) competitive bid opportunities.
2. They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are 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.
3. They have not been convicted of an offense concerning their professional conduct.
4. They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify, or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.

5. They have fulfilled obligations related 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 the contract is to be performed.
6. They have not been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity.
7. They maintain high ethical and social operating standards, including:
 - Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and the IRC's beneficiaries.
 - Environmental aspects: Provision of goods and services with the least negative impact on the environment.
 - Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.
 - Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.
8. Company warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Company's business activities, nor is any IRC employee related to principals or owners of the company. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company's Authorized Vendor status and disqualification of Company from participation in future IRC procurement.
9. Vendor hereby confirms that the organization is not conducting business under other names or alias's that have not been declared to IRC.
10. Vendor hereby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

By signing the Vendor Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual.

IRC Conflict of Interest and Vendor Code of Conduct

Vendor hereby agrees that Vendor and Vendor's employees and subcontractors, if any, shall abide by and follow all established written policies of IRC related to work conduct, including, but not limited to, The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC's Combating Trafficking in Persons Policy, which can be found here: <https://rescue.app.box.com/s/h6dv915b72o1rnapxg3vczbqxjtboyel>.

The IRC Way provides three (3) core values - Integrity, Service, and Accountability - and twenty-two (22) specific undertakings. Vendor acknowledges that all IRC employees and independent contractors are expected to apply these core values and follow these undertakings in carrying out work on behalf of IRC. It is a point of pride for IRC to apply these behavioral standards in IRC's everyday operations.

Integrity - At IRC, we are open, honest and trustworthy in dealing with beneficiaries, partners, co-workers, donors, funders, and the communities we affect.

- We work to build the trust of the communities in which we work and sustain the trust earned by our reputation in serving our beneficiaries.
- We recognize that our talented and dedicated staff are our greatest asset and we conduct ourselves in ways that reflect the highest standards of organizational and individual conduct.
- Throughout our work, IRC respects the dignity, values, history, religion, and culture of those we serve.
- We respect equally the rights of women and men and we do not support practices that undermine the human rights of anyone.
- We refrain from all practices that undermine the integrity of the organization including any form of exploitation, discrimination, harassment, retaliation or abuse of colleagues, beneficiaries, and the communities in which we work.
- We do not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.
- We accept funds and donations only from sources whose aims are consistent with our mission, objectives, and capacity, and which do not undermine our independence and identity.
- We support human rights consistent with the UN Universal Declaration of Human Rights and The Convention on the Rights of the Child.
- We rigorously enforce the UN Secretary General’s Bulletin on the Protection from Sexual Exploitation and Abuse of Beneficiaries.
- IRC recognizes its obligation of care for all IRC staff and assumes their loyalty and cooperation.

Service - At IRC, our primary responsibility is to the people we serve.

- As a guiding principle of our work, IRC encourages self-reliance and supports the right of people to fully participate in decisions that affect their lives.
- We create durable solutions and conditions that foster peace, stability and social, economic, and political development in communities where we work.
- We design programs to respond to beneficiaries’ needs including emergency relief, rehabilitation, and protection of human rights, post-conflict development, resettlement, and advocacy on their behalf.
- We seek to adopt best practices and evidence-based indicators that demonstrate the quality of our work.
- We endorse the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief.

Accountability - At IRC, we are accountable – individually and collectively – for our behaviors, actions and results.

- We are accountable and transparent in our dealings with colleagues, beneficiaries, partners, donors, and the communities we affect.

- We strive to comply with the laws of the governing institutions where we work.
- We maintain and disseminate accurate financial information and information on our goals and activities to interested parties.
- We are responsible stewards of funds entrusted to our use.
- We integrate individual accountability of staff through the use of performance evaluations.
- We utilize the resources available to our organization in order to pursue our mission and strategic objectives in cost effective ways.
- We strive to eliminate waste and unnecessary expense, and to direct all possible resources to the people we serve

Conflict of Interest and Legal Compliance

- Vendor hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Vendor's business activities.
- Vendor hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a family relationship with the vendor's owners.
- Discovery of an undisclosed conflict of interest will result in immediate termination of any Agreement and disqualification of Vendor from participation in current and future IRC activities.
- Vendor hereby warrants that the organization is not conducting business under other names or alias's that have not been declared to IRC.
- Vendor hereby warrants that it does not engage in theft, corrupt practices, collusion, nepotism, bribery, trade in illicit substances, or terrorism or support of terrorism.
- Vendor hereby warrants that it complies with all applicable laws, statutes and regulations, including, but not limited to, export controls, import controls, customs regulations, trade embargoes and other trade sanctions and laws governing unlawful boycotts and payments to foreign government officials.

Vendor hereby agrees to maintain high ethical and social standards:

- Working conditions and social rights: Avoidance of child labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and IRC's beneficiaries; prohibition of trafficking in persons.
- Environmental aspects: Provision of goods and services with the least negative impact on the environment.
- Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.
- Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

Disclosures of conflict of interest shall be made in writing to the IRC Supply Chain Coordinator or Deputy Director of Operations in your country. For global procurement, please write to GSCQA. Email: GSCQA@rescue.org.

These IRC officials shall then determine whether a conflict exists and is material, and whether the contemplated transaction may be authorized as just, fair, and reasonable. If conflict exists, then the vendor with such a conflict shall be prohibited from participating in the transaction.

If you believe that any IRC employee, volunteer or intern is acting in a manner that is inconsistent with these Standards, please notify a supervisor or the confidential helpline Ethicspoint, irc.ethicspoint.com or call Ethicspoint toll-free (866) 654-6461 in the U.S./call collect (503) 352-8177 outside the U.S. There will be no retaliation against any person who raises concerns that are based on good faith belief of improper conduct. An intentionally false report or a failure to report conduct that is known to violate these standards may result in disciplinary action.

By signing this statement vendor acknowledges any violation of the above IRC policies will result in immediate termination of any agreement in place and disqualification from participation in future IRC activities.

Vendor Name:
Signature:
Title:
Print Name:
Date:

IRC Conflict of Interest and Supplier Code of Conduct

Supplier hereby agrees that Supplier and Supplier’s employees and subcontractors, if any, shall abide by and follow all established written policies of IRC related to work conduct, including, but not limited to, The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC’s Combating Trafficking in Persons Policy, which can be found here: <https://rescue.app.box.com/s/h6dv915b72o1rmapxg3vczbqxjtboyel>.

The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings. Supplier acknowledges that all IRC employees and independent contractors are expected to apply these core values and follow these undertakings in carrying out work on behalf of IRC. It is a point of pride for IRC to apply these behavioral standards in IRC’s everyday operations.

Integrity - At IRC, we are open, honest and trustworthy in dealing with beneficiaries, partners, co-workers, donors, funders, and the communities we affect.

- We work to build the trust of the communities in which we work and sustain the trust earned by our reputation in serving our beneficiaries.
- We recognize that our talented and dedicated staff are our greatest asset and we conduct ourselves in ways that reflect the highest standards of organizational and individual conduct.

- Throughout our work, IRC respects the dignity, values, history, religion, and culture of those we serve.
- We respect equally the rights of women and men and we do not support practices that undermine the human rights of anyone.
- We refrain from all practices that undermine the integrity of the organization including any form of exploitation, discrimination, harassment, retaliation or abuse of colleagues, beneficiaries, and the communities in which we work.
- We do not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.
- We accept funds and donations only from sources whose aims are consistent with our mission, objectives, and capacity, and which do not undermine our independence and identity.
- We support human rights consistent with the UN Universal Declaration of Human Rights and The Convention on the Rights of the Child.
- We rigorously enforce the UN Secretary General’s Bulletin on the Protection from Sexual Exploitation and Abuse of Beneficiaries.
- IRC recognizes its obligation of care for all IRC staff and assumes their loyalty and cooperation.

Service - At IRC, our primary responsibility is to the people we serve.

- As a guiding principle of our work, IRC encourages self-reliance and supports the right of people to fully participate in decisions that affect their lives.
- We create durable solutions and conditions that foster peace, stability and social, economic, and political development in communities where we work.
- We design programs to respond to beneficiaries’ needs including emergency relief, rehabilitation, and protection of human rights, post-conflict development, resettlement, and advocacy on their behalf.
- We seek to adopt best practices and evidence-based indicators that demonstrate the quality of our work.
- We endorse the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief.

Accountability - At IRC, we are accountable – individually and collectively – for our behaviors, actions and results.

- We are accountable and transparent in our dealings with colleagues, beneficiaries, partners, donors, and the communities we affect.
- We strive to comply with the laws of the governing institutions where we work.
- We maintain and disseminate accurate financial information and information on our goals and activities to interested parties.
- We are responsible stewards of funds entrusted to our use.
- We integrate individual accountability of staff through the use of performance evaluations.

- We utilize the resources available to our organization in order to pursue our mission and strategic objectives in cost effective ways.
- We strive to eliminate waste and unnecessary expense, and to direct all possible resources to the people we serve

Conflict of Interest and Legal Compliance

- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Supplier's business activities.
- Supplier hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a family relationship with the supplier's owners.
- Discovery of an undisclosed conflict of interest will result in immediate termination of any Agreement and disqualification of Supplier from participation in current and future IRC activities.
- Supplier hereby warrants that the organization is not conducting business under other names or alias's that have not been declared to IRC.
- Supplier hereby warrants that it does not engage in theft, corrupt practices, collusion, nepotism, bribery, trade in illicit substances, or terrorism or support of terrorism.
- Supplier hereby warrants that it complies with all applicable laws, statutes and regulations, including, but not limited to, export controls, import controls, customs regulations, trade embargoes and other trade sanctions and laws governing unlawful boycotts and payments to foreign government officials.

Supplier hereby agrees to maintain high ethical and social standards:

- Working conditions and social rights: Avoidance of child labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and IRC's beneficiaries; prohibition of trafficking in persons.
- Environmental aspects: Provision of goods and services with the least negative impact on the environment.
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These IRC officials shall then determine whether a conflict exists and is material, and whether the contemplated transaction may be authorized as just, fair, and reasonable. If conflict exists, then the supplier with such a conflict shall be prohibited from participating in the transaction.

If you believe that any IRC employee, volunteer or intern is acting in a manner that is inconsistent with these Standards, please notify a supervisor or the confidential helpline Ethicspoint, irc.ethicspoint.com or call Ethicspoint toll-free (866) 654-6461 in the U.S./call collect (503) 352-8177 outside the U.S. There will be no retaliation against any person who raises concerns that are based on good faith belief of improper conduct. An intentionally false report or a failure to report conduct that is known to violate these standards may result in disciplinary action.

By signing this statement supplier acknowledges any violation of the above IRC policies will result in immediate termination of any agreement in place and disqualification from participation in future IRC activities.

Supplier Name:
Signature:
Title:
Print Name:
Date: