

1. Invitation to Tender

Tender Name: Staff medical insurance.	Tender No: KRT-1007
Location: Country wide coverage.	Correspondence Language(s): English
<p>Brief Summary Description of Project:</p> <p>Mercy Corps is an international non-governmental organization that exists to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities. Mercy Corps is fully registered as an NGO and has been operational since 2006 in Sudan.</p> <p>Mercy Corps programs, focus on building resilience and enabling economic growth, improving opportunities to attain better health and nutrition, improving governance and conflict management, and providing humanitarian support in different parts of Sudan.</p> <p>Mercy Corps currently has over 300 national team members and their dependents.</p> <p>Purpose of Tender:</p> <p>Mercy Corps invites eligible insurance service providers to submit their proposals for provision of Health Insurance benefits for team members and their dependents in Sudan.</p>	

Tender Package Available from: 10/19/2022	Tender Package Pickup Location: www.sudanbid.com
Deadline for Offer Submission: 10/27/2022	Submit Offers to: sd-tenders@mercycorps.org Or Deliver at Mercy corps Offices

Mercy Corps reserves the right to accept or reject any late offers

Questions and Answers (Q&A)	
If any, Submit Questions in writing to: sd-tenders@mercycorps.org	
Last Day for Questions: 10/26/2022	Questions will be consolidated and upload to:

Documentation Checklist

These documents are contained within this tender package:	✓	Invitation to Tender
	✓	General Conditions for Tender
	✓	Criteria and Submittals
	✓	Price Offer Sheet
	✓	Supplier Information Form
	✓	Scope of Work

2. General Conditions for Tender

Mercy Corps invites proposals for the services described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the services specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

2.1 Mercy Corps' Anti-Bribery and Anti-Corruption Statement

Mercy Corps strictly prohibits:

- *Any form of bribe or kickback in relation to its activities*
This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract.
- *Conflicts of interests in the awarding or management of contracts*
If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.
- *The sharing or obtaining of confidential information*
Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps' price estimates, competing offerors or competing offers, etc. Any information provided to one offeror must be provided to all other offerors.
- *Collusion between/among offerors*
Mercy Corps requires fair and open competition for this solicitation. No two (or more) companies submitting proposals can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:
integrityhotline@mercy Corps.org

Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or

individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps' donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

2.2 Tender Basis:

- All offers shall be made in accordance with these instructions, and all documents requested should be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.
- No respondent should add, omit or change any item, term or condition herein.
- If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offeror may make one response only.
- Each offer shall be valid for the period of [300 days] from its date of submission.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
- Any requests for clarifications regarding the project that are not addressed in written documents must be presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.
- This Tender does not obligate Mercy Corps to execute a contract nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of proposals. Furthermore, Mercy Corps reserves the right to reject any and all proposals, if such action is considered to be in the best interest of Mercy Corps.

2.3 Supplier Eligibility

Suppliers may not apply, and will be rejected as ineligible, if they:

- Are not registered companies
- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct
- Have not fulfilled obligations related to payment of social security and taxes
- Are guilty of serious misinterpretation in supplying information



- Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti-Corruption Statement
- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: The United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

2.4 Response Documents

Offerors can either utilize the response documents contained in this tender package to submit their offer or they can submit an offer in their own format as long as it contains all the required documents and information specified by this tender.

2.5 Acceptance of Successful Response

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror will be required to sign a contract for the stated, agreed amount for a period of time specified in the contract.

2.6 Certification Regarding Terrorism

It is Mercy Corps' policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

3. Criteria & Submittals

3.1 Contract Terms

Mercy Corps intends to issue a **Fixed Price** contract to one company or organization. The successful offeror(s) shall be required to adhere to the statement of work and terms and conditions of the resulting contract. The anticipated contract is incorporated in Section 6 herein. By submitting an offer, offerors certify that they understand and agree to all of the terms and clauses contained in Section 6.

3.2 Specific Eligibility Criteria

Eligibility criteria must be met, and the corresponding supporting documents listed below under “Tender Submittals” **must** be submitted with offers. Offerors who do not submit these documents may be **disqualified** from any further technical or financial evaluation.

Eligibility Criteria:

- The offeror must be legally registered.
- The offeror must not be bankrupt or in the process of going bankrupt
- The offeror must be in good standing with its governing tax authority
- Must have an insurance business that has been operational for at least 1 year
- Must have a valid operating license certificate from the National Insurance Authority (NIA) related to health.

3.3 Tender Submittals

Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.

Documents supporting the Eligibility Criteria and Evaluation:

- Company certificate of Incorporation.
- Tax registration certificate.
- A copy of the most recent tax clearance certificate preferably addressed to Mercy Corps.
- A copy of a valid trading license for the current financial year.
- Bank statements for the last 6 months (Between July 2020 – March 2021) or Audited books of accounts FY19/FY20.
- Copy of a valid operating license certificate from the National Insurance Authority (NIA) related to health.
- Memorandum and Articles of association with list of Directors.
- Company profile showing details of establishment, physical location and official operating premises and services offered.

Documents to conduct the Technical Evaluation and additional Due Diligence:

- List of clients including a minimum of 3 INGOs. With contact details.
- References from current clients (including contact information)
- Key Personnel professional experience – to handle Mercy Corps needs/ Account.
- A clear benefit of each package.

Documents to conduct additional Due Diligence:

- Supplier information form indicating company references.
- Contracts/orders from previous work.
- Company premises

Price Offer:

The Price offer is used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a fixed-price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price inclusive of all the applicable taxes and statutory levies. Offerors must show unit prices, quantities, and total price, as displayed in the offer Sheet. All items must be clearly labeled and included in the total offered price.

Offerors must include VAT exemption certificates with their offer .

Offeror must use the attached Price Offer Sheet.

3.4 Currency

Offers should be submitted in: United states Dollars (USD)

Payments will be made in: United states Dollars (USD)

3.5 Tender Evaluation (Trade-Off Selection Method)

Based on the above submittals, Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. MC will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender.

Evaluations will be conducted as described in the following subsections:

3.5.1 Scoring Evaluation***Trade-Off Method***

Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a weighted basis (each criteria is given a percentage, all together equaling 100%). Offeror's proposals should consist of all required technical submittals so a Mercy Corps committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

Award criteria shall be based on the proposal's overall "**value for money**" (quality, cost, delivery time,

etc.) while taking into consideration donor and internal requirements and regulations. Each individual criteria has been assigned a weighting prior to the release of this tender based on its importance to Mercy Corps in this process.

Offeror(s) with the best score will be accepted as the winning offeror(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in [section 3.5.2](#).

When performing the Scoring Evaluation, the Mercy Corps tender committee will assign points for each criteria based on the following scale:

Point	Rationale
0	Not acceptable; has not met any part of the specified criteria
1-4	Has met only some minimum requirements and may not be acceptable
5	Acceptable
6-9	Acceptable; has met all requirements and exceeds some requirements.
10	Acceptable; has exceeded all requirements

Evaluation Criteria	Weight (%)	Possible Points (1 to 10)	Weighted Score
	(A)	(B)	(A*B)
Breakdown of benefits covered under the policies proposed. Applicants must have had these policies running and being used by other similar organizations for at least 3 years. <ul style="list-style-type: none"> Refer to scope of work. 	25%		
Hospital coverage in the major and surrounding districts of Mercy Corps operations. The service provider should be able to have various affiliations with hospitals offering high standard services within the core and surrounding districts. <ul style="list-style-type: none"> The Service provider must have many hospitals and clinics in <ul style="list-style-type: none"> Khartoum State South Kordofan State North Kordofan State Gedaref State South Darfour State 	20%		
A clear breakdown of the premium for the below categories: <ul style="list-style-type: none"> Amount of Premium Chargeable Per member in the scheme. 	25%		
Efficient process for submitting claims from unaffiliated providers for reimbursement (clearly indicate the process in the proposal)	10%		
Demonstrated experience in providing Health Insurance benefits for its team members and their dependents in Sudan with similar organizations having good track-record. Minimum of 3 years' experience.	10%		

<ul style="list-style-type: none"> ● Attach at least 3 reference letters from INGO's. 			
Tender Price – Lowest bidder (5 marks), 2nd lowest bidder (4 Marks), 3rd lowest bidder (3 marks); 4th lowest bidder (2 marks); 5th lowest bidder (1 mark); any other price.	5%		
Provide any other value additions (5 marks – each 1 mark)	5%		
TOTAL POSSIBLE SCORE:	100%		

3.5.2 Additional Due Diligence

Upon completion of both the technical and financial evaluations Mercy Corps may choose to engage in additional due diligence processes with a particular offeror or offeror(s). The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference Checks.
- Supplier's facility visits.
- Analysis of audited financial statements.
- Determination of relations and affiliations between offerors.
- Other appropriate documented methods, giving Mercy Corps increased confidence in the supplier's ability to perform.
- Verification of submitted legal documents.

4. Offer Form

Offerors must submit their own independent offer including at least (but not limited to):

- All documents requested in the “Eligibility Criteria” section of this Tender Package
- All documents requested in the “Tender Submittals” section of this Tender Package
- All information listed in the “Documents Comprising the Proposal” section below

All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.

Documents Comprising the Proposal

The following information must be included in the offer of any potential offeror:

- Cover Letter** explaining interest to be a contracted vendor or supplier, and the details of the Proposal. The content of the cover letter shall include the following information:
 - A detailed specification of the offered services (Proposal)
 - Delivery time
 - Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for 300 working days)
- A Price Offer detailing the unit price only, using the **Price Offer Sheet** template provided in section
- Completed and signed Mercy Corps **Supplier Information Form** (template provided in section 7)
- Other important documents offeror feels need to be attached to support their proposal

The original proposal shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the proposal shall be initialed by the person or persons signing the proposal 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 proposal.

5. Scope of Work

5.1 Background

Mercy Corps is an international non-governmental organization that exists to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities. Mercy Corps is fully registered as an NGO and has been operational since 2006 in Sudan.

Mercy Corps programs, focus on building resilience and enabling economic growth, improving opportunities to attain better health and nutrition, improving governance and conflict management, and providing humanitarian support in different parts of Sudan.

Mercy Corps currently has over 300 national team members and their dependents

Purpose:

Mercy Corps requires services of an eligible insurance company to provide medical insurance services to all staff and their three dependents

5.2 Scope of Work:

General Scope of Work – Provision of Medical Services.

Background:

Mercy Corps is an international non-governmental organization that exists to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities. Mercy Corps is fully registered as an NGO and has been operational since 2006 in Sudan.

Mercy Corps programs, focus on building resilience and enabling economic growth, improving opportunities to attain better health and nutrition, improving governance and conflict management, and providing humanitarian support in different parts of Sudan.

Mercy Corps currently has over 100 national team members

Purpose:

Mercy Corps requires services of an eligible insurance company to provide medical insurance services to all staff and their three dependents.

Scope:

Mercy Corps invites proposals from established insurance medical service provider and insurance brokers operating in Sudan. The service provider should be able to provide the following.

1. Provide medical coverage to all employees and their dependents.
2. The medical coverage should include the following
 - Out-patient consultations, diagnostic tests, and treatment with a specialist if consented by individual including but not limited to paediatrician, gynaecologist, dermatologist, physiotherapist, urologist, neurologist, and psychiatrist.

- Access to a private ward, single room, in the hospital most appropriate for the case, including medical, surgical, diagnostic and therapeutic services appropriate to the accident/illness.
 - Treatment of short-term (acute) medical conditions, including in-patient tests, and surgery.
 - Accident and Emergency admission, treatment and care.
 - Laboratory tests, x-rays, ultra-sound, CT and MRI scans, oncology tests and other diagnostic procedures, including testing for HIV/AIDS if required and consented by the individual.
 - Maternity care including pre-natal and post-natal care, routine support and advice, tests, consultations and treatment during childbirth, and management of pregnancy related complications including congenital defects or abnormalities and premature births;
 - Conduct health assessments and clearance for staff, when required to (N.B, No member or dependent will be required to undertake an HIV test before entering employment time);
 - Critical illnesses eg HIV/AIDS, cancer - provide treatment of opportunistic infections, Antiretroviral therapy and the appropriate monitoring where necessary for any HIV positive member and his/her named dependents; provide counselling for members and immediate family, especially in the case of a confirmed terminal illness, suspected or known HIV infection; provide treatment including chemotherapy and care for cancer;
 - Be able to counsel and provide emergency post exposure prophylaxis in the case of known or suspected exposure to HIV infection or cancer.
 - Provide reasonable Psychiatric services including counselling services, drugs and treatment for members and immediate family in case one develops a psychiatric condition.
 - Non cosmetic dermatology consultations and treatment.
 - Provide rehabilitation and counselling services for any member who suffers permanent loss of one or more limbs or eyes or suffers from total or partial disablement; provide specialist equipment e.g., mobility, hearing aids etc if deemed necessary.
 - Provide optical services including eye testing, surgery and lenses as prescribed a qualified ophthalmologist to an agreed financial limit.
 - Offer a wide range of options of medical and para-medical practitioners, clinics and hospitals to members on the scheme.
 - Provide dental services including cleaning, filling, extraction, root canals treatment and replacement of teeth lost through sickness or accident to an agreed financial limit.
 - Rescue and evacuation to the most appropriate medical facility within Sudan or any other service that the insurance company is able to provide to the benefit of the insured.
3. The service provider should be able to provide services throughout the whole country with emphasis in the following States.
- a. 1 Khartoum State
 - b. 2 South Kordofan State
 - c. 3 North Kordofan State
 - d. Gedaref State
 - e. South Darfour State

4. The covers should also be able to reach another North African Country other than Sudan in the event of any occasional travel by staff.

Charging

- Zero charging on medications
- Zero charging on doctor visits

Coverage Class

- All Mercy Corps staff will cover under the premium or VIP Class

Staff number of addition:

MC will cover a team member and his / her dependents as follows:

- Spouse
- Children
- Parents

1. Reimbursable Expenses:

- In case of avail of In-hospital services in a Non-Network Provider 100% of the Insurer Network customary charges will be refunded.
- In areas where the Insurer has no network providers and/or when a specific Network Provider has been frozen or has refused to provide free access, he/she is entitled to (100%) reimbursement of all refundable expenses.
- In case of receiving treatment outside the medical network outside Sudan, emergency cases are covered according to the medical report. The claim is paid as a refund based on the origin medical reports and invoices within the limits of the ceiling. 10 days max for Reimbursements.

Adding and deletion process:

Calculation of additions and cancellation premiums for a medical insurance policy

Cancelation and addition calculation method will be prorated.

Adding process

Adding requests will be done through email attaching the following documents:

- Photos of team members his / her dependents.
- ID card for team members' dependents.
- Marriage certificate
- Birth certificate for the children.

Deletion:

Mercy Corps Europe has the right to delete any of the insured members. In this case his/her coverage and that of family members must be terminated immediately upon receipt of a written request from Mercy Corps Europe.

The deletion will be completed by sending a written letter showing team members and their dependents.

- The deletion from our accounts will be on the same day of receiving the written letter or 5 working days max after receiving the written letter.

Terminations of the Contract



Termination for Convenience Notice Period: One month before the end of the contract (the "Termination Notice Period").

Monthly statement:

The insurance company must send a monthly statement showing adding, and deletion of MC staff and all balances.

Timeline

The successful firm will be contracted for a period of 12 months.

The Contractor will work directly with:

Country Director and Human Resource Manager

Submittals and evaluation criteria:

The applicants will be evaluated on the below criteria.

- Company certificate of Incorporation.
- Tax registration certificate.
- Company profile showing details of establishment, physical location and official operating premises and services offered.

Technical criteria:

The application should include the following and will be evaluated using weighted evaluate on/trade off method:

SAMPLE SERVICE CONTRACT

Contract No. _____

THIS SERVICE CONTRACT entered into as of _____ by and between MERCY CORPS, a State of Washington, U.S.A. nonprofit corporation having its principal office in Portland, Oregon, U.S.A. ("Mercy Corps") and _____ ("Contractor") is as follows:

1. Defined Terms. Each of the following terms has the meaning given to such term on Schedule I attached hereto: Authorized Representative, Payment Terms, Services and SOW. "Contract" means this Service Contract as amended, modified or supplemented from time to time taken together with its Schedules. Additional terms may be defined throughout this Contract.

2. Delivery of Services.

a. Contractor will perform the Services, and Mercy Corps will pay for the Services, in accordance with the terms and conditions and within the Performance Period set forth in this Contract and the Statement of Services.

b. Contractor will perform all Services through the services of Contractor's employees. Contractor will not delegate or subcontract any Services to be provided to Mercy Corps without Mercy Corps' prior written consent. Contractor agrees that including the specific individuals named (if any) as Key Personnel in Schedule I is a material part of the bargain. Contractor will not change the Key Personnel without prior notice and an amendment to this Contract specifying the change. Mercy Corps may withhold its consent to substitute personnel using its sole discretion.

3. Compliance with SOW and Changes to the SOW. Services will be provided strictly in accordance with the SOW. No deviation, substitution or change is permitted without Mercy Corps' prior written consent; provided that Mercy Corps may terminate, suspend, increase or decrease the scope of Contractor's performance under the SOW by written notice to Contractor specifying the changes. Unless mutually agreed, change to the SOW by Mercy Corps does not apply to change Services timely and fully delivered and performed before the date of the change. If any change causes an increase or decrease in the cost of, or the time required for, Contractor's performance, an equitable adjustment may be made in the SOW or Payment Terms or both, if such adjustment is set forth in an amendment signed by Mercy Corps' and Contractor's Authorized Representative.

4. Invoicing and Payment.

a. Contractor will submit invoices to Mercy Corps in accordance with the invoicing schedule and invoicing delivery terms set forth in the Statement of Services (Schedule I). **Final invoices must be submitted within 10 working days of the end date of the Contract. Contractor recognizes that in many cases Mercy Corps' donor will not reimburse Mercy Corps for invoices submitted beyond 10 working days after the termination of a contract and therefore Mercy Corps will have no obligation to pay any portion of invoices received more than 10 working days after the end date of the Contract.** Each invoice will include (i) the Contract Number; (ii) Contractor's name and address; (iii) a description of the Services performed, (iv) the dates such Services were performed, (v) a pricing calculation based on the payment terms, (vi) properly reimbursable expenses (if any) incurred along with receipts for such expenses (if applicable) for all individual expenses exceeding \$25 USD, and (vii) such other information as Mercy Corps may reasonably request. Invoices will only be deemed received on the date they are delivered to the Authorized Representative pursuant to the Payment Terms (see Schedule I). If Mercy Corps determines that Services that are the subject of an invoice have not been performed in accordance with the Statement of Services, Mercy Corps may dispute the invoice by sending Contractor notice of such dispute after Mercy Corps' receipt of the invoice. Such notice shall clearly state the specific Services disputed, and Mercy Corps' reason for disputing the performance of the Services. If both parties accept the dispute of the invoice, they shall agree in writing as to the steps required of Contractor to ensure that the performance of the disputed Services is subsequently completed in accordance with the Additional Terms, and the time required of Contractor to complete the Services.

b. Except as otherwise provided in the Statement of Services, Mercy Corps will pay each invoice (or adjusted invoice if the subject of dispute) in accordance with the Payment Terms within 30 days after the later of (i) receipt of the invoice or (ii) resolution of the items set forth in the notice of disputed charges.

c. Mercy Corps may off-set any amount it owes Contractor against any amount Contractor owes Mercy Corps.

All payments under this contract will be through bank transfer to contractor's account per the below bank details;

Account Name: _____

Account No: _____

Bank Name and Address: _____

Swift Code _____

IBAN No _____

5. Taxes, Duties and Expenses.

a. Except as otherwise provided in the Statement of Services, Contractor is responsible for all expenses incurred by it in performing under this Contract and all taxes, duties and other governmental charges with respect to the provision of Services. If the law requires Mercy Corps to withhold taxes from payments to Contractor, Mercy Corps may withhold those taxes and pay them to the appropriate taxing authority. Mercy Corps will deliver to the Contractor an official notice for such taxes. Mercy Corps will use reasonable efforts to minimize any taxes withheld to the extent allowed by law.

b. In the event Statement of Services does allow for reimbursement of Contractor expenses, such expenses must be reasonable and included in the scope of allowable expenses stated in Schedule I and fully documented with receipts and any other documentation reasonably necessary for Mercy Corps to determine the costs were reasonable and properly incurred.

6. Representations, Warranties and Additional Covenants. Contractor represents and warrants to Mercy Corps and covenants with Mercy Corps as follows.

a. Contractor has full rights and authority to enter into and perform its obligations under this Contract. Contractor's performance will not violate any agreement or obligation between Contractor and any third party.

b. Contractor has the requisite skills to perform the Services in accordance with the SOW.

c. Contractor possesses all governmental and other certifications and licenses necessary to perform the Services. Performance by Contractor of its obligations under this



Contract will not infringe on any patent, copyright, trademark, trade secret or other proprietary right of any third party.

d. Contractor will comply with all applicable law, regulations and rules in the performance of its obligations under this Contract.

e. Contractor has not, and will not, engage in transactions with, or provide resources or support to, individuals and organizations associated with terrorism, including those individuals or entities that appear on the Specially Designated Nationals and Blocked Persons List maintained by the U.S. Treasury (<http://www.treasury.gov/resource-center/sanctions/SDN-List/Pages/default.aspx>) or the United Nations Security designation list (http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml).

f. Contractor will comply with and train its employees in all applicable laws against bribery, corruption, inaccurate books and records, inadequate internal controls and money-laundering, including the U.S. Foreign Corrupt Practices Act and the UK Bribery Act. Contractor has not and will not offer or give any employee, agent, or representative of Mercy Corps anything of value to secure any business from Mercy Corps or influence such person to alter the terms, conditions, or performance of any contract with or purchase order from Mercy Corps, including but not limited to this Contract.

g. Contractor, including its owners or employees, does not own, directly or indirectly, any other company that was competing for award of this Contract. Contractor did not seek or obtain confidential information related to the award of this Contract from any Mercy Corps employee, agent or representative. Contractor did not collude or conspire with any other individual or entity to limit competition for the award of this Contract, to set prices being offered or in any other way to interfere with free and open competition.

h. Contractor is not owned in whole or in part, directly or indirectly, by any immediate or extended family member of any Mercy Corps employee, agent or representative, or, if so owned, Contractor fully disclosed such relationship and any potential conflict of interest has been waived, in writing, by Mercy Corps.

i. Contractor has not engaged in, and will not engage in, any of the following conduct: (A) trafficking in persons (as defined in the Protocol to Prevent, Suppress, and Punish Trafficking in Persons, especially Women and Children, supplementing the UN Convention against Transnational Organized Crime); (B) procuring a commercial sex act; or (C) using forced labor.

j. Contractor is not the subject or any governmental or donor investigation and has not been debarred or suspended by any government, governmental agency or donor.

7. Independent Contractor. The parties intend to be independent Contractors. Contractor will be solely responsible for and have control over the means, methods, techniques, personnel and procedures for performing the Services. Neither party will be deemed an agent or partner of the other party.

8. Work Product and Intellectual Property Rights.

a. "Work Product" means any and all (1) intellectual property, intellectual property rights, materials, tangible personal property and other work product that Contractor creates (or has created), alone or jointly with one or more other persons, (a) that relates to any SOW under



this Contract, (b) that results from or arises out of any services performed by Contractor for Mercy Corps, (c) for which Contractor used equipment, supplies, facilities or trade secret information of Mercy Corps in creating such work product, or (d) that is derived or otherwise created from any intellectual property, intellectual property rights, materials, tangible personal property, or other assets of Mercy Corps; and (2) materials that contain, embody, disclose, reflect, or refer to any of the foregoing.

b. Mercy Corps will be the sole owner of all Work Product. To the extent allowed by applicable law, all Work Product that consists of subject matter of U.S. or any other country's copyright laws will constitute "works made for hire" under applicable copyright laws. Contractor will not provide Work Product to any person other than employees or agents of Mercy Corps. Contractor will hold all Work Product in trust for Mercy Corps. All Work Product will be deemed to be Confidential Information of Mercy Corps and subject to the provisions of Section 9.

c. Contractor will promptly disclose in writing to Mercy Corps all Work Product that Contractor creates, alone or jointly with others, in the performance of its obligations under this Contract.

d. Contractor hereby irrevocably assigns and transfers to Mercy Corps (i) all rights, title and interest in all Work Product, (ii) all related rights and remedies, and (iii) all claims (for damages or otherwise) and causes of action with respect to any Work Product.

e. Contractor hereby irrevocably waives and agrees never to assert any Moral Rights that may exist anywhere in the world in or with respect to any Work Product, including claims for damages and other remedies. "Moral Rights" means any and all right to claim authorship to or to object to any distortion, mutilation or other modification or other derogatory action in relation to a work, whether or not such action would be prejudicial to the author's reputation, and any similar right, existing under common or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or generally referred to as a "*moral right*".

9. Confidentiality. Contractor will maintain, and cause each of its employees and others it involves in performing its obligations under this Contract to maintain, the confidentiality of: (i) any information Mercy Corps provides to Contractor that Mercy Corps identifies as confidential; (ii) the terms and conditions of this Contract; and (iii) nonpublic information regarding Mercy Corps' policies and practices. Upon Mercy Corps' request, Contractor will return to Mercy Corps all confidential information provided by Mercy Corps to Contractor.

10. Indemnification. Contractor will indemnify Mercy Corps and each of its officers, directors, employees, representatives and agents (each, an "Indemnitee"), and hold them harmless from, any and all losses, claims, damages, liabilities, any government or donor investigations, fines or penalties and related expenses (including incidental and consequential damages and reasonable attorneys' fees, whether incurred at the investigative, trial or appellate level or otherwise) incurred by any Indemnitee or asserted against any Indemnitee by any third party or by Contractor arising out of, in connection with, or as a result of this Contract, any failure by Contractor to fully perform its obligations under this Contract or any breach by Contractor of any of its representations and warranties under this Contract, provided that such indemnity will not, as to any Indemnitee, be available to the extent that such losses, claims, damages, liabilities or related expenses resulted from the gross negligence or willful misconduct of such Indemnitee.

11. Termination. This Contract may be terminated under the following circumstances:

- a. by both Parties on mutual written agreement of the Parties;
- b. by either Party for its convenience with written notice and after the Termination Notice Period specified in Schedule I has expired;
- c. by Mercy Corps immediately upon written notice in the event Mercy Corps' donor(s) terminates or withdraws funding that Mercy Corps would use to pay Contractor under this Contract;
- d. by either Party due to the non-terminating Party's breach of this Contract and failure to correct such breach within 15 working days' prior notice of such breach;
- e. be either Party upon written notice if a force majeure event, including any not reasonably foreseeable war, insurrection, change in law or government action or inaction, strike, natural disaster or similar event, prevents the terminating Party from being able to fulfill its obligations under this Contract; or
- f. by Mercy Corps immediately upon written notice if Mercy Corps using its sole discretion determines that Contractor has or will breach any of its warranties, covenants or representations in this Contract, in which case Mercy Corps may withhold any and all amounts owed to Contractor until such breach is remedied.

In the event of termination due to Contractor's breach of this Contract or by Contractor for Contractor's convenience, Mercy Corps will not be obligated to pay Contractor for any partially completed work. In the event termination is due to Mercy Corps' breach of this Contract, by Mercy Corps for Mercy Corps' convenience, due to force majeure event, or due to loss of funding, Mercy Corps will be obligated to pay Contractor for its reasonable, pro-rated costs of work completed and expenses properly incurred prior to termination. However, Mercy Corps will not be responsible for any expenses incurred in anticipation of termination or suspension.

Dispute Resolution. Any unresolved dispute or claims will be settled by arbitration administered by the International Centre for Dispute Resolution in accordance with its International Arbitration Rules. The number of arbitrators will be one. The place of arbitration will be Portland, Oregon. The language of the arbitration will be English.

12. Access to Books and Records. Mercy Corps, its donors (including, if applicable, USAID, and the Comptroller General of the United States) and any of their respective representatives will have access to any books, documents, papers and records of Contractor that are directly pertinent to this Contract for the purpose of making audits, examinations, excerpts and transcriptions for a period of seven years following the completion of the Contract.

13. Additional Donor Terms and Conditions. The Donor Terms (if any) are incorporated in this Contract by reference and are fully binding on Contractor and Mercy Corps. In the event of a conflict between the Donor Terms and any other provision of this Contract or any other document between Contractor and Mercy Corps, the Donor Terms will prevail.

14. Miscellaneous.

a. This Contract and the rights and obligations of the parties hereto will be governed by and construed in accordance with the laws of the State of Oregon (exclusive of the United Nations Convention on Contracts for the International Sale of Goods), without regard to the conflict of laws provisions thereof.

b. No right or obligation under this Contract (including the right to receive monies due) will be assigned without the prior written consent of Mercy Corps. Any assignment without such consent will be void. Mercy Corps may assign its rights under this Contract.

c. All notices provided for herein will be in writing and will be delivered by hand or overnight courier service, email or fax in accordance with each party's contact information set forth on Schedule I. Notices will be deemed to have been given when received, provided that notices sent by email or fax will be deemed received when sent (except that, if not sent during normal business hours for the recipient, will be deemed received at the opening of business on the next business day for the recipient).

d. Time is of the essence of each and every obligation of Contractor under this Contract.

e. If any provision of this Contract is prohibited by or invalid under applicable law, such provision will be ineffective only to the extent of such prohibition or invalidity without invalidating the remainder of such provision or any remaining provisions of this Contract.

f. Except as otherwise provided above, this Contract may be amended or modified only by a written document signed by both parties. This Contract constitutes the entire contract between the parties relating to the subject matter hereof and supersedes any and all previous Contracts and understandings, oral or written, relating to the subject matter hereof.

g. No failure on the part of Mercy Corps to exercise, and no delay in exercising, any right, power, privilege or remedy under this Contract will operate as a waiver thereof; nor will any single or partial exercise of any such right, power, privilege or remedy preclude any other or further exercise thereof or the exercise of any other right, power, privilege or remedy. The rights and remedies under this Contract are cumulative and not exclusive of any rights, powers, privileges and remedies that may otherwise be available to Mercy Corps.

h. The warranty, representations, dispute resolution, confidentiality and indemnification provisions of this Contract will survive the termination, cancellation or expiration of this Contract.



IN WITNESS WHEREOF, this Service Contract has been duly executed as of the date first written above.

MERCY CORPS

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Statement of Services – Fixed Price

1. Services and Statement of Work: In accordance with the terms of the Contract, Contractor agrees to perform the following services in the following manner.

a. Background:

c. Deliverables: The Contractor shall deliver the following deliverables in accordance with the schedule set in Section 2 below:

- I. Deliverable 1:
- II. Deliverable 2:
- III. Deliverable 3:
- IV. Deliverable 4:

The term “Services” means all services, including delivery of all deliverables, described in this clause, which is the scope of work (the “SOW”).

2. Performance Period: The start date of this Contract is XXX and, unless earlier terminated in accordance with Section 11, has an end date of XXX. The individual due dates of each deliverable are as follows:

Deliverable #	Deliverable Description	Deliverable Due Date

3. Pricing: This is a firm and fixed price Contract that includes a ceiling amount of XXX for Services rendered under this Contract. Payments will be made according to the deliverables schedule below:

Deliverable #	Deliverable Description	Deliverable Price	Total Contract Price

Invoicing and Payment Terms: Upon written acceptance by Mercy Corps of each Services deliverable. The contractor is required to submit an invoice **within ten (10) working days upon the delivery of goods or services. Late submission of invoice might lead to Mercy Corps’ inability to pay the invoice as the project funding this procurement might come an end. Contractor will submit an Invoice in accordance with pricing as specified in the Contract.** Mercy Corps will make payment to Contractor for all sums not in dispute within 30 calender days of receipt of Contractor’s invoice(s) (the “Payment Terms”).

Key Personnel: *[if applicable, include a list of the Contractor’s personnel that are key to the bargain and the project and that the Contractor cannot change without prior written approval. If not applicable, note “Not Applicable” here.] (the “Key Personnel”).*

Authorized Representatives and Contact Information:

<p>Mercy Corps: <i>Only the following Mercy Corps employees are authorized to agree to any amendment of this Contract:</i></p>	<p>Contractor: <i>Contractor’s authorized representative for all purposes is:</i></p>
<p><i>Only the following Mercy Corps employees are authorized to receive invoices, accept, or reject Services or sign SCRs.</i></p>	



Termination for Convenience Notice Period: *[include the number of days within which Mercy Corps can terminate for its convenience]* (the “Termination Notice Period”)

Donor Terms: *[If applicable, include the following statement here: The Donor Terms are set forth in Schedule II are hereby incorporated in this Contract by reference.]*



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SCHEDULE II

Donor Terms

7. Attachments to the Tender Package

Attachment 1 -Supplier Information Form template

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

Please complete all fields.

Supplier Information

Company Name	
Any other names company is operating under (Acronyms, Abbreviations, Aliases)	
Previous names of the company	
Physical Address	
Website	
Phone/Fax Numbers	Phone: _____ Fax: _____
Primary Contact for this tender	Name: _____ Phone Number: _____ Email Address: _____
# of Staff	
# of Locations	
Avg. Value of Stock on Hand (USD)	
Government - owned (yes/no)	



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Name(s) of Board of Directors	
Name(s) of Company Owner(s)	
Name (s) of Managing Director (s)	
Majority shareholder (s) (Name (s) and address)	
Parent companies, if any	
Subsidiary or affiliate companies, if any	

Financial Information

Bank Name and Address. Account Numbers.	
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



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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>

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Supplier Self-Certification of Eligibility

Company certifies that:

1. It, its affiliates and subsidiaries, owners, officers, directors and key employees (to the best of its knowledge) are not the subject of any government's sanctions, designations, donor rules or prohibitions, or laws prohibiting transactions with it/them. It is not the subject of any donor government investigation into its misconduct with any other recipient of that donors funding.
2. It, its affiliates and subsidiaries, owners, officers, directors and key employees have not and do not engage in any form of terrorism or attacks on civilians and do not provide any form of material support or financial resources for individuals or organizations that do engage in any form of terrorism or deliberate attacks on civilians.
3. It, its affiliates and subsidiaries, owners, officers, directors and key employees have not and do not engage in weapons or drugs manufacture, transport, sale or distribution.
4. It is not in default on any material credit agreement, bankrupt or being wound up, are having its 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.
5. It has not been determined to be in breach of a material contract by any legal body anytime within the past 2 years.
6. It pays taxes as and when due and is not currently the subject of any investigation or proceeding related to back-owed taxes.
7. It provides workers compensation insurance to its workers in accordance with the laws of the countries where it operates.
8. It pays social security obligations as required in the countries where it operates.
9. It, its owners, officers and directors have not been convicted of an offense concerning its professional conduct and has not engaged in grave professional misconduct.
10. It, its affiliates and subsidiaries, owners, officers, directors and key employees have not been the subject of criminal investigation or judgement for fraud, corruption, human trafficking, spying, weapons transport or smuggling, sexual exploitation or abuse, involvement in a criminal organization or any other criminal activity.
11. It treats its employees with dignity and respect and maintains social operating standards, including: working conditions and social rights: avoidance of child labor, bondage, forced labor, human trafficking or exploitation; 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 Mercy Corps beneficiaries.
12. To the best of its knowledge, no Mercy Corps employee, officer, consultant or other party related to Mercy Corps has a financial interest in the Company's business activities, nor is any Mercy Corps employee related to any owner, officer, director or employee of the company, and, if so, it will ensure that the relationship is disclosed to Mercy Corps and will not be used for improper influence. Discovery of an undisclosed Conflict of Interest will result in immediate revocation of the Company's Authorized Supplier status and disqualification of Company from participation in future Mercy Corps procurement.
13. It understands that attempting to or agreeing to provide anything of value to any Mercy Corps employee, agent or representative for the purpose of encouraging that person to award Company a contract or take or not take any action related to any contract will result in



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immediate termination of any agreement. Company certifies that it does not engage in such conduct.

14. It understands that Mercy Corps seeks fair and open competition and the fairest price available and that any attempt by company to subvert fair and open competition, including working with other bidders to fix prices, working to exclude competition, seeking confidential information from Mercy Corps or other bidders, using multiple related or controlled companies to give the appearance of competition, or any similar activity, will result in termination of any agreement. Company certifies that it does not engage in such conduct.
15. It understands that Mercy Corps prohibits any of its partners or suppliers from bribing public officials and certifies that it does not do so.
16. It is not conducting business under other names or aliases that have not been declared to Mercy Corps.

If the Company cannot certify to any of the above, it should explain why not. Mercy Corps may take the individual circumstances into account for some situations. However, any false certification could be grounds for immediate disqualification and termination of any future agreement.

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: _____

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6. Attachments to the Tender Package

FOR MERCY CORPS USE ONLY

Following documents have been provided

Documents	
Company registration certificate	
Tax registration certificate	
Current tax clearance preferably addressed to Mercy Corps	
Copy of valid trading license	
Bank statements for the past 6 months (October 2019 – March 2020) or Audited books of accounts FY18/19	
Membership to Applicable Trade Association or other specialized certificates (Valid NIA Membership)	
Price offer sheet indicating premium payable	
Company Profile, 2-pages maximum	
List of clients including a minimum of 3 INGOs. With contact details	
References from current clients (including contact information)	
Key Personnel professional experience – to handle Mercy Corps needs/ Account.	
A clear benefit of each package.	
Procedure for replacement of beneficiary staff covered in the event of staff exits (Terms of reimbursement of teams exiting off the scheme/Staff leaving Mercy Corps)	
List of affiliated hospitals and clinics with clear address and contact details	
Corporate capability with proof of experience in medical insurance, in service for a minimum of 3 years	
Supplier information form indicating company references	
Contracts/orders from previous work	

The following documents/ information have not been provided.



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Documents	

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

Name _____

Title _____

Signature _____

Date* _____