



Invitation to Tender (ITT) for the service of Health Insurance Provision for GOAL Sudan National Staff

REF: KHT-X-2650R

GOAL is completely against fraud, bribery and corruption

GOAL does not ask for money for bids. If approached for money or other favours, of if you have any suspicions of attempted fraud, bribery or corruption please report immediately to email speakup@goal.ie

Please provide as much detail as possible with any reports

1 ABOUT GOAL

Established in 1977, GOAL is an international humanitarian and development agency committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. GOAL has worked in over 60 countries and responded to almost every major humanitarian disaster. We are currently operational in 13 countries globally. For more information on GOAL and its operations please visit www.goalglobal.org.

GOAL has been working in Sudan since 1985, in North Darfur since 2004 and in South Kordofan since 2018; providing lifesaving health, nutrition, WASH, and food security assistance to vulnerable, conflict-affected households. In response to the COVID-19 outbreak, GOAL is undertaking a multi-pronged response to ensure continuity of essential services, support the Government of Sudan's response to the pandemic, and support vulnerable families whose food security and livelihoods have been affected by the pandemic.

GOAL provide services to communities in Kutum and Alwaha localities in North Darfur and implement through partners in Kassala. We currently have offices in Khartoum, El Fasher and Kutum

2 PROPOSED TIMELINES

Line	Item	Date
1	ITT published	27/09/2021
2	Closing date for clarifications	14/10/21 2pm Sudan Time
3	Closing date and time for receipt of Tenders	18/10/21 2pm Sudan Time
4	Tender Opening Location	House No: 227, Block No: 65, Arkawit, Khartoum, Sudan
5	Tender Opening Date and time	19/10/21

3 OVERVIEW OF REQUIREMENTS

3.1 SERVICE OR SUPPLY SPECIFICATION

GOAL invites prospective suppliers to submit their quotations for the provision of medical insurance for approximately **250 current GOAL Sudan national staff** plus 1 dependent along with a **further approximate 30 envisioned new recruits plus 1 dependent each**. Staff are based in Khartoum and numerous field locations across Sudan. For the purpose of this request a dependent is defined as: **spouse, child or parent**. The current locations of GOAL Sudan staff are as follows: **Khartoum**, in **North Darfur**: El Fasher, Kutum, Sarf Umra, Umbaro & **South Kordofan**: Dillinge, Kadugli, Abujabaha, Talodi, Abukarshola. So, we would especially like to understand the service providers in your network where staff can seek medical attention in relation to these areas (or hubs closest to these areas).

Interested bidders are advised that offers must **meet or exceed minimum specification requirements outlined below & within Appendix 1- TOR**. GOAL will require medical insurance cover to provide medical services for national staff and their dependent at any time and in various hospitals/clinics across Sudan.

The service being offered must be in line with the following requirements

GOAL would like to see the following issues addressed in the technical proposal:

The minimum insurance cover should include. *

In-patient cover: In-patient services which are including treatment, regular consultation, needed investigation, operations and other medical and health services prescribed by the medical doctors, will be provided to employees and their dependent.

Outpatient cover: Out-patient services which are including treatment, needed investigation, operations and other medical and health services prescribed by the medical doctors, will be provided to employees and their dependent.

Dental cover: outpatient and inpatient services which are including Fillings, needed investigations, Simple or surgical extractions, Anaesthetists fees, Root canal, and other medical and health services prescribed by the medical doctors, Scaling to employees and their dependent.

Ophthalmology cover: Outpatient and inpatient services which are including all optical related issues (such as Eye lenses & glasses), Eye testing, Treatment of eye and eye related illnesses and other medical and health services prescribed by the medical doctors to employees and their dependent.

Maternity cover: Antenatal, perinatal, postnatal, and infant care services which are including Normal or Caesarean section delivery, maternity complications, anti-D for RH-neg women, premature infant care including cost of incubator for employees and their dependent.

ENT cover: Inpatient and outpatient services which are including treatment, needed investigation, operations and other medical and health services prescribed by the medical doctors, treatment will be provided to employees and their dependent

* A detailed Terms of Reference outlining minimum service expectations can be found in, Appendix 1

* The other specialty medical services, which are not mentioned in the above list of services such as Derma, will be covered in outpatient services.

3.2 EXECUTIVE SUMMARY OF PROPOSAL

The executive summary of your proposal must be concise, precise and less than 2 pages long. It must summarise how you will approach and execute this service contract from a management and logistical perspective.

3.3 ADDED VALUE FEATURES

Give details of any additional services or functionality may enhance your proposal (limit to 1 page)

3.4 TYPE OF CONTRACT

A Service Contract with a Service Provider for a one-year period initially with the possibility to extend up to a maximum further two years (3 years in total).

Prices and the quality of the service received will be reviewed jointly on an annual basis by GOAL and the Service Provider to ensure quality of service and within current market value.

GOAL, as contracting authority, does not guarantee the volume of business as all services required will be based on the needs and activities of GOAL and in this case the number of employees.

4 TERMS OF THE PROCUREMENT

4.1 PROCUREMENT PROCESS

- 4.1.1 This competition is being conducted under GOALs International Tender Procedure.
- 4.1.2 The Contracting Authority for this procurement is GOAL
- 4.1.3 This procurement is funded by various donors and the tender and any contracts or agreements that may arise from it are bound by the regulations of those donors.

4.2 CLARIFICATIONS AND QUERY HANDLING

- 4.2.1 GOAL has taken care to be as clear as possible in the language and terms it has used in compiling this ITT. Where any ambiguity or confusion arises from the meaning or interpretation of any word or term used in this document or any other document relating to this tender, the meaning and interpretation attributed to that word or term by GOAL will be final. GOAL will not accept responsibility for any misunderstanding of this document or any others relating to this tender.
- 4.2.2 Requests for additional information or clarifications can be made up the deadline noted in section 2 above, and no later. Any queries about this ITT should be addressed in writing to GOAL via email to procurement.sudan@sd.goal.ie with the reference **KHT-X-2650R Clarifications** in the email subject line and answers shall be collated and published online at <https://www.goalglobal.org/tenders> in a timely manner.

4.3 CONDITIONS OF TENDER SUBMISSION

- 4.3.1 Tenders must be completed in **English**.
- 4.3.2 **Financial offer for the premium is requested to be quoted in USD. If bids are received SDG, it will be converted using the central bank of Sudan official exchange rate on the day of bid opening and then fixed for 12 months.**
- 4.3.3 **Ceilings for coverage must be quoted in SDG for national medical services and in USD for international or regional medical services.**
- 4.3.4 Tenders must respond to all requirements set out in this ITT and complete their offer in the Response Format.

- 4.3.5 Failure to submit tenders in the required format will, in almost all circumstances, result in the rejection of the tender. Failure to resubmit a correctly formatted tender within 3 (three) working days of such a request will result in disqualification.
- 4.3.6 Tenderers must disclose all relevant information to ensure that all tenders are fairly and legally evaluated. Additionally, tenderers must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with GOAL. Any attempt to withhold any information that the tenderer knows to be relevant or to mislead GOAL and/or its evaluation team in any way will result in the disqualification of the tender.
- 4.3.7 Tenders must detail all costs identified in this ITT. Additionally, tenders must detail any other costs whatsoever that could be incurred by GOAL in the usage of services and/or the availing of options that may not be explicitly identified/requested in this ITT. Tenderers' attention is drawn to the fact that, in the event of a Contract/ Framework Agreement being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.
- 4.3.8 Any conflicts of interest (including any family relations to GOAL staff) involving a tenderer must be fully disclosed to GOAL particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tenderer.
- 4.3.9 GOAL will not be liable in respect of any costs incurred by respondents in the preparation and submission of tenders or any associated work effort.
- 4.3.10 GOAL will conduct this tender, including the evaluation of responses and final awards in accordance with the detail set out at in the Evaluation process. Tenders will be opened by at least three designated officers of GOAL.
- 4.3.11 GOAL is not bound to accept the lowest, or any tender submitted.
- 4.3.12 GOAL reserves the right to split the award of this contract between different bidders in any combination it deems appropriate, at its sole discretion.
- 4.3.13 The Supplier shall seek written approval from GOAL before entering into any sub-contracts for the purpose of fulfilling this contract. Full details of the proposed subcontracting company and the nature of their services shall be included in the written request for approval. Written requests for approval must be submitted to the contract focal point identified in section **Error! Reference source not found.**
- 4.3.14 GOAL reserves the right to refuse any subcontractor that is proposed by the Supplier.
- 4.3.15 GOAL reserves the right to negotiate with the Supplier who has submitted the lowest Bid that fully meets the technical requirements, for the purpose of seeking revisions of such Bid to enhance its technical aspects and/or to reduce the price.
- 4.3.16 Information supplied by respondents will be treated as contractually binding. However, GOAL reserves the right to seek clarification or verification of any such information.
- 4.3.17 GOAL reserves the right to terminate this competition at any stage.
- 4.3.18 Unsuccessful tenderers will be notified.
- 4.3.19 GOAL's standard payment terms are by bank transfer within 30 days after satisfactory implementation and receipt of documents in order. Satisfactory implementation is decided solely by GOAL.
- 4.3.20 This document is not construed in any way as an offer to contract.

- 4.3.21 GOAL and all contracted suppliers must act in all its procurement and other activities in full compliance with donor requirements. Any contract(s) that arise from this ITT may be financed by multiple donors and those donors and/or their agents have rights of access to GOAL and/or any of its suppliers or contractors for audit purposes. These donors may also have additional regulations that it is not practical to list here. Submission of an offer under this ITT assumes Service Provider acceptance of these conditions.
- 4.3.22 **Terrorism and Sanctions:** GOAL does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders and/or sanctions against them. GOAL shall therefore not knowingly purchase supplies or services from companies that are associated in any way with terrorism and/or are the subject of any relevant international exclusion orders and/or sanctions. If you submit a bid based on this request, it shall constitute a guarantee that neither your company nor any affiliate or a subsidiary controlled by your company are associated with any known terrorist group or is/are the subject of any relevant international exclusion order and/or sanctions. A contract clause confirming this may be included in an eventual purchase order based on this request.

4.4 QUALITY CONTROL

3rd party companies may be contracted by GOAL to carry out random quality inspections of work carried out by the contracted party. The cost of the quality control inspections will be covered by GOAL.

In cases of supplier's quality default, in addition to Liquidated Damages, section 21 of GOAL Standard Terms and Conditions, the costs of the quality inspections and loading surveyor will be charged to the Service Provider.

Sub-contracting: note section 3 in GOAL Standard Terms and Conditions. GOAL may choose to visit vendors, including sub-contractors (if any) as per of the evaluation process.

4.5 SUBMISSION OF TENDERS

Tenders must be delivered in one of the following two ways:

1. Electronically with your financial and technical offers in separate emails to tenders@goal.ie and in the subject field state:
 - a) ***KHT-X-2650R – GOAL National Staff Health Insurance***
 - b) ***Name of your firm with the title of the attachment***
 - c) ***Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.***

All documents attached to emails must be in PDF or scan form. Any excel or word documents must be accompanied by a PDF or scan version of the document. Documents submitted solely in excel, word or other 'soft copy' format shall lead to the bid being rejected.

If electronic bid submission is not possible, please submit in a sealed envelope marked **KHT-X-2650R – GOAL National Staff Health Insurance 'not be opened before the deadline 18th October 2021 at 2pm Sudan time by the tender committee'** with your financial and technical offers inside in two separate envelopes marked as Financial Offer and Technical Offer to the Private Tender Box c/o Sudan Procurement Department **House No: 227, Block No: 65, Arkawit, Khartoum, Sudan.**

Envelopes may be sent through postal or courier services or delivered by hand; and will be accepted during normal working hours for the country of submission. Please note that the GOAL office will not be open during weekends or public holidays.

! Proof of sending is not proof of reception, either electronically or with post/courier/other physical service. Late delivery will result in your bid being rejected. Envelopes found open at the tender opening will be rejected. All information provided must be perfectly legible.

4.6 TENDER OPENING MEETING

Tenders will be opened as per Section 2 Proposed Timelines above at the following location:

House No: 227, Block No: 65, Arkawit, Khartoum, Sudan.

One **authorised representative** of each tenderer may attend the opening of the bids. Companies wishing to attend are requested to notify their intention by sending an e-mail at least 48 hours in advance to the following e-mail address: procurement.sudan@sd.goal.ie. This notification must be signed by an authorised officer of the tenderer and specify the name of the person who will attend the opening of the bids on the tenderer's behalf.

Suppliers are invited to attend the Tender Opening Meeting at their own cost.

5 EVALUATION PROCESS

5.1 EVALUATION STAGES

Tenderers will be considered for participation in the Contract subject to the following qualification process:

Phase #	Evaluation Process Stage	The basic requirements with which proposals must comply with
<i>The first phase of evaluation of the responses will determine whether the tender has been submitted in line with the administrative instructions and meets the essential criteria. Only those tenders meeting the essential criteria will go forward to the second phase of the evaluation.</i>		
1	Administrative instructions	<ol style="list-style-type: none"> 1. Closing Date: Proposals must have met the deadline stated in section 2 of these Instructions to Tenderers, or such revised deadline as may be notified to Tenderers by GOAL. Tenderers must note that GOAL is prohibited from accepting any proposals after that deadline. 2. Submission Method: Proposals must be delivered in the method specified in section 4.5 of this document. GOAL will not accept responsibility for tenders delivered by any other method. Responses delivered in any other method may be rejected. 3. Format and Structure of the Proposals: Proposals must conform to the Response Format laid out in section 6 and Appendix 1 of these Instructions to Tenderers or such revised format and structure as may be notified to Tenderers by GOAL. <u>Failure to comply with the prescribed format and structure may result in your response being rejected at this stage.</u> 4. Confirmation of validity of your proposal: The Tenderers must confirm that the period of validity of their proposal is not less than 90 (ninety) days.
2	Essential Criteria	<p>Minimum mandatory requirements of specifications or contract performance.</p> <ul style="list-style-type: none"> • Business Registration Certificate • Provision of tax registration certificate • License to operate & provide Health insurance in Sudan – Proof from Ministry of Social Affairs
<i>The second stage of the evaluation will involve an assessment of the Tenderer's personal and legal circumstances, economic and financial standing, to fulfil the obligations of the contract</i>		
3	Legal, Economic & Financial Criteria	In-depth review of financial accounts and other documents submitted; tenderer is judged to have requisite financial stability.

<i>Each proposal that conforms to the Essential and Qualification Criteria will be evaluated according to the Award Criteria given below by GOAL.</i>		
4	Award Criteria	<p>Tenders will be awarded marks under each of the award criteria listed in this section to determine the most economically advantageous tenders.</p> <p>A. Company experience – Please see item 6 in submission checklist</p> <p>B. Provider Network – Please see item 7 in submission checklist</p> <p>C. Quality of Customer Service provision – Please see item 8 in submission checklist</p> <p>D. Range of Essential Benefits – Please fill in the table in Appendix 2 (TOR)</p> <p>E. Financial Offer – Please fill in the table in Appendix 3 (Financial offer)</p> <p>Review of the quality and content of the technical offers further to minimum requirements met will be conducted by the Tender Committee.</p>
5	Post selection	References and other checks are found to be clear and quality is assessed.

5.2 TENDER EVALUATION

GOAL will convene an evaluation team which may include members of the Finance, Logistics, Programmes, Donor Compliance and Internal Audit, as well as 3rd Party technical input.

During the evaluation period clarifications may be sought by e-mail from Tenderers. Clarifications may include testimonials from customers in support of particular aspects of a tender, whether such aspects are contained in the original submission or in subsequent responses to requests for clarification. Deadlines will be imposed for the receipt of such clarifications and failure to meet these deadlines may result in the disqualification of the Tender or loss of marks. Responses to requests for clarification shall not materially change any of the elements of the proposals submitted. Unsolicited communications from Tenderers will not be entertained during the evaluation period.

5.3 AWARD CRITERIA

All prices should be quoted in **USD** and a comprehensive and clear breakdown of prices must be shown as part of the financial offer – any transport fees, taxes, customs charges, component parts, packing fees etc. must be shown separately. **If a bid is received in SDG, it will be converted by using the Central Bank of Sudan official exchange rate on day of opening bids and then fixed for 12 months.**

Coverage ceilings in Appendix 1 must be quoted in SDG for national medical services and in USD for international or regional medical services.

Prices offered will be evaluated on full cost basis (including all fees and taxes). During the analysis of offers, we will convert all bids in SDG to USD equivalent as noted above.

Marks for cost will be awarded on the inverse proportion principle (shown below):

$$\text{Score}^{\text{vendor}} = 40 \times (\text{price}^{\text{min}} / \text{price}^{\text{vendor}})$$

Scores for the Financial Offer will be calculated by comprising maximum available marks (40) by inverse proportion: Offered by Tenderer price divided by the minimum price offered in this Tender.

No	Qualitative award criteria	Weighting (maximum points)
1.	Company experience – Please see item 6 in submission checklist	60
2.	Provider Network – Please see item 7 in submission checklist	
3.	Quality of Customer Service provision – Please see item 8 in submission checklist	
4.	Range of Essential Benefits – Please fill in the table in Appendix 1 (TOR)	
5.	Financial Offer – Please fill in the table in Appendix 2 (Financial offer)	40
Total number of points		100

ALL FINANCIAL OFFERS MUST BE MADE ON THE BASIS OF ‘BEST AND FINAL OFFER’.

5.4 AWARD OF CONTRACT

As per section 4.3.11 above and following the analysis of bids against the award criteria laid out above in sections 5.1 and 5.3, the contract may be awarded to one supplier or divided between multiple suppliers at GOAL’s discretion. For such purposes, GOAL uses a Value for Money approach, which may include (but is not limited to) price, quality, lead time, context and risk analysis of the supply chain environment pertaining to the contract delivery.

6 RESPONSE FORMAT

6.1 INTRODUCTION

All proposals must conform to the response format laid out below. Where a tender does not conform to the required format the Tenderer may be requested to resubmit it in the correct format, on the understanding that the resubmission cannot contain any material change from the original. Failure to resubmit in the correct format within 3 (three) working days may result in disqualification.

By responding to this ITT, each Tenderer is required to accept the terms and conditions of this ITT and to acknowledge and confirm their acceptance by returning a signed copy with its response. Should a Tenderer not comply with these requirements, GOAL may, at their sole discretion, reject the response.

If the Tenderer wishes to supplement their Response to any section of the ITT specifications with a reference to further supporting material, this reference must be clearly identified, including section and page number.

6.2 SUBMISSION CHECKLIST

Line	Item	Tick attached
1	This document (ITT) filled in and signed	
2	Appendix 1: Company Details	
3	Appendix 2: TOR Range of Essential Benefits	
4	Appendix 3: Financial Offer	
5	Appendix 4: Standard GOAL Terms and Conditions signed & stamped	
6	<p>Company Profile – Maximum two pages outlining</p> <ol style="list-style-type: none"> 1. Year of establishment 2. Core competencies & strengths 3. Current clientele – INGO & commercial 4. Overview of service offering etc. etc. 	
7	<p>National & International Coverage Network – Proof of coverage of affiliated health service providers under your agreement in the following locations – where you have no service providers in the specific locations listed below – please detail the closest centres where staff would seek treatment that you have service providers located in</p> <ol style="list-style-type: none"> 1. Khartoum 2. North Darfur - El Fasher, Kutum, Sarf Umra, Umbaro 3. South Kordofan Locations - Dillinge, Kadugli, Abujabahia, Talodi, Abukarshola 4. International <p>* GOAL may in the future commence operations in further locations across Sudan – please detail any relevant service providers in other locations within your network</p> <p>Please attach a list of affiliated health services providers in GOAL locations in Sudan & any national & international coverage networks.</p>	
8	<p>Customer Service Provision – Maximum 5 pages - detailing customer support offered eg.</p> <ol style="list-style-type: none"> 1. Contract Relationship manager to be appointed to manage contract 2. Access to Helplines for members – detailing operating hours 3. Query response times 	

	4. Reimbursement process & timescales for settling claims with inside & outside service network 5. Biometric card provision 6. Availability, provision & schedule of utilisation reports submitted to client regarding service usage	
9	Please provide exclusion policy for costs not covered under the scope of policy	
10	Valid tax clearance certificate or proof of renewal submission	
11	Tax Registration Certificate	
12	Business registration certificate	
13	License to operate & provide Health insurance in Sudan – Proof from Ministry of Social Affairs	
14	Submit <u>at least two</u> reference letters from clients proving more than two years' service provision within Sudan.	
15	Details of two references of past or current clients (preferably INGO/NGO management staff), including contact details for these individuals. Note: Only current employees with corporate email addresses of the reference INGO/NGO will be accepted. Format for references have been included as part of Appendix 1 Company Details of this document, please ensure all necessary details are included.	
16	2020 Audited Financial Accounts	

APPENDIX 1 - COMPANY DETAILS

1 CONTACT DETAILS

This section must include the following information regarding the Individual or Company and any partners or sub-contractors:

Name of the prime Tenderer		
Registered address of the prime Tenderer		
Company Name		
Address		
Previous Name(s) if applicable		
Registered Address if different from above		
Registration Number		
Telephone		
E-mail address		
Website address		
Year Established		
Legal Form. Tick the relevant box	<input type="checkbox"/> Company <input type="checkbox"/> Partnership	<input type="checkbox"/> Joint Venture <input type="checkbox"/> Other (specify):
VAT/TVA/Tax Registration Number		
Directors names and titles and any other key personnel		
Please state name of any other persons/organisations (except tenderer) who will benefit from this contract (GOAL compliance matter)		
Parent company		
Ownership		
Do you have associated companies? Tick relevant box. If YES – provide details for each company in the form of additional table as per Contact Details	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	Primary Contact	Secondary Contact
Name		
Current Position in the Organisation:		
No. of years working with the Organisation:		
Email address		
Telephone		
Mobile		
Other Relevant Skills:		
Institution (Date from – to)		
Degrees or Diplomas		

1.1 PROFESSIONAL OR CORPORATE MEMBERSHIPS

These are with external professional bodies that your company is registered with (please note this is not the company/ business registration details). Please attach copies of any relevant certificates or memberships and use more lines if necessary:

No	Name of the body	Year of registration	Membership Number
1			
2			
3			
4			

1.2 PROFILE

Tenderers should note that the information requested below will be required under the Essential Criteria. In total the answers to these questions should take no more than 2 pages

No	Description	Response
1	An outline of the scope of business activities, and in particular details of relevant experience regarding contracts of this nature	
2	Provide details of two contracts of a similar nature carried out in the last two years (please state customer name, delivery location, value of contract, and dates)	
3	The number of years the Tenderer has been in business in its present form	
5	Where the Supplier proposes to use subcontractors or resellers/ distributors in the execution of the agreement this section should include details of the quality assurance mechanisms used by the Supplier to monitor the activities of its subcontractors or resellers/ distributors. Suppliers should note that commitment to quality, as evidenced by the existence of such quality control procedures, will be used as a Qualification Criteria	
6	Any other relevant information	

1.3 REFERENCES

At least 2 (two) relevant references who may be contacted on a confidential basis to verify satisfactory execution of contracts must be supplied. These references may not be GOAL personnel or related to a GOAL contract.

Respondents should supply this information for each of the references in the following format:

1	Name	
	Organisation	
	Address	
	Phone	
	Fax	
	Email	
	Nature of supply	
	Approximate value of contract	
2	Name	
	Organisation	
	Address	
	Phone	
	Fax	
	Email	
	Nature of supply	
	Approximate value of contract	
3	Name	
	Organisation	
	Address	
	Phone	
	Fax	
	Email	
	Nature of supply	
	Approximate value of contract	
4	Name	
	Organisation	
	Address	
	Phone	
	Fax	
	Email	
	Nature of supply	
	Approximate value of contract	

By including the above information, tenderers confirm that they have consent from the data subject to share this information with GOAL for the purpose of providing a reference, to allow GOAL to analyse offers and award a contract under this tender; and that the data subject understands that the personal data may be shared internally within GOAL and externally if required by law and donor regulations; and may be stored for a period of up to 7 years from the award of contract.

2 DECLARATION RE PERSONAL AND LEGAL CIRCUMSTANCES

THIS FORM MUST BE COMPLETED AND SIGNED BY A DULY AUTHORISED OFFICER OF THE TENDERERS' ORGANISATION. Please tick Yes or No as appropriate to the following statements relating to the current status of your organisation		Yes	No
1	The Tenderer is bankrupt or is being wound up or its affairs are being administered by the court or has entered into an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations		
2	The Tenderer is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations		
3	The Tenderer, a Director or Partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata or been guilty of grave professional misconduct in the course of their business		
4	The Tenderer has not fulfilled its obligations relating to the payment of taxes or social security contributions in Ireland or any other State in which the tenderer is located		
5	The Tenderer, a Director or Partner has been found guilty of fraud		
6	The Tenderer, a Director or Partner has been found guilty of money laundering		
7	The Tenderer, a Director or Partner has been found guilty of corruption		
8	The Tenderer, a Director or Partner has been convicted of being a member of a criminal organisation		
9	The Tenderer, a Director or Partner is under investigation, or has been sanctioned within the preceding three (3) years by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice.		
10	The Tenderer has been guilty of serious misrepresentation in providing information to a public buying agency		
11	The Tenderer has contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application		
12	The Tenderer has colluded between themselves and other bidders (a bidding ring), and/or the Tenderer has had improper contact or discussions with any member of GOAL staff and/or members of their family		
13	The Tenderer is fully compliant with the minimum terms and conditions of the Employment Law and with all other relevant employment legislation, as well as all relevant Health & Safety Regulations in the countries of registration and operations		
14	The Tenderer has procedures in place to ensure that subcontractors, if any are used for this contract, apply the same standards.		
15	Consistent with numerous United Nations Security Council resolutions including S/RES/1269 (1999), S/RES/1368 (2001) and S/RES/1373 (2001), GOAL is firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism. It is the policy of GOAL to seek to ensure that none of its funds are used, directly or indirectly, to provide support to individuals or entities associated with terrorism. In accordance with this policy, the Tenderer undertakes to use all reasonable efforts to ensure that it does not provide support to individuals or entities associated with terrorism.		
I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders.			
Date			
Name			
Position			
Telephone number			
Signature and full name			

3 SELF-DECLARATION OF FINANCE AND TAX

1. Turnover history

Turnover figures entered into the table must be the total sales value before any deductions

'Turnover of related products' is for companies that provide items or services in multiple sectors. Please enter information on turnover of items or services that are similar in nature to the items or services requested under this tender.

Trading year	Total turnover	Turnover of related products
2020		
2019		
2018		

Include a short narrative below to explain any trends year to year

2. **GOAL operates within the law of the country of operation and within international legal requirements. GOAL expects all companies to fulfil their legal obligations, including meeting their tax liabilities and duties in accordance with the relevant tax legislation. Please comment below if you feel there are any matters you need to bring to GOAL's attention.**

Please continue on a separate sheet if necessary.

I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future tenders.

Signed: (Director)

Date:

Print Name:

Company Name:

Address:

BID SUBMISSION FORM

To: GOAL SUDAN

Dear Sir / Madam,

Having examined the Bidding Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer our proposal for the **Provision of Medical Insurance for GOAL National Sudan Staff** in conformity with the said bidding documents as may be ascertained in accordance with the Price Schedule attached herewith and made part of this Bid.

We undertake, if our Bid is accepted, to deliver the service in accordance with the terms and conditions specified in this bid.

We agree to abide by this Bid for a period of **90 days** from the date fixed for submission of bids in Section 2, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We understand that you are not bound to accept any Bid you may receive.

Dated this day of 2021

.....
Signature [*in the capacity of*]

Duly authorized to sign the Bid for and on behalf of

DECLARATION OF STATUTORY OBLIGATIONS

To be completed by all bidders.

To: **GOAL**

We, _____ (*Bidders name*)

Confirm that

- a. We are fully compliant with the minimum terms and conditions of the Employment Law and with all other relevant employment legislation, as well as all relevant Health & Safety Regulations in the countries of registration and operations (list relevant countries).

AND

- b. We have procedures in place to ensure that our subcontractors, if any are used for this contract, apply the same standards.

AND

- c. Consistent with numerous United Nations Security Council resolutions including S/RES/1269 (1999), S/RES/1368 (2001) and S/RES/1373 (2001), GOAL is firmly committed to the international fight against terrorism, and in particular, against the financing of terrorism. It is the policy of GOAL to seek to ensure that none of its funds are used, directly or indirectly, to provide support to individuals or entities associated with terrorism. In accordance with this policy, we undertake to use reasonable efforts to ensure that it does not provide support to individuals or entities associated with terrorism.

I certify that the information provided above is accurate and complete to the best of my knowledge and belief. I understand that the provision of inaccurate or misleading information in this declaration may lead to my organisation being excluded from participation in future bids.

Signed: (Director)

Date:

Print Name:

Company Name:

Address:

APPENDIX 2 – TOR – RANGE OF ESSENTIAL BENEFITS

Bidders are required to provide their technical proposal in addition to the duly filled RFQ document (this document).

The below table details the minimum benefits that must be included in the annual cover although this list is not exhaustive.

Bidders need to complete the table for their limits (minimum and maximum packages) and whether they cover that service – please put comments where necessary. If only one standard package can be offered only fill in one column

Range of Essential Benefits – Minimum Requirements

Please indicate Yes (Y) or No (N) for each line item

Service	Coverage Y or N?	Annual Maximum Ceiling (SDG)	Annual Maximum Ceiling (USD)	% of refund	Bidder Comments
IN-PATIENT COVER (Internal medicine, Paediatric, Surgery, Obs & Gynae, Paediatric and other sub-specialities which are not mentioned in below list)					
Annual Limit Per Person					
In-ward admission: Hospital accommodation & Nursing Expenses (Bed Limit Per Night),					
Intensive Care Unit (ICU) admission: Hospital accommodation & Nursing Expenses (Bed Limit Per Night)					
Cardiac Care Unit (CCU) Admission: Hospital, accommodation & nursing expenses (Bed limit per night)					
Surgical Operations (including major & minor surgeries) Fees					
Surgical procedure: (such as Coronary Artery					

Catheterization (CAC), burn management and Dilatation & Curettage (D&C) fees					
In hospital Specialist's visit					
urgent visit for another specialist, for further consultation					
Renal dialysis including Haemo and Peritoneal dialysis					
All in-patient investigations including laboratory tests, all kind of Rays Scans, CA diagnostic catheterization, ECG, EEG, and other diagnostic methods needed					
Prescribed Drugs/medicines and other related treatment methods such as dressings, surgical appliances, Oxygen, medical devices (e.g., cardiac pacemaker), radiotherapy, chemotherapy, medical supplies, and consumable treatment related items.					
Emergency road ambulance including medical evacuation, referral, and transport for seeking to further investigations					
Inpatient Physiotherapy					
OUTPATIENT COVER (Family Medicine, Emergency medicine, Internal medicines, Paediatric, Surgery, Obs & Gynae,					

Paediatric and other sub-specialities which are not mentioned in below list)					
Annual Limit Per Person					
General Practitioner (GP) visit					
Specialist and consultant consultation					
Prescribed Drugs/medicines and other related treatment methods such as dressings, surgical appliances, Oxygen, urgent medical devices (e.g., cardiac pacemaker), radiotherapy, chemotherapy, medical supplies and consumable treatment related items.					
All investigations including laboratory tests, all kind of Rays Scans, Coronary Artery Diagnostic Catheterization, ECG, EEG, and other diagnostic methods needed					
Urgent Renal dislysis including Haemo 7 Peritoneal dialysis					
Outpatient Physiotherapy					
Basic Immunization					
Urgent Major and Minor surgical operations and procedures					
Family Planning counselling and methods					
Covering arm sling, Dekker, cervical collar, Corset Spine under outpatient					
Hormonal Treatment inc.					

Menstruation and acne					
MATERNITY COVER					
Annual limit Per Person					
Normal vaginal delivery, Caesarean section, Abortion treatment, maternity complications, anti-D for RH -ve women, premature infant care including cost of incubator					
DENTAL COVER					
Annual limit Per Person					
Fillings					
Investigation including X-rays and other needed investigation					
Surgical extractions and other needed surgical operations or procedures					
Root canal					
Scaling					
Ophthalmology COVER					
Annual limit Per Person					
Treatment of eye Surgical and medical conditions					
Eye lenses & glasses					
Eye testing					
ENT cover					
Annual limit Per Person					
Treatment of ENT Surgical and medical conditions					
Hearing Aid devices					

Further Information to be provided		
	Y/N?	Bidder Responses
Where in Sudan do staff have access to 24-hours emergency and non-emergency services? Please specify locations here.	N/A	
Please detail terms of cancellation & refund process of insured person for GOAL	N/A	
What is your payment period to clinics providing services?		
Does any of the services require pre-approval from the insurance company?		
Please include information on premium payment terms		
Provide a sample copy of your proposed scope of Cover		
Are there any additional benefits over and above GOAL's minimum requirement?		

“By submitting this offer, I confirm that all data subjects have specifically consented to the use and storage of their data by GOAL for the purpose of analysing the offers and awarding a contract under this tender; and further understood that the personal data may be shared internally within GOAL and externally if required by law and donor regulations; and may be stored for a period of up to 7 years from the award of contract.”

To confirm that consent has been taken by the company for the specific purpose of this tender analysis.

Signed: (Director)

Date:

Print Name:

Company Name:

Address:

APPENDIX 3 - FINANCIAL OFFER

Please provide a quote for the coverage as per the requirement in Appendix 1 Terms of Reference section.

- Note: All prices should be quoted in **US Dollars (\$)** and a comprehensive and clear breakdown of prices must be shown as part of the financial offer. Where financial offers are quoted in SDG it will be converted using the official exchange rate and then fixed for 12 months.
- Please detail in the table below – the price in USD for one policy

Prices offered will be evaluated on **full cost basis (including all fees and taxes)**.

S.No	Benefit/service	List the Package being offered	Premium/fee per person per year						Comment
			Child (USD)		Adult (USD)		Elderly (USD)		
			Male	Female	Male	Female	Male	Female	
1	Inpatient								
2	Outpatient								
3	Annual Management / Admin fees								
4	Any other costs / associated with annual premium – eg. Biometric card provision								
TOTAL Annual Premium / fee per category									

In your Financial offer please ensure the following:

- In your offer, please confirm the period of **validity** of your proposal. Please note that GOAL would expect a **minimum of 90 days**.
- That you sign and stamp the financial offer confirming your bid.

Signed: (Authorised Signatory) _____

Date: _____

Print Name: _____

Company Name: _____

Address: _____

Appendix 4: GOAL Terms & Conditions for contracts for procurement of services & works

SCOPE AND APPLICABILITY

These Terms and Conditions of Contract apply to all provisions of works and services made to GOAL notwithstanding any conflicting, contrary or additional terms and conditions in any other communication from the service provider/contractor. No such conflicting, contrary or additional terms and conditions shall be deemed accepted by us unless and until we expressly confirm our acceptance in writing.

1. LEGAL STATUS

The service provider/contractor shall be considered as having the legal status of an independent contractor vis-à-vis GOAL. The service provider/contractor, its personnel and sub-contractors shall not be considered in any respect as being the employees of GOAL. The service provider/contractor shall be fully responsible for all work and services performed by its employees, and for all acts and omissions of such employees.

2. SUB-CONTRACTING

In the event the Service provider/contractor requires the services of a sub-contractor, the Service provider/contractor shall obtain the prior written approval of GOAL for all sub-contractors. The Service provider/contractor shall be fully responsible for all work and services performed by its sub-contractors and service provider/contractors, and for all acts and omissions of such sub-contractors and service provider/contractors. The approval of GOAL of a sub-contractor shall not relieve the Service provider/contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

3. ASSIGNMENT OF PERSONNEL

The Service provider/contractor shall not assign any persons other than those accepted by GOAL for work performed under this Contract.

4. OBLIGATIONS

The service provider/contractor shall neither seek nor accept instructions relating to this contract from any authority external to GOAL. Service providers/contractors may not communicate at any time to any other person, government or authority external to GOAL, any information known to them by reason of their association with GOAL which has not been made public, except in the course of their duties or by authorization of GOAL: nor shall the service provider/contractor at any time use such information to private advantage. The Service provider/contractor shall refrain from any action that may adversely affect GOAL and shall fulfil its commitments with the fullest regard to the interests of GOAL. These obligations do not lapse upon termination/expiration of their agreement with GOAL.

5. SERVICE PROVIDER/CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Service provider/contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this

Contract, respect the local customs, and conform to a high standard of moral and ethical conduct. reason of any other claim or demand against the Service provider/contractor.

6. ACCEPTANCE AND ACKNOWLEDGEMENT

Initiation of service or works under this contract by the service provider/contractor shall constitute acceptance of the contract, including all terms and conditions herein contained or otherwise incorporated by reference.

7. WARRANTY

The Services performed warrants upon delivery and for a period of twelve (12) months from the date of completion of the services provided/works completed under this Contract will conform in all aspects to the service and applicable standards specified for such services and any goods or equipment provided as part of the contract and will be free from material defects in workmanship, material and design under normal use. The warranty does not cover damage resulting from misuse, negligent handling, lack of reasonable maintenance and care, accident or abuse by anyone other than the Service provider/contractor.

The Service provider/contractor warrants the services/construction furnished under this Contract conforms to the specifications and to be free from damage and defects in workmanship or materials. This warranty is without prejudice to any further guarantees that the service provider/contractor provides to purchasers. Such guarantees shall apply to the services and works subject to this Contract.

8. CHECKS AND AUDIT

The Service provider/contractor shall allow any external auditor authorised by GOAL to verify, by examining the documents and to make copies thereof or by means of on-the-spot checks of original documents, the implementation of the contract and conduct a full audit, if necessary, on the basis of supporting documents for the accounts, accounting documents and any other document relevant to the financing of the project. The Service provider/contractor shall ensure that on-the-spot access is available at all reasonable times. The Service provider/contractor shall ensure that the information is readily available at the moment of the audit and if so requested, that the data be handed over in an appropriate form. These inspections may take place up to 7 years after the final payment.

Furthermore, the Service provider/contractor shall allow any external auditor authorised by GOAL carrying out verifications as required to carry out checks and verification on the spot in accordance with the procedures set out by the donor or in the European Union legislation for the protection of the financial interests of the European Union against fraud and other irregularities.

To this end, the Service provider/contractor undertakes to give appropriate access to any external auditor authorised by GOAL carrying out verifications as required to the sites and locations at which the project is implemented, including its information systems, as well as all documents and databases concerning the technical and financial management of the action and to take all steps to facilitate their work. Access given to agents of any external auditor authorised by GOAL carrying out

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verifications shall be on the basis of confidentiality with respect to third parties, without prejudice to the obligations of public law to which they are subject. Documents must be easily accessible and filed so as to facilitate their examination and the Service provider/contractor must inform GOAL of their precise location.

The Service provider/contractor guarantees that the rights of any external auditor authorised by the GOAL carrying out verifications as required to carry out audits, checks and verification shall be equally applicable, under the same conditions and according to the same rules as those set out in this Article, to the Service provider/contractor's partners, and subcontractors. Where a partner or subcontractor is an international organisation, any verification agreement concluded between such organisation and the donor applies.

GOAL, its donors or any of their duly authorized representatives, shall have access to any books, documents, papers, and records of the service provider/contractor which are directly pertinent to the specific program for the purpose of making audits, examinations, excerpts and transcriptions

9. RULE OF ORIGIN AND NATIONALITY

If any rules of origin and nationality are applicable due to donor requirements, limiting the eligible countries for goods, legal and natural persons, such rules shall be stated or referred to in the contract document. In such instances the service provider/contractor must adhere to these rules and be able to document and certify the origin of goods and nationality of legal and natural persons as required.

Failure to comply with this obligation shall lead, after formal notice, to termination of the contract, and GOAL is entitled to recover any loss from the service provider/contractor and is not obliged to make any further payments to the service provider/contractor

10. INSPECTION

The duly accredited representatives of GOAL or the donor shall have the right to inspect the works goods called for under this Contract at Service provider/contractor's stores, during manufacture, in the ports or places of shipment, and the Service provider/contractor shall provide all facilities for such inspection. GOAL may issue a written waiver of inspection at its discretion. Any inspection carried out by representatives of GOAL or the donor or any waiver thereof shall not prejudice the implementation of the other relevant provisions of this Contract concerning obligations subscribed by the Service provider/contractor, such as warranty or specifications.

11. FORCE MAJEURE

Force Majeure shall mean Acts of God, strikes, lockouts, discontinuation or termination of donor funding, laws or regulations of operating country, industrial disturbances, acts of the public enemy, civil disturbances, act of war (whether declared or not), explosions blockades, insurrection, riots, epidemics, landslides, earthquakes, storms, lightning, floods, washouts, civil disturbances, and any other similar unforeseeable events which are beyond the parties' control and cannot be overcome by due diligence.

In the event of and as soon as possible and no later than fifteen (15) days after the occurrence of any cause constituting Force Majeure, the Service provider/contractor shall give notice and full particulars in writing to GOAL of such occurrence or change if the Service provider/contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Service provider/contractor shall also notify GOAL of any other

changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this article, GOAL shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Service provider/contractor of a reasonable extension of time in which to perform its obligations under this Contract, or termination of the Contract if any delay will force an extension to the delivery schedule.

Notwithstanding anything to the contrary in this Contract, the Service provider/contractor recognizes that the work and services may be performed under harsh or hostile conditions caused by civil unrest. Consequently, delays or failure to perform caused by events arising out of, or in connection with, such civil unrest shall not, in itself, constitute Force Majeure under this contract.

12. DEFAULT

In case the contractor fails to comply with any term of the Contract, including but not limited to failure or refusal to perform the service/works within the time limit specified, they shall be liable for all damages sustained by GOAL, and GOAL may procure the service/works from other sources and hold the contractor responsible for any excess cost occasioned thereby. GOAL may collect damages from the contractor in lieu of purchasing the service/works from other sources. GOAL may by written notice terminate the right of the contractor to proceed with the contract or such part or parts thereof as to which there has been default, or if any service delivery is late, GOAL may cancel such part or the entire Contract.

13. REJECTION

In the case of services performed on the basis of specifications, outcome, pilot or combination thereof, GOAL shall have the right to reject the services or any part thereof if they do not conform with the terms of the Contract in the opinion of GOAL or is not performed or delivered in due time.

When the services or works or any part thereof have been rejected, GOAL shall have the right, without prejudice to the provisions of Article 9, to demand from the Service provider/contractor the immediate re-performance or delivery of acceptable services or works in replacement thereof in accordance with the contract or to purchase other similar services or works elsewhere and to claim from the Service provider/contractor the amount of loss or damages sustained by reason of the default.

Goods or any other part of any works or services, including any built structure thereof in GOAL's possession or at a GOAL programme site which have been rejected by GOAL must be removed or destroyed and removed at the Service provider/contractor's expense within such period as GOAL may specify in its notice of rejection.

After such notice has been dispatched to the Service provider/contractor, the Goods or any other part of any works or services, including any built structure thereof will be held at the latter's risk. Should the Service provider/contractor fail to remove the goods, part of any works or services or built structure as required by the notice of rejection, GOAL may

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dispose of them, without any liability to the Service provider/contractor whatsoever, in such manner as it deems fit and may charge the cost of removal to the Service provider/contractor.

14. AMENDMENTS

No change in or modification of this Contract shall be made except by prior agreement between GOAL and the Service provider/contractor.

15. ASSIGNMENTS & INSOLVENCY

The Service provider/contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof or of any of the Service provider/contractor's rights, claims or obligations under this Contract except with the prior written consent of GOAL.

Should the Service provider/contractor become insolvent or should control of the Service provider/contractor change by virtue of insolvency, GOAL may without prejudice to any other rights or remedies, terminate this Contract by giving the Service provider/contractor written notice of termination.

16. PAYMENT

The Service provider/contractor shall invoice GOAL and the terms of payment shall be thirty (30) working days after GOAL has internally confirmed acceptance of services/works and presentation of a legal invoice.

17. ANTI-BRIBERY/CORRUPTION

The Service provider/contractor shall comply with all applicable laws, statutes and regulations relating to anti-bribery and anti-corruption including but not limited to the UK Bribery Act 2010 and the United States Foreign Corrupt Practices Act 1977 ("Relevant Requirements").

The Service provider/contractor shall have and maintain in place throughout the term of any contract with GOAL its own policies and procedures to ensure compliance with the Relevant Requirements.

No monies are payable to GOAL by the Service provider/contractor in association with the execution of this contract. If the Service provider/contractor is approached by a GOAL member of staff for a payment, commission, 'kickback' or associated payment or any other advantage of any kind, they are obliged to report the request or payment directly to GOAL's Country Director within thirty-six hours. Failure to report any request for payment by a GOAL member of staff or actual payment by the Service provider/contractor to a GOAL member of staff to the GOAL Country Director shall result in the immediate termination of any contract and may result in disqualification of the Service provider/contractor from participation in future contracts with GOAL.

18. ANTI-PERSONNEL MINES

The Service provider/contractor guarantees that it is not engaged in the sale or manufacture, either directly or indirectly, of anti-personnel mines or any components produced primarily for the operation thereof. Any breach of this representation and warranty shall entitle GOAL to terminate this Contract immediately upon notice to the Service provider/contractor, at no cost to GOAL.

19. ETHICAL PROCUREMENT AND PROCUREMENT PRACTICE

The Service provider/contractor represents and warrants that neither it, nor any of its service provider/contractors is engaged in any practice inconsistent with the following code of conduct for service provider/contractors: Employment is freely chosen, freedom of association and the right to collective bargaining are respected, working conditions are safe and hygienic, no child labour/protection of children is ensured, living wages are paid, working hours are not excessive, no discrimination is practiced, regular employment is provided, no harsh or inhumane treatment is allowed, any harm to the environment shall be avoided or limited. Any breach of this representation and warranty shall entitle GOAL to terminate this Contract immediately upon notice to the Service provider/contractor, at no cost to GOAL. The service provider/contractor must adhere to the principles of humanitarian aid.

20. OFFICIALS NOT TO BENEFIT

The Service provider/contractor warrants that no official of GOAL has received or will be offered by the Service provider/contractor any direct or indirect benefit arising from this Contract or the award thereof. The Service provider/contractor will notify GOAL immediately in case any official from GOAL requests any unofficial, or additional payment, or gift to their personal account. The Service provider/contractor agrees that breach of this provision is a breach of an essential term of this Contract.

21. PRIOR NEGOTIATIONS SUPERSEDED BY CONTRACT

This Contract supersedes all communications, representations, arrangements, negotiations, requests for proposals and proposals related to the subject matter of this Contract.

22. INTELLECTUAL PROPERTY INFRINGEMENT

The Service provider/contractor warrants that the use or supply by GOAL of the services sold under this Contract does not infringe on any patent, design, trade-name or trade-mark.

In addition, the Service provider/contractor shall, pursuant to this warranty, indemnify, defend and hold GOAL harmless from any actions or claims brought against GOAL pertaining to the alleged infringement of a patent, design, trade-name or trade-mark arising in connection with the goods sold under this Contract.

All maps, drawings, photographs, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Service provider/contractor under this Contract shall be the property of GOAL, and shall be treated as confidential and shall be delivered only to GOAL's authorized officials on completion of work under this Contract.

Unless authorised in writing by GOAL, the Service provider/contractor shall not advertise or otherwise make public the fact that he is a Service provider/contractor to GOAL or use the name, emblem or official seal of GOAL or any abbreviation of the name of GOAL for advertising purposes or for any other purposes.

23. TITLE RIGHTS

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GOAL shall be entitled to all property rights including but not limited to patents, copyrights and trademarks, with regard to material which bears a direct relation to, or is made in consequence of, the services provided to the organisation by the Service provider/contractor. At the request of GOAL, the Service provider/contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such property rights transferring them to the organisation in compliance with the requirements of the applicable law.

Title to any equipment and supplies which may be furnished by GOAL and any such equipment shall be returned to GOAL at the conclusion of this Contract or when no longer needed by the Service provider/contractor. Such equipment, when returned to GOAL, shall be in the same condition as when delivered to the Service provider/contractor, subject to normal wear and tear.

24. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by GOAL shall rest with GOAL and any such equipment shall be returned to GOAL at the conclusion of this Contract or when no longer needed by the Service provider/contractor. Such equipment, when returned to GOAL, shall be in the same condition as when delivered to the Service provider/contractor, subject to normal wear and tear. The Service provider/contractor shall be liable to compensate GOAL for equipment determined to be damaged or degraded beyond normal wear and tear.

25. PACKING

The Service provider/contractor shall pack any goods with new, sound materials and with every care, in accordance with the normal commercial standards of export packing for the type of goods specified herein. Such packing materials used must be adequate to safeguard the goods while in transit. The Service provider/contractor shall be responsible for any damage or loss that can be shown to have resulted from faulty or inadequate packing.

26. SHIPMENT AND DELIVERY

All services and works shall be delivered at the agreed place of delivery as stated in the Contract, at the Service provider/contractor's risk, unless otherwise provided for in the Contract.

27. INSURANCE

The service provider/contractor shall provide and thereafter maintain for the duration of this contract and any extension thereof all appropriate workmen's compensation insurance or its equivalent with respect to its employees to cover claims for personal injury and death in connection with this contract. The service provider/contractor shall, upon request, furnish proof to the satisfaction of the GOAL, of such liability insurance. The service provider/contractor shall further provide such health and medical insurance for its agents and employees, as the service provider/contractor may consider advisable. The service provider will in all cases ensure they have third party liability cover for the duration of the contract.

28. INDEMNIFICATION

The Supplier agrees to indemnify, hold and save GOAL harmless and defend at its own expense GOAL, its officers, agents and employees from and against all suits, claims, demands and liability of whatever nature or kind, including

costs and expenses thereof and liability arising there from, with respect to, arising from or attributable to acts or omissions of the Supplier or its employees or sub-contractors in or relating to the performance of this Contract. This provision shall extend to, but shall not be limited to, product liability claims.

GOAL will promptly notify the Supplier of any such suit, claim, proceeding, demand or liability within a reasonable period of time after having received written notice thereof, and will reasonably cooperate with the Supplier, at the Supplier's expense, in the investigation, defence or settlement thereof, subject to the privileges and immunities of GOAL.

The Supplier shall not permit any lien, attachment or other encumbrance by any person or entity to remain on file in any public or official office or on file with GOAL against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Supplier.

29. TERMINATION OF CONTRACT

Either party may cancel this Contract before the expiry date of the Contract by giving notice in writing to the other party. The period of notice shall be 5 days in the case of contracts with a total period of less than two months or 14 days in the case of contracts with a longer period.

In the event of the Contract being terminated prior to its due expiry date in this way, the Service provider/contractor shall be compensated on a pro rata basis for no more than the actual amount of work performed to the satisfaction of GOAL. Additional costs incurred by GOAL resulting from the termination of the Contract by the Service provider/contractor may be withheld from any amount otherwise due to the Service provider/contractor from GOAL.

This contract shall be automatically terminated, and the Service provider/contractor shall have no right to any form of compensation, if it emerges that the award or execution of the contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a recipient who is not clearly identified or commissions paid to a company which has every appearance of being a front company

GOAL reserves the right to withhold payments while any investigation is taking place into suspected wrongdoing or breaches of policy. GOAL reserves the right to make no payment of sums due (even when goods or services have been supplied), in instances where wrongdoing is present.

30. DATA PROTECTION

The service provider/contractor hereby acknowledges that it shall comply with all applicable requirements of The General Data Protection Regulation (EU 2016/679); The Data Protection Acts 1988-2018; and The E-Privacy Directive 2002/58/EC, as amended from time to time (the "Data Protection Legislation") should Personal Data be accessed, viewed or in any way Processed by the Supplier. If during the term of the Contract it is contemplated that the Supplier will Process Personal Data, the Supplier shall only engage in such

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Processing where a data processing agreement has been put in place. GOAL reserves the right to rescind any Contract should the Supplier's data protection and security procedures be considered (in GOAL's sole opinion) non-compliant with the Data Protection Legislation. Defined terms in this clause 31 will have the meaning set out in the Data Protection Legislation as defined above.

31. CONFIDENTIALITY

The Supplier shall not advertise or otherwise make public the fact that he is a Supplier to GOAL without specific approval from GOAL. Nor shall the Supplier in any manner whatsoever use the name of GOAL, or any abbreviation thereof, in connection with his business or otherwise. Non-observance of these conditions shall entitle GOAL to cancel the Contract, or any part thereof, and to hold the Supplier liable for any damages which GOAL has sustained as a result thereof.

32. DISPUTES - ARBITRATION

Any claim or controversy arising out of or relating to this or any contract resulting here from, or to the breach, termination or invalidity thereof, shall be, unless settled amicably through negotiation, submitted to arbitration in accordance with Irish law.

33. SETTLEMENT OF DISPUTES

The parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of or in connection with this Contract including any disputes regarding the existence, validity or termination. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

Unless, any such dispute, controversy or claim between the parties arising out of or relating to this Contract or the breach, existence, termination or invalidity thereof is settled amicably under the preceding paragraph of this article within sixty (60) days after receipt by one party of the other party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either party to arbitration in accordance with the UNCITRAL Arbitration rules as at present in force, including its provision on applicable law. The place of arbitration shall be Ireland and the language to be used in the proceedings shall be English. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in this Contract, the arbitral tribunal shall also have no authority to award interest. The parties shall be bound by any arbitration award rendered as a result of such arbitration and as being the final adjudication of any such dispute, controversy or claim.

34. WITHHOLDING TAX

GOAL reserves the right to deduct withholding tax from the service provider/contractor's invoice if so required by law. This will apply unless the service provider/contractor has supplied in advance the required documentation proving its exemption from withholding tax (e.g. withholding tax exemption certificate).

35. GOVERNING LAW AND JURISDICTION

These Terms and Conditions shall be governed by the laws of Ireland and subject to the exclusive jurisdiction of the Irish Courts.

36. BANK GUARANTEE

When specifically requested by GOAL, a bank guarantee from a well reputed bank acceptable to GOAL in the currency in which the Contract is payable and for an amount to be prescribed by GOAL shall be obtained by the Service provider/contractor at his expense and deposited with GOAL before start of the Contract. In the event of any loss, damage and/or extra costs incurred by GOAL by reason of the Service provider/contractor's default, negligence or failure to perform the terms and conditions of the Contract or any part thereof, that part of any such loss, damage and/or extra costs which is represented by the full or by any lesser amount of such guarantee shall be immediately and initially reimbursable to GOAL from such guarantee without prejudice to its right to hold the Service provider/contractor liable for the full amount of such loss, damage and/or extra cost. The guarantee shall be valid for a period of not less than 30 days after the services or works are confirmed as concluded by GOAL.

37. ENVIRONMENTAL STANDARDS

Service provider/contractors should as a minimum, comply with all statutory and other legal requirements relating to environmental impacts of their business. Areas which should be considered are:

- Waste Management
- Packaging and Paper
- Conservation
- Energy Use
- Sustainability
- Include something about raw materials/sourcing.

38. HUMAN TRAFFICKING

GOAL has adopted a policy supporting the prohibition of trafficking in persons including the trafficking-related activities for any purpose, including the use of forced labour. Service providers/contractors and their employees, and agents shall not: —

- Engage in severe forms of trafficking in persons during the period of performance of the contract;
- Procure commercial sex acts during the period of performance of the contract;
- Use forced labor in the performance of the contract;
- Destroy, conceal, confiscate, or otherwise deny access by an employee to the employee's identity or immigration documents, such as passports or drivers' licenses, regardless of issuing authority;
- Use misleading or fraudulent practices during the recruitment of employees or offering of employment, such as failing to disclose, in a format and language accessible to the worker, basic information or making material misrepresentations during the recruitment of employees regarding the key terms and conditions of employment, including wages and fringe benefits, the location of work, the living conditions, housing and associated costs (if employer or agent provided or arranged), any significant cost to be charged to the employee, and, if applicable, the hazardous nature of the work

Should the Service provider/contractor become aware of, or suspect, human trafficking activities during the execution of the contract the Contractor must immediately inform GOAL to enable appropriate action to be taken.

In respect to any contract funded by the UK Government the Service provider/contractor is expected to be familiar with the terms of the UK Modern-Slavery Act 2015, and to abide by the conditions of the Act.

These Standard Terms and Conditions have been read, accepted and understood:

Name and Position:	
Signature:	
Date:	
Company Stamp:	