



International Rescue Committee Nairobi, Kenya

Request for Proposal (RFP)

IRC/01/2017

PROVISION OF STAFF MEDICAL INSURANCE COVER (IN-PATIENT AND OUT-PATIENT)

Planned Timetable	
Issue ITT	<i>12th September 2017</i>
Questions from Supplier due date	<i>18th September 2017</i>
Deadline for reply to Bidders Question's	<i>19th September 2017</i>
Deadline for submission of Bids	<i>26th September 2017</i>
Evaluation of ITT	<i>26th September – 10th October 2017</i>
Supplier Presentations	<i>13th October 2017</i>
Supplier visit	<i>24th October 2017</i>
Award of Contracts	<i>1st November 2017</i>
Contract start	<i>1st January 2018</i>

Table of Content

I. INTRODUCTION:	Pages
1. The International Rescue Committee	
2. Bidder Purpose	1
3. Cost of Bidding.....	1
II. BIDDING DOCUMENTS:	
4. The Bidding Documents.....	1
5. Clarification of Bidding Documents.....	2
III. PREPARATION OF BIDS:	
6. Language of Bid.....	2
7. Documents Comprising the Bid.....	2
8. Bid Prices.....	2
9. Bid Currencies.....	3
10. Document Establishing Good's Eligibility and Conformity to Bidding Documents.....	3
11. Bid Security.....	3
12. Period of Validity of Bids.....	3
13. Format and Signing.....	4
IV. SUBMISSION OF BIDS:	
14. <i>Submission and Marking of Bids</i>	4
15. <i>Samples</i>	4
16. <i>Modification and Withdrawal of Bids</i>	5
V. Bid OPENING AND EVALUATION	
17. <i>Preliminary Examination</i>	5
18. <i>Evaluation and comparison of Bids</i>	5
19. <i>Contracting the Purchaser</i>	5
20. <i>Notification of awards</i>	6
VI. CONTRACTING	
21. <i>Contract Award Notification</i>	6
22. <i>Warranty</i>	6
23. <i>Inspection</i>	6
24. <i>Price Schedules and Location</i>	7
25. <i>Service or consultant agreements</i>	8
Annexures	9-19

I. 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. The IRC was established in 1933 and began programming in Kenya in 1993. The IRC initially established programming in Kenya to serve the refugees in the Kakuma Refugee Camp. The IRC now runs two programs in Greater Turkana, one for the refugees in Kakuma and programs for the Turkana community operated from Lodwar. The IRC also runs programs in Nairobi and the Dadaab Refugee camp. In addition to the IRC Kenya program, the office in Nairobi is now home to the IRC Somalia program and the Regional office.

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

It is the intent of this RFP to secure competitive proposals to select a supplier or vendor for the International Rescue committee in Nairobi, Kenya to provide Comprehensive staff medical insurance cover to all its staff and dependents based in Kenya. All eligible Suppliers and Vendors that qualify and are technically competent for the provision of staff medical insurance cover (In and Out-patient) are invited to submit their proposals.

The winning bidder(s) will enter into a fixed price Master Services Agreement (MSA) for two (2) year. Bidders shall be domiciled and must have complied with all Government legal Regulations to operate in Kenya and a regular tax payer to offer such goods and services as specified in the tender and shall furnish copy of its operating license/certificate of registration valid for the fiscal year 2017. The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

3. *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.

II. THE BIDDING DOCUMENTS:

4. *The Bidding Documents*

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

The Bidding documents comprise of the following documents:

- *The Request for Proposal – RFP (applied to this document)*
- *Scope of Work (service requirements) attached. **Annex 1***
- *Intent to Bid – **Annex 2***

- *Supplier Information form – **Annex 3***
- *IRC Code of Conduct and Supplier Conflict of interest form – **Annex 4***

5. Clarification of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify the Purchaser in writing to Insurancetender@irc.org. The request for clarification must reach the purchaser not later than 18th September 2017. The Purchaser will respond by e-mail providing clarification on the bid documents on the 19th September 2017. Written copies of the Purchaser's response (including an explanation of the query but without identifying the source of inquiry) will be communicated to all prospective Bidders, who had received the bidding documents.

III. PREPARATION OF BIDS:

6. Language of Bid

The bid and all relative correspondence and documents exchanged between the bidders and the Purchaser shall be written in **English language** only. Any printed literature furnished by the bidder and written in another language must be accompanied by an English translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the English translation shall prevail. Any translations must be performed by a licensed translator as recognized and notarized by the Courts and Government of Kenya.

7. Documents Comprising the Bid

The submitted bid must include the following information. Failure to supply all requested information or comply with the specified formats may disqualify the bidder from consideration.

- *A Bid detailing the unit price only in the sheet given for the purpose;*
- *Certificate of Business registration*
- *Profile of the company(5 pages maximum)*
- *Tax payers documents in Kenya*
- *Copy of current relevant trade licenses from relevant Local Authority*
- *Must be registered with the Insurance Regulatory Authority for the current Year and a copy of the current license shall be submitted*
- *Must attach a copy of current membership certificate with Association of Kenya Insurers (AKI)*
- *Must attach Current registration certificate of Insurance Brokerage firm and membership certificate of AIBK for the year 2017.*
- *Bank details /Financial capabilities*
- *Cover letter explaining interest to be a contracted vendor or supplier*
- *Three (3) References from current or past clients (at least in the last one year)*
- *Other important document bidder feel need to be attached to support their bid.*

8. Bid Prices & Price Changes

For the purpose of selecting a supplier/vendor and executing the Master Service Agreement, the Bidder shall clearly indicate the unit price of the goods they want to supply. All unit prices

shall be clearly indicated in the space provided in the price schedule. The Bidder must sign and officially stamp the price schedule.

During the validity period of the Master Service Agreement, if there is a price change in the market the **supplier can express the change in writing for the Purchaser's consideration a month before implementing the change.** The Purchaser shall respond to the request in writing within 15 days of receipt of notice for price change. Once the changes are agreed between both parties, an addendum will be signed and included in the MPA. **Price changes can be done a maximum of four times in a Year. The purchaser reserve the right to accept or reject the request for the price change.**

9. Bid Currencies

All rates and amounts entered in the Bid Form and Price Schedule and used in any documents, correspondence or operations pertaining to this tender shall be expressed in Kenya Shillings (Ksh)

10. Document Establishing Good's 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 goods' and 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 goods' essential technical and performance characteristics.
- A **clause-by-clause** commentary on the Purchaser's Technical Specifications demonstrating the goods' and services' substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

The bidder shall note that standards for workmanship, material and equipment, and references to brand names or catalogue numbers designated by the Purchaser in its Technical Specifications are intended to be restrictive. However, the Bidder may substitute alternative 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.

11. Bid Security

For the Purpose of This Tender or MPA Process, Bid Security or Bond is not applicable.

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 a person or persons duly 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 company seal.

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

The bidder shall include a cover letter in their proposal. The content of the cover letter shall include the following information:

- A table containing bid offer: item description, unit price
- A detailed specification of the offered goods and services
- Warranty (if necessary and appropriate);
- Delivery time;
- Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for 90 working days).

IV. SUBMISSION OF BIDS

14. Submission and Marking of Bids:

Bidder shall submit sealed bids addressed to the

**The Tender committee
International Rescue Committee,
Galana Plaza Wing A, 4th floor
P.o Box 62727, 00200
Nairobi**

Request for bid documents should be dropped in the IRC Tender Box at the reception desk of IRC's offices in sealed envelopes no later than 04:00pm on **26th September, 2017**. Bids submitted after the deadline will not be accepted.

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

Format

The Bidder's proposal shall comprise **of technical proposal and financial proposal, in separate sealed envelopes**

15. Samples

Samples are required to be submitted wherever IRC is requesting proposals for goods such as food, NFI kits, or supplies. In cases where receiving samples isn't viable, such as equipment, technical specifications must be met in the proposal.

16. Modification and Withdrawal of Bids

The Bidder may modify or withdraw its bid after the bid's 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.

V. BID OPENING AND EVALUATION

17. 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.

18. Evaluation and Comparison of Bids

Bids determined to be substantially responsive as per section 7 above will be considered for the evaluation process with the below scoring criteria.

EVALUATION CRITERIA	Description	Weight (%)
Scope of the cover	Refers to Extent / Depth of the medical cover as stated in the schedule of requirements, consideration will be given to superior package with greater concessions. This will include the suitability of the proposed scheme, extensiveness, flexibility and convenience.	25%
Past experience	Refers to Bidders ability to demonstrate relevant experience and technical knowledge of the goods and services required, experience working with IRC and other INGOs.	10%
Case Management	A detailed description on how the cover is going to be administered. This should cover delivery approach, methodology work plan and quality of service provision. Quality of technological enhancement in place e.g. Mobile, web-based applications, Biometric systems in delivering service will be highly considered.	25%
Network Coverage	Refers to Extensive and Comprehensive Network of Service Providers (Hospitals and Doctors network).	10%
Staff capacity	Refers to the experience of individuals who is assigned to the delivery of goods/service	5%
Financial proposal	Offer as per Price list	25%
	Total weight	100%

19. 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 selected authorized supplier or vendor is announced.

20. Notification of Award

Prior to the expiration of the period of bid validity, the Purchaser will notify the successful bidder in writing or where necessary by phone that his/her bid has been accepted and, selected for Master Service 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.

VI. CONTRACTING

21. Contract award and notification

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

22. Warranty

The Supplier warrants that the goods to be supplied are new, unused, of the most recent or current models (products), and meet 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 Kenya Law if any

23. 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.

24. Price Schedules and Location

Cost Structure					
	Description of Preferred medical cover option	Unit of Measure	Unit Rate	Total Extended Price	Additional Notes If any
	Fully Insured				
	Inpatient services (Kshs. 4,000,000)	Cost /Family			
	Outpatient Benefit (Kshs. 300,000)	Cost /Family			
	Total cost / Unit (Fully Insured)				
	Self-Funded option.	Actual / (%)			
	Maternity	Management fee			
	Dental	Management fee			
	Optical	Management fee			
	Total Management cost				
	Travel Insurance	Cost / Staff			

25. 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.

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.

Ethical Operating Standards

The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, and IRC's combating Trafficking in Persons Policy. 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) report 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.

ANNEXURES



Annex 1 **SCOPE OF WORK**

DETAILS OF MEDICAL INSURANCE COVER

IRC seeks to contract a reputable insurance company to provide staff medical insurance cover. The proposed Staff Medical Schemes shall be a fully enhanced and is intended to provide all employees and their dependents with quality medical and health care services on 24 hours cover basis taking into cognizance the unpredictable nature of sicknesses and/or accidents. The cover will be both in and out-patient.

While it is appreciated that medical schemes come with inherent controls and procedures, IRC is hoping that the selected provider will look at the possibility of ensuring that any controls and procedures are not unnecessarily bureaucratic and cumbersome.

1. Scope of the Cover.

The Medical Scheme is expected to cover the following:-

a) Inpatient cover

The In-patient cover benefit shall cater for illnesses requiring hospitalization, this cover should ensure the beneficiaries receive high quality health care in case of hospitalization. The in-patient cover benefit will be fully enhanced with pre-existing illnesses, chronic and HIV/AIDS conditions and include but not limited to the following benefits:-

- Accidental and all illness hospitalization (accommodation, doctors' fees, x-rays, Physiotherapy, ICU charges, drugs, surgical appliances, etc
- Treatment while in hospital;
- **Admission bed-** indicates your offer in terms of to a maximum of how much Kenya shilling. Please note that if entitlement is unavailable, admission should be Facilitated in a superior room until entitlement becomes available.
- In-patient surgery,
- Emergency caesarean,
- Hospitalization due to dental and optical cases,
- Psychiatric Hospitalization
- Gynecological illness,
- Post hospitalization benefits,
- Ambulance rescue/evacuation (both road and air)
- Chronic, congenital, HIV/AIDS and related conditions
- Pre discharge new born babies must be entitled to access inpatient benefits to full cover limit.
- Any additional benefits should be specified by the bidder.

b) Outpatient cover:

The Outpatient scheme shall deal with cases of illness not requiring admission into a hospital and will include examinations, diagnosis and speedy treatment at health clinics and/or hospitals with the aim of preventing any ailment or illness from growing into cases that require hospitalization.

The Outpatient services should provide quality outpatient medical services and include but not limited to the following benefits:-

- Routine outpatient consultation;
- Diagnostic Laboratory and Radiology services;
- Prescribed Physiotherapy;
- Prescribed drugs and dressings;
- HIV/AIDS related conditions and prescribed ARVs;
- Routine Immunization (KEPI) / baby friendlies.
- Routine Antenatal checkups
- Postnatal care up to six weeks post-delivery;
- Chronic and recurring conditions;
- Outpatient Emergency Ambulance Services;
- Dental services;
- Optical services;
- Immunizations;
- Counseling services;
- Specialist opinion on referral basis;
- Health Education (wellness programmes);
- Renal treatment;
- Any additional benefits should be specified by the bidder.

c) Exclusions and Requirements

The bidder must state clearly requirements, special conditions and/or exclusions applicable to the schemes and Provide options on how to deal with the exclusions

d) Particulars/Requirements of Medical Scheme Cover:

The bidder is expected to provide the following:-

- Full details of what the cover provides
- Eligible expenses included in the in-patient cover
- Eligible expenses included in the out-patient cover
- Full details of cover exclusions i.e. give specific details of each excluded condition
- Last expense rider (member and dependents)

Note:

It's desirous that various options can be provided for managing outpatient scheme to enable cost containment while offering the quality medical service. Option for developing a fund managed scheme for Maternity, Dental and Optical will also be entertained.

2. Case Management

The bidder is expected to provide details on the following:-

- (i) A detailed description on how the cover is going to be administered.
- (ii) An analysis on how the service provider intends to address the following issues/procedures:-
 - (a) Admission of members into the cover
 - (b) Admission of a new born into the cover
 - (c) Admission of members with pre-existing conditions into the cover

- (d) Admission of HIV/AIDS related cases to the cover
- (e) Procedure to be followed for overseas cover
- (f) Procedure to be followed to procure last expense (if any in your package)
- (g) Any other requiring emphasis

(iii) Claims Settlement Turnaround Time

Give details of the claims settlement turnaround time. Note the time indicated will be included as part of the service level agreement to review the performance of the Tenderer after contracting.

3. Staff and Network Coverage

a) Staff Age Limits for cover.

- (i) Employees actively in service between the ages of **18 years** and **65 years** will be eligible for cover. A member already in the scheme can have cover extended up to **70 years**.
- (ii) Dependent children will be eligible for cover from **0 month** of age up till the age of **18 years** or to the age of **25 years** if residing with their parents and enrolled full-time in a recognized post-secondary institution.
- (iii) The waiting period before cover commences for a new employee will be Zero (0) **days (No waiting period subject to written notification)**

b) Location Coverage

The bidder should have extensive and reputable network of Hospitals, Clinics, Pharmacies and Laboratories within easy reach of the members and their dependents. The bidder is required to provide the following:-

- (i) Full details of towns where the insurance company is represented.
- (ii) The appointed hospitals, clinics and doctors all over the country that can be accessed by employees and their dependents.
- (iii) Full details of the medical cover outside Kenya and all exclusions that are applicable. (This is taking into consideration that IRC employees are situated all over the country but Their family members do not necessarily stay with them, IRC staff members of staff frequently travel within and out of the country on official duties)

The bidder should therefore make provision for such cases in the proposal.

4. Medical Limits Defined

The following limits shall apply to all the cadres of employees in IRC.

Description of Benefit / Year	Cover Limit (Ksh)	Family size
Inpatient services	4,000,000	Per Family
Outpatient Benefit	300,000	Per Family
Inpatient maternity	250,000	Per Family
Dental	25,000	Per Person
Optical	20,000	Per Person

Notes:

- Bidders should bid for both Current & Alternative covers, one of the covers will be selected for staff insurance cover.
- There will be subtractions and additions from time to time which will need to be accommodated in the medical scheme.

5. Travel Insurance Cover.

Some of the IRC staff travel significantly and therefore they will require to have a travel cover that compliments the medical covers provided during their duty travel.

The areas of travel have been listed as below.

Region / scope	East Africa	Asia	Global Coverage
Countries covered	Kenya	Thailand	Worldwide coverage.
	Burundi	Afghanistan	
	Tanzania	Pakistan	
	Somalia	Myanmar	
	Yemen		
	Zimbabwe		
	Uganda		
	Ethiopia		
	South Sudan		

The summary of IRC population for consideration of medical cover is as follows:-

Family Size	Count	Population
M	150	150
M+1	67	134
M+2	63	189
M+3	76	304
M+4	35	175
M+5	38	228
M+6	12	84
M+7	8	64
M+8	5	45
M+9	4	40
M+10	2	22
Totals		1435

Annex 2



**International Rescue Committee, Inc.
Intent to Bid**

IRC Reference #: _____

Company Name _____

(Please indicate #1 or #2 below)

1. ☐ It is the intent of this company to submit a response to the (Title of RFP) Request for Proposal.

Please provide a name and email address for the person within your company that should receive notices, amendments, etc. that are related to this RFP:

Name _____

Phone _____

Email _____

Signature (If faxed) _____

Title of Person signing _____

Date _____

We realize that this is an intent to bid and in no way obligates this company to participate in this process.

2. ☐ This company DOES NOT intend to participate in this RFP.

Name (Signature if faxed) _____

Title of Person signing _____

Date _____

Please fax or email this form at your earliest convenience to the attention of:

Name (YOU) _____

Fax _____

Email _____

Annex 3



INTERNATIONAL RESCUE COMMITTEE

Supplier Information Form

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

Please complete all fields.

Supplier Information

Company Name		
Any other names company is operating under (Acronyms, Abbreviations, Aliases)		
Previous names of the company		
Address		
Website		
Phone/Fax Numbers	Phone:	Fax:
Primary Contact	Name:	Phone Number:
	Email Address:	
# of Staff		
# of Locations		
Avg. \$ Value of Stock on Hand		
Name(s) of Company Owner(s) or Board of Directors		
Parent companies, if any		

Subsidiary or affiliate companies, if any	
---	--

Financial Information

Bank Name and Address	
Name under which company is registered at bank	
Payment Terms	Payment By: <u>Check</u> Yes No <u>Wire Transfer</u> Yes No
Specify Standard Payment Terms (Net15, 30, etc.)	

Product/Service Information

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

References

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>

Supplier 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 Supplier status and disqualification of Company from participation in future IRC procurement.

9. Supplier hereby confirms that the organization is not conducting business under other names or alias's that have not been declared to IRC.

10. Supplier hereby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

By signing the Supplier 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.

Company Name: _____

Name of Representative: _____

Title: _____

Signature: _____

Date: _____

FOR IRC USE

Following documents have been supplied:

Business registration or license	
Articles of incorporation or similar document	
Business and other NGO references	
Bank statements and references	
Passport / ID cards of business owners/board of directors	
Financial statement (if available)	

I _____ an employee of IRC having completed and reviewed this form confirm the accuracy of information provided:

Name _____

Title _____

Signature _____

Date* _____

*Supplier to be re-authorized one year from this date.



Annex 4

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, and IRC's Combating Trafficking in Persons Policy. 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

- 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 confirms that the organization is not conducting business under other names or alias's that have not been declared to IRC.
- Supplier hereby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

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.
- 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.

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, www.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:

-END-