



Request for Proposal (RFP)

RE: WVB-SCM-RFP- 17-2-21 Developing Video & Flash Card (SHOMOTA)

18 February 2021

M/S: _____ (Vendor)
From: <u>World Vision Bangladesh</u> Abedeem Tower (2 nd Floor) 35, Kemal Ataturk Avenue Banani, Dhaka- 1213

RE: RFP for Developing Video content & Flash Card for Behavior Change Communication (BCC)

Note: Read the conditions and instructions on reverse carefully before quoting:

Manner of Submission:

Signed Scanned Separate Technical and Financial Copy of Proposal to be submitted in PDF Format (01 PDF File Not Larger Than 20MB) by Email subject line as [“Developing Video & Flash Card (SHOMOTA)”] only to the Email: wvb_scm@wvi.org

Closing Deadline: Time: 11:00 AM. 28 February, 2021.

Important: Offers transmitted in any other manner other than those indicated above will not be considered.

Requirements:

WVB invites your company to make an offer based on the conditions stated in this Request for Proposal (RFP)

This quantity is an estimate and does not in any way represent a commitment from World Vision. The quantities to be purchased will depend on the actual requirements and funding available. Please note that quantities may fluctuate. It will be critical that the specifications that are used are within the supplier’s normal product/supply lines.


Sample: Interested bidder has to submit a sample copy of previous works (may be for other organization) need to be submitted with bid/quotation. These will be considered as part of evaluation for vendor selection.

Your offer should clearly indicate the following if & when applicable:

1. Unit price (inclusive of VAT & Tax)
2. Transport cost up to delivery place
3. Prices should be net after deduction of discounts
4. Confirmed delivery schedule: As per TOR
5. Validity of the offer: Minimum 90 days

Work related information:

1.	Services/Items / Products for Purchase & Sale:	Developing Video and Flash Card for Behavior Change Communication (BCC) As per TOR as indicated in the Annexure-2
2.	Name of Office where Bids will be dropped:	Bids should be submitted along with a forwarding letter on Bidder's Official Letterhead Pad to the Email: wvb_scm@wvi.org
3.	Last date & time of Bid Documents submitting by the Vendors:	11:00 AM. 28 February, 2021.
4.	Procurement Focal point:	Kabita Biswas, Sourcing Coordinator, Cell# 01755621642
5.	For Technical Issues please contact:	Devashish Ranjan Sarker Communications Specialist(Media)-Communications, WVB Mobile: +88 01612800421
6.	Delivery Locations & Time:	As outlined in the Annexure-2



Kabita Biswas
Sourcing Coordinator, SCM
World Vision Bangladesh

Encl.: Annexure – 1: Terms & Conditions
Annexure – 2: TOR
Annexure – 3: Vendor's Primary Information Collection Sheet
Annexure – 4: World Vision Supplier Code of Conduct

Annexure – I: Terms & Conditions

1. The offer shall remain valid for 90 days from the closing date of receiving of Tender Bids by WVB.
2. Payment for goods and services shall be made 30 days after delivery of goods or performance of service. No running bill/partial payment/advance will be paid. The payment will be made through S2B after completion of entire work satisfactorily.
3. Incomplete offers or offers which do not comply with any of our tender conditions will not be considered.
4. WVB reserves the right to accept the lowest or whole or part of your offer. WVB authority reserves the right to impose penalty or cancel the entire or partial purchase order if vendor fails to maintain the quality, specification, and delivery date.
5. WVB reserves the right to accept the whole or part of your offer. WVB reserves the right to accept or reject any or all the proposals in full or part with or without assigning any reason whatsoever.
6. Both technical and financial aspects will be considered in the bid evaluation process.
7. Samples of offers when required will be provided free and before the closing date of the quotation. If not destroyed during tests they will, upon request, be returned at the bidder's expense, or may be collected by the bidder.
8. Making a payment to any employee as an inducement or any canvassing to enable you to win this bid will result in automatic disqualification participating in this tender or any other tenders. Any solicitation/influence/non-compliance of the Terms & Conditions of this Tender, will lead to disqualification of the submitted Tender/Bid and will be treated informal/rejected.
9. Each quotation should be dropped in PDF format to the mentioned Email (<wvb_scm@wvi.org>).
10. The bid must be placed/sent in the above mentioned Email (wvb_scm@wvi.org) not later than **11:00 AM BST (Bangladesh Standard Time)** on the closing date.
11. Descriptive literature or samples of the items offered has to be forwarded with quotation. All descriptive literature must be in English language.
12. Please submit separate technical and financial proposal. Quotation should indicate final unit price, inclusive of VAT which includes all costs (transport, labor, packing, transshipments) for delivery at WVB designated locations, discount, all other Taxes. All kind of charges including applicable Taxes will be deducted at source from the total bill as per Govt. Rules & Regulations.
13. Proprietor or an authorized representative of the supplier must sign this form, and all the documents accompanying this bid must be properly rubber-stamped and signed.
14. If you do not wish to quote, please endorse the reason on this form and return it, otherwise your name will be deleted from WV list of items listed here on.
15. Inspection (at buyer's expense or unless negotiated as seller's expense) may be applicable and will be advised at time of purchase order and arranged by WVB or the supplier.
16. For any mistake Vendor will Re-Produce all products and deliver as instructed by WVB.
17. The work shall be completed in all respects within the completion date mentioned in the purchase order.
18. If vendor fails to deliver the ordered goods within the scheduled time frame penalty will be imposed @ 0.2% only of the total PO/Contract amount and WVB reserves the right to deduct this amount from the total bill/Earnest Money for every day delayed from the expected date of delivery till the actual date of delivery.
19. Any late submission of Tender after the schedule date and time will be rejected.
20. **Environmental policy:** WVB's policy is to purchase products and services, which have the least negative impact on the environment. Environmental considerations covering manufacture, transport, packing, use and disposal of goods form part of WVB evaluation and selection criteria.

21. **Terrorists:** WVB will not do any business with any known terrorist group or company involved in any way with terrorists. WVB shall therefore not knowingly purchase goods or services from companies that are involved with terrorist groups in any form. If you submit a bid based on this request, it shall constitute a guarantee that neither your company nor any affiliate or any subsidiaries controlled by your company **are not involved with any known terrorist group. A contract clause confirming this will be included in an eventual purchase order based on this request.**
22. **World Vision Bangladesh as a Child Safe Organization discourages anyone to participate in any tender with prior record of conviction related with child neglect, abuse and exploitation.**
23. **Vendors/suppliers/contractors are expected to be sensitive to child rights and protection of the children and that after being awarded any order/job/contract vendors/suppliers/contractors are expected to abide by WV Child Protection Policy.**
24. **The Zero Tolerance Rule:** The World Vision Partnership follows a “zero tolerance” rule with regard to corruption (including fraud). Corrupt behavior by WV staff is always unacceptable. Such behavior directly violates World Vision’s Employee Code of Conduct.
25. Terms and conditions of this tender is a part of the Purchase Order.
26. In all cases, the decision of the World Vision Management will be final.

I/We hereby agree to execute the work specified in the above memorandum strictly and fully in accordance with all the terms and conditions of the contract (if awarded) described above and in the annexure hereafter and will abide by and fulfill all such Terms & Conditions.

Name & Signature of the Vendor: _____

Name of the Company: _____

Date with Seal of the Company: _____

Evaluation Criteria (Please submit separate technical and financial proposal)

<p>Evaluation and comparison of proposals</p>	<p>A two-stage procedure is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The financial proposals will be opened only after the respective bidder has passed the minimum technical score of 70% of the obtainable score of 100 points in the evaluation of the technical proposals. The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR).</p> <p>In the Second Stage, the financial proposal of all contractors, who have attained minimum 70% score in the technical evaluation, will be compared.</p> <p>The final evaluation shall be done applying quality and cost based selection (QCBS) procedure. Setting the total score of 100, 70% weight is given in Technical Proposal and 30% weight is given in Financial Proposal. In the case of QCBS, the lowest evaluated (Technical proposal obtained score 70% and higher) Financial Proposal will be given the maximum Financial Points of 100. The Financial Points of the other Financial Proposals will be computed accordingly.</p> <p>The point of financial proposal shall be computed using formula:</p> $F_p = \frac{100 \times F_m}{F}$ <p>Here: <i>F_p</i> = Financial Score of Offeror being evaluated <i>F_m</i> = Lowest Financial proposal among technically qualified Offerors <i>F</i> = Financial Proposal of Offeror being evaluated</p> <p>Combined score shall be calculated using formula mentioned below: $CS = [TS * 0.7 + F_p * 0.3]$</p> <p>Here: <i>CS</i> = Combined Score <i>TS</i> = Score obtained from Technical Proposal</p> <p>Contract shall be awarded to the highest combined (Technical and Financial) score obtained Offeror.</p>
<p>Technical Evaluation Criteria</p>	<p>The technical quality of the proposals will be evaluated on the basis of two major score points:</p> <ul style="list-style-type: none"> • Understanding the work (55 points) i.e. (a) Understanding the objectives, (b) Quality of methodology/ process, (c) Innovativeness, (d) Work programme, (e) Comments on ToR and (f) Presentation of proposal. • Quality of firm, its logistics and human resources (45 points) i.e. (a) Experience of firm and similar and different types of works (b) Experience of the Consultants/ Team Leader (c) Technical supporting staffs and logistics facilities

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Annexure-2: TOR/Services required



Terms of Reference (ToR) for Developing Video and Flash Card for Behavior Change Communication (BCC)

Project Name SHOMOTA – Strengthening Gender Equality and Social Inclusion in WASH in Bangladesh project

1. Background

World Vision is a Christian relief, development and advocacy organization dedicated to working with children, families and communities to alleviate poverty and injustice. It is a center of excellence with a vision of Bangladesh free from all kinds of abuses especially children and adolescents, live in dignity and enjoy their rights. It has been working towards its vision by working on an integrated approach using community-driven approach, which primarily includes: Food Security and Economic Development (FSED), Education, Health and Nutrition programmes, emergency relief and advocacy and campaign.

2. Overview of the Project

The SHOMOTA Project is an integrated project incorporating water, sanitation, hygiene, empowerment of women, and women and men with disabilities and government and private sector engagement. The primary project goal is to improve gender and disability inclusive WASH in schools and communities. The project will work with change agents to strengthen the capacity of sub-national government officials, schools and CBOs to build sustainable institutions, improve engagement throughout the sector to increase efficacy and drive improved WASH behaviours. It will create space for women and people with disabilities to influence decisions related to resource allocation, design, and monitoring of WASH services. The project will facilitate the uptake of innovation and technologies by strengthening collaboration between different actors to increase demand for hygiene products and WASH technologies and providing incentives to local WASH entrepreneurs. Through greater representation and meaningful participation, women and people with disabilities will influence social norms, institutions and communities to prioritise their needs.

Project activities are designed to achieve four key end-of-project outcomes:

- Change agents at community, school and Union Parishad (UP) level have the drive and ability to support inclusive Menstrual Hygiene Management (MHM) and Open Defecation Free (ODF) behavior change in schools and communities
- Improved equitable access to and use of WASH facilities and services in schools and communities
- Increased leadership and participation of women and people with disabilities in household, community and school decision making
- Evidence generated by the project on sustainable, inclusive WASH promotion is shared and implemented

The project will reach **234,500** direct beneficiaries through:

- Inclusive hygiene behavior change interventions through Lifebuoy school of five approach
- Systems strengthening, and integrated gender transformative and disability inclusive interventions to promote meaningful engagement of women and people with disabilities and Citizen Voice and Action
- Overcoming the barriers to WASH access that women and people with disabilities face by promoting the “Men's Care Approach”
- Mobilizing the change in gender division of labor for access to WASH services

These activities align with the Government of Bangladesh's Sector Development Plan, WASH Strategy and Hygiene Promotion Strategy as well as the Australian Governments Aid Investment Plan for the country ensuring buy-in at the highest level for the project objectives. Learning's generated through SHOMOTA will build the knowledge of the WASH sector in-country and across the Water for Women Partnership particularly with engagement with the UTS Institute for Sustainable Futures through the Water for Women Fund Research Awards in studying the impact of Citizen's Voice in Action Programmes on project effectiveness.

The purpose of this assignment is to develop a video on accessible toilet, inclusive hand washing with soap, accessible water point, inclusive menstrual hygiene management, drawing the picture and develop inclusive Flash card which will be represented organization's core values, mission, vision, key strategies and interventions which will be used for as tools/materials of Behavior Change Communication. These documents will be used with women, men, girls, boys, people with disability, sexual gender minorities, students, SMC, teacher through country yard and class room session, small group discussion, household visit, different training meeting workshop etc. These products also disseminated in different forums, to the visitors, donor's community programmes, knowledge and learning events organized by World Vision, donor and partners in country and aboard.

In line with this, World Vision is seeking a documentary filmmaker and Flash card developer to direct and produce a high-quality, 5-minute documentary (each). The video documentary is aimed to sensitize to beneficiaries to change their behavior and improve hygiene practices. In this regard, hearing directly from the beneficiaries themselves through the medium of film will effectively illustrate the impact of projects on individual lives by highlighting the effect of behavior change of beneficiaries of the intervention across the entire spectrum of the project programming.

3. Objective of the Assignment

The overall objective of the assignment is to produce 3 video documentary film on accessible toilet, inclusive MHM, inclusive hand washing with soap highlighting worst situation and best approaches, best practices, and take programme picture, prepare the flash card and Dangler.

4. Time table: The assignment must be completed and delivered on or before **30 April, 2021.**

5. Scope of work

Under the guidance of communication department and project team of SHOMOTA project, World Vision Bangladesh, the service provider will be required to cover the following:

- Develop the 3 documentary film's concept and scenario.
- Develop the documentary script and storyboard to be used in the film.
- Perform appropriate video filming and shoot interviews with the projects' beneficiaries and stakeholders:
 - Relevant stakeholders: women, girls, school teacher, girls' students, boys' students, school management committee, parents, person with disability etc.
 - Local service providers: shop keeper, Union Parishad, Community Based Organization, Self Help Group, women group, upazila education department, DPHE etc.
- Visit selected project sites and interact with the local communities/beneficiaries who have been impacted by the World Vision -supported projects.
- Draw the picture, documentary script and storyboard to be used in the flash card.
- Design the GESI focused dangler
- Perform appropriate video filming and shoot interviews with the projects' beneficiaries and stakeholders.
- Produce three (3) final documentary films of 5 minutes long (each).
- Submit a storyboard and script for the documentary & Flash card to World Vision before filming.
- Present draft documentary at the end of the field mission and incorporation of comments;
- Produce an edited video recording of the scenarios captured, and the footage of the recorded stories.
- Develop and design the flash card on WASH (40 pages) with picture & text and submit to World Vision Bangladesh in potable hard disk (nonrefundable)
- The document will ensure:

- a story telling tone;
- a combination of high quality photographs that goes with the present situation and expected behaviour, cases studies.
- stories telling are supported by facts, figures and quotes from different stakeholders.
- narrative text ensuring standard British English and proof reading by professional for local and international readers.

6. Shooting Locations

The video documentation on accessible toilet, MHM, water point, hand washing facilities with soap, photos, comments, reflection of stakeholders will capture from field at Jamalpur, Gaibandha and Satkhira areas

- Six Union Parishad of Satkhira, Jamalpur and Gaibandha districts (on average 8 km distance of each Union from Upazila sadar)

7. Language of video documentation and Flash card

- 01 Bangla version of video
- 02 English version of video with English sub title
- 03 Design of flash card in Bangla
- 04 Design of Dangler in Bangla

8. Quality assurance technique

The consulting firm will mention details and measure a strong measurement of quality control technique in the proposal and will maintain it by own management. Overall programme quality control and assurance will be responsible by the consultancy firm. For any discrepancies, consultancy firm will be liable.

9. Division of Roles and Responsibilities of assignment

9.1. Responsibility of World Vision Bangladesh

- World Vision Bangladesh will provide all related documents (Model etc.) for script/story board development
- World Vision Bangladesh will provide communication grid on 4 video documentaries
- World Vision Bangladesh will field test the story board/ script, video, flash card with support of BBC Media Action
- World Vision Bangladesh will review and approve the script, picture, text etc.
- World Vision Bangladesh (SHOMOTA Project) will support the contracted agency to organize the shooting (video)
- World Vision Bangladesh (SHOMOTA project) will select and arrange the beneficiary for shooting
- World Vision Bangladesh will review the video document, flash card and provide feedback/ comments for finalization

9.2. Responsibility of the consultancy firm:

- Contracted agency will develop script, story board with picture and share with WVB for approval
- Agency will avail all shooting and drawing related costs (Accommodation, food, transport, consultant etc.)
- Agency will be responsible all editing and finalization of the product
- Take and develop the picture image for flash card on different event/ issues and submit to World Vision Bangladesh as JPG form
- The eligible firm and consultant has to sign in Safeguarding Policy/Behavior Protocol/ Child Protection policy of WVB
- Maintain regular communication with key contact person(s) of World Vision Bangladesh throughout the assignment period.
- Submit the assignment completion report to the World Vision Bangladesh

10. Expected Deliverable

The agency/consultant is expected to produce and submit the following deliverables:

items need to be submitted in a portable hard drive (non-refundable).

- Story board of at least two video (MHM and accessible toilet) with image for field test before filming
- Master copy of the Video in MP4 Format (Bengali and English Version)
- Ai file of Flash card with printing specification
- Ai file of Dangler with printing specification
- All raw footage
- All Sound Track (Composed Music track, Voice Over, etc)
- All Adobe Premier Pro Project Files

14. Financial terms and mode of payment

Consultant will receive payment in BDT as per agreed amount finalized after negotiation. The payment will have made for all the necessary activities/items that agreed as per the budget proposal. The payment will be subject to the quality of work that accepted by World Vision Bangladesh. Income tax and applicable VAT will be deducted from the payment as per the law of Bangladesh Government. Consulting firm should have VAT registration number and TIN number.

All payment would be in S2B/ account payee cheque and VAT/TAX should be deducted as per govt. policy and according to the agreement signed in between the consulting Firm and WVB (Supply Chain Management). The consulting firm will have the opportunity to take 30 percent payment after completing the field work (script/ story board develop, field test, shooting at field, developed draft image picutre) and 70 percent after submission of the final deliverable and agreed by WVB.

Please note that any delay in completion that not agreed by World Vision Bangladesh of the task will be penalized as per rule of World Vision Bangladesh. World Vision Bangladesh reserves full rights to cancel the work if the output of the assignment doesn't meet the required quality.

15. Project Management, Logistics and Security

The Consultants are responsible for arranging their own logistics requirements including transport and hotel bookings, and organizing meetings. The consultant will be responsible for and expected to take any necessary precautionary action while carrying out this assignment with regard to security and safety and COVID 19.

16. Checklist for Proposal Submission

The agency/consultant will submit a detailed proposal for the assignment. The proposal must reflect the implementation process and plan in detail. The proposal should be divided into two parts i.e. technical and financial.

- **Technical proposal**
The technical proposal should demonstrate the firm, knowledge and understanding of the World Vision Bangladesh's development approach, general and detailed process/ methodology, draft script/ theme that the firm and Flash card is proposing for the assignment.
- **Financial proposal**
 - Head-wise cost-estimate;
 - Salary/honorarium of professional/experts and other support staff including social costs (VAT, tax etc.);
 - Cost of field team;
 - Cost of stationeries and logistics
 - Cost of transportation and accommodation etc.

17. Evaluation Criteria for the Firm

The technical quality of the proposals will be evaluated on the basis of two major score points:

- **Understanding the work (55 points)** i.e. (a) Understanding the objectives, (b) Quality of methodology/ process, (c) Innovativeness, (d) Work programme, (e) Comments on ToR and (f) Presentation of proposal.
- **Quality of firm, its logistics and human resources (45 points)** i.e. (a) Experience of firm and similar and different types of works (b) Experience of the Consultants/ Team Leader (c) Technical supporting staffs and logistics facilities

18. Selection Process

- Submission of technical and financial Proposal
- Review of technical and financial Proposal
- Face to face presentation on assignment

19. Standard of Ethics and Child Protection

The Team Leader will be responsible for ensuring that programme implementation are designed to mitigate child protection risks, and protect participants' privacy and wellbeing by establishing and following credible ethical evaluation principles. The team leader must ensure all members of the team has been oriented in the ethical considerations employed in the programme. Ethical principles will include the following:

Do No Harm: Project and programme themes must be screened for topics and questions that may cause distress to some interviewees. Mitigating approaches and referral options must be developed accordingly.

Integrity: Data from participants must be presented honestly and proportionately, such as the authoritativeness, extent-shared and intensity of opinions across the target population, and aligning quotes with the evaluative themes intended by the informant. Unexpected or contentious findings should be triangulated with other forms of data to gauge significance.

Child Protection: If children (under the age of 18) are to be participated, it will be in the presence of a responsible adult from the child's family or other implied guardian from the community/ school. Children will not be exposed to questions of a highly personal, sensitive, potentially distressing or embarrassing nature.

If children are to be interviewed, child protection reporting protocols will be established and all staff made aware of when and how to report any issues that arise from programme.

Team Leader must have completed and been cleared by a police check within the last two years. All team members will be required to review, sign, and adhere to a child protection code of conduct.

20. Reporting language

English and Bangla is mandatory for producing the assignment.

21. Bindings

All documents, papers and data produced during the assignment are to be treated as World Vision's property and restricted for public use. The contracted agency/consultant will submit all original documents, materials and data to national office of World Vision Bangladesh. Furthermore, World Vision Bangladesh reserves the right to monitor the quality and progress of programme.

22. Disclaimer

World Vision Bangladesh reserves the right to accept or reject any or all proposals without assigning any reason what so ever.

23. Roots of Communication

Key Contact Person in this Assignment:

SHOMOTA Project, WVB	Communication Department, WVB
Name : Proshanto Sharma Roy Contact: 01711888430	Name: Devashish Ranjan Sarker Contact: 01612800421

Annexure-3: Vendor's Primary Information Collection Sheet

World Vision Bangladesh

Vendor's Primary information Collection Sheet

Organization/Vendor's Name :

SL#	Description of Requirements	Information to be Provided here
1	Name of Owners/Proprietor/CEO/ ED/ Head of Organization (Any One)	
2	NID of Owners/Proprietor/CEO/ ED/ Head of Organization	
3	Trade Licence No	
4	Tax Identification Number (TIN)	
5	VAT Registration Number	
6	Address of Business Center	
7	Contact Telephone Number	
8	Contact Mobile Number	
9	FAX Number (Optional)	
10	Email Address:	-
11	Webpage Address (Optional)	-
12	Contact Person's Name	
13	Vendor's Bank Name	
14	Name of Bank Branch	
15	Bank Sorting Code (Optional)	
16	Bank Account Name	
17	Bank Account Number	
18	Bank Routing Number/Swift Code	

Information Submitted by:

Signature

Date:

World Vision Supplier Code of Conduct

Last updated February 2020

World Vision is a Christian relief, development and advocacy organization dedicated to working with children, families and communities to overcome poverty and injustice. Inspired by our Christian values, we are dedicated to working with the world's most vulnerable people. We serve all people regardless of religion, race, ethnicity or gender.

World Vision is strongly committed to observe the highest ethical and moral standards in all its procurement activities including safeguarding of children and adults in our programmes. This Code of Conduct provides a set of principles and behaviours in our everyday conduct of business, ensuring internationally recognized procurement ethics are followed. Standard elements of good business practice should also be applied. The Code of Conduct is applicable to staff from all World Vision entities, and extends to suppliers, contractors, volunteers, and Board Members. To ensure World Vision is donor complaint, we will adhere to donor procurement requirements, where applicable. Suppliers and their sub-contractors must sign the Code of Conduct, acknowledging agreement to abide by the principles herein.

World Vision expects its suppliers to:

- 1) Improve value for money –
 - a) Actively seek to demonstrate and improve results, and reduce costs through the life of the Long Term Agreement, and/or Purchase Orders.
 - b) Price appropriately and honestly to reflect requirements and risks.
 - c) Proactively pursuing continuous improvement to reduce waste and improve efficiency across the organization and wider supply chain
 - d) Earn fair but not excessive rewards
- 2) Act with Professionalism and integrity –
 - a) Be honest and realistic about capacity and capability when bidding.
 - b) World Vision expects that its suppliers encourage and work with their own suppliers and subcontractors to ensure that they strive to meet the principles of this Code of Conduct, and be able to demonstrate this as and when required.
 - c) Work collaboratively to build professional business relationships, including with World Vision staff.
 - d) Act in a manner that supports the development of a mature and ethical business relationship with World Vision.
 - e) Demonstrate clear, active commitment to Corporate Social Responsibility.
- 3) Be cleared of any outstanding legal judgements filed within the past three years. Be accountable –
 - a) Apply pricing structures that align payments to results and reflect a more balanced sharing of performance risk.
 - b) Expect to be held accountable for delivery and accept responsibility for their role, including being honest when things go wrong so that lessons can be learned.
- 4) Align with World Vision –
 - a) Apply a strong emphasis on building local capacity by seeking ways to develop local markets and institutions, and avoid the use of restrictive exclusivity agreements.
 - b) Be able to operate across all World Vision offices, including in fragile and conflict affected areas.
 - c) Share and transfer innovation and knowledge of best practices to maximize overall development impact.
 - d) Accept we work in challenging environments and act to manage uncertainty and change in a way which protects value for money.
 - e) Reflect World Visions international development goals and demonstrate their commitment to poverty reduction.

5) Agree to avoid any Conflict of Interest—

In order to avoid a conflict of interest, Suppliers or contractors agree to disclose the following to WV:

- a) whether the Supplier or Contractor, or a relative of the Supplier or Contractor, receive(s) financial benefits from WV/VF. (This would include such things as serving as an employee, agent or independent contractor of WV/VF).
- b) whether the Supplier or Contractor has existing business dealings with WV/VF. (This would include such things as being a consultant, a service provider, or is a supplier for WV/VF)
- c) whether the Supplier or Contractor has a family or business relationship (outside of WV/VF) with a member of the WVI or VFI board, or with a member of the WVI or VFI senior management team.

In addition, the Supplier or Contractor confirm(s) that they have no relationship, business affiliation, involvement, association, position, financial interest, and haven't received any gift, loan, or have engaged in any other transaction requiring disclosure under the World Vision or VisionFund Conflict of Interest Policy.

6) Observe International Labour Conventions –

- a) World Vision expects its suppliers, and their sub-contractors to observe International Labour Conventions
- b) Prohibit any use of forced, bonded, or indentured labour or involuntary detention labour
- c) Prohibit the use of child labour
- d) Prohibit any form of discrimination in hiring and employment practices on the ground of race, colour, religion, gender, ethnicity, age, physical disability
- e) Comply with local law in terms, of wages, working hours, and freedom to association and right to organize and bargain collectively
- f) Support and respect the protection of human rights and to ensure that they are not complicit in the abuse of human rights
- g) Ensure that they operate a safe and healthy workplace or any other place where production or work is undertaken.

7) Comply with WV's Child and Adult Safeguarding Policy -

- a) Suppliers or Contractors engaged in situations where they—or their employees or subcontractors—may have access to children or adult beneficiaries in WV programmes or to personal data about such children or adult beneficiaries, must comply with the Safeguarding Behaviour Protocol (see page 4 below)
- b) Any incidents of harm or risk of harm to children or to adult beneficiaries will be reported immediately to WV
- c) Any individuals with access to children or adult beneficiaries, or to personal data about such persons, will have a current clean criminal background check for offenses against children or abuse of adults, to the extent permitted by law (evidence of which will be provided to WV upon request)

8) Have a strong Environmental Policy –

- a) World Vision expects its suppliers to have an effective environmental policy and comply with existing legislation and regulations to protect the environment.
- b) Suppliers are expected to undertake initiatives to promote greater environmental responsibility and encourage the use of environmental friendly technologies.
- c) Suppliers should obtain wherever possible, a certified quality management system.

9) Anti-corruption and Bribery –

- a) World Vision expects its suppliers to adhere to the highest standards of moral and ethical conduct, including extortion, fraud, and bribery.
- b) Apply a zero tolerance approach to corruption and fraud, with top-quality risk management.
- c) Disclose any situation that may appear as a conflict of interest. Complete disclosure form on page 3 below.

CONFLICT OF INTEREST DISCLOSURE LETTER
World Vision standard form, enhanced for Suppliers

--February 2020 version--

Having read the World Vision(WV) Code of Conduct and examined my(our) relationships with World Vision or Vision Fund (VF), and noting that if in doubt a relationship should be disclosed for further discussion, I have carefully reviewed each of the four statements below and marked either “yes” or “no” for each.

Note that “WV/VF” as used below refers to any World Vision or VisionFund entity, including affiliated microfinance institutions. “A relative” refers to any individual related by blood or marriage. Circle the appropriate answer for each statement below:

1. Yes / No I/my company/business (or a relative of mine) receive(s) financial benefits from WV/VF. (This would include such things as serving as a volunteer or a beneficiary of WV/VF). *[If answer yes, please provide details at the end of this form.]*
2. Yes / No I or a relative of mine is a current employee for WV/VF. *[If answer yes, please provide details at the end of this form.]*
3. Yes / No I/my company (or a relative of mine) has existing business dealings with WV/VF. (This would include such things as being a consultant, a service provider, or is a supplier for WV/VF) *[If answer yes, please provide details at the end of this form.]*
4. Yes / No I/my company has a family or business relationship (outside of WV/VF) with a member of the WVI or VFI board, or with a member of the WVI or VFI senior management team. *[If answer yes, please provide details at the end of this form.]*

Please describe below the details of any positive response for items 1 – 4 above, and/or any other potential conflicts of interest, or any comments you may wish to make on the matters disclosed above. If more space is needed, kindly attach an additional sheet.

Check this box if you agree to the statement: I hereby certify that my answers to statements 1 – 4 above are accurate. If I have indicated “no” for all of statements 1- 4, I confirm that I have no relationships, business affiliations, involvements, associations, positions, financial interests, gifts, loans or other transactions requiring disclosure under the World Vision or VisionFund Conflict of Interest Policy.

CHILD AND ADULT SAFEGUARDING BEHAVIOUR PROTOCOL

The protection of vulnerable children and adults in World Vision's programs is essential to all aspects of our work. A core element of everything we do is our commitment of not harming beneficiary children and adults, respecting the beneficiaries' rights and defending their best interests as a major consideration in any actions and decisions.

Therefore, Suppliers and/or Affiliates and their staff (i.e. World Vision partners, suppliers, contractors, consultants, and/or volunteers), shall behave in ways that protect children or adult beneficiaries, prevent sexual exploitation and abuse, and prevent any other intentional or unintentional harm to the people WV serves or works amongst.

All Suppliers and Affiliates abide by these protocols in their activities with WV, for all children anywhere and for all adult beneficiaries. In regards to safeguarding, WV uses a broad, working definition of 'beneficiary' to include not only direct beneficiaries of a particular project, but also any child or adult who might suffer harm caused by Suppliers or Affiliates as part of conducting business with WV where WV has programme presence.

Acceptable Behaviour – Suppliers and Affiliates (and their staff):

- a) create and maintain an environment which prevents sexual exploitation and abuse of children and adult beneficiaries and promotes the implementation of these Behaviour Protocols;
- b) are careful about perception and appearance in their language, actions and relationships with children and vulnerable beneficiaries. Their behaviour—including in person and on digital platforms, both online and offline—demonstrates a respect for children and adult beneficiaries and their rights;
- c) ensure that all physical and online contact with children and beneficiaries is appropriate in the local culture;
- d) use positive, non-violent methods to manage children's behaviour;
- e) accept responsibility for personal behaviour and actions as a representative of the organisation;
- f) are always accountable for their response to a child's behaviour, even if a child behaves in a sexually inappropriate manner; adults avoid being placed in a compromising or vulnerable position with children;
- g) where possible and practical, follow the 'two-adult' rule while conducting WV work, wherein two or more adults supervise all activities that involve children, and are visible and present at all times;
- i) comply with safeguarding related investigations (internal and external) and make available any documentary or other information necessary for the completion of the investigation;
- j) comply with applicable data privacy laws and with relevant WV data privacy and information security policies, including WV digital child safeguarding protocols, when handling any personal data about individual children or adult beneficiaries, noting in general that collecting or using such data must be limited to the minimum necessary, and that such data must be maintained and transferred in a secure, confidential manner;
- k) immediately report through established reporting mechanisms any known or suspected safeguarding incident or breach of this Policy by a WV employee or affiliate, or a humanitarian aid worker from any other agency. 'Humanitarian aid worker' includes all paid employees, volunteers, contractors, and other affiliates of organisations providing emergency relief or development aid. Such organisations include UN agencies, INGOs, LNGOs, and CBOs.

Unacceptable Behaviour – Suppliers and Affiliates (and their staff) do not:

- a) behave in an inappropriate physical manner, or develop a sexual relationship with a child (under 18 years old), regardless of the country specific legal age of consent or age of majority. This also includes consenting or condoning the above behaviour (including fostering or condoning child marriage (under 18 years old));
- b) develop or seek a sexual relationship with any beneficiary of any age; such relationships are not acceptable and will not be tolerated since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of WV's humanitarian aid or development work;
- c) sexually exploit or abuse any beneficiary (adult or child); such behaviour constitutes an act of gross misconduct;
- d) exchange money, employment, goods, or services for sex (including sexual favours, other forms of humiliating, degrading, or exploitative behaviour, or hiring sex workers) or other exploitative demands is strictly prohibited. This includes exchange of assistance that is already due to beneficiaries;
- e) fondle, hold, kiss, hug or touch children or adult beneficiaries in an inappropriate or culturally insensitive way;
- f) use language, make suggestions or offer advice to a child or adult beneficiary which is inappropriate or abusive, including language that causes shame or humiliation, or is belittling or degrading;
- g) spend excessive or unnecessary time alone with a child or adult beneficiary, away from others or behind closed doors or in a secluded area;
- h) condone or participate in behaviour with children or adult beneficiaries which is illegal, unsafe or abusive; including harmful traditional practices, spiritual or ritualistic abuse;
- i) hire children in any form of child labour (including as “house help”) unless it is within the best interest of the child and in alignment with local law and international standards (‘Child labour’ is work that is mentally, physically, socially or morally dangerous and harmful to children, or that interferes with their schooling. ‘Child work’ in contrast may be beneficial if permitted by International Labour Organisation (ILO) Conventions and puts the child’s interests ahead of any benefits gained by adults.);
- j) hit or use other corporal punishment against a child while the child is in WV care or the WV employee or affiliate is conducting WV work;
- k) take a child alone in a vehicle for WV work, unless it is absolutely necessary, and with parental/guardian and managerial consent;
- l) misuse or be careless with personal data about individual children or adult beneficiaries;
- m) communicate with a child in WV's program areas via digital platforms (e.g. Facebook, Twitter), via mobile technology (e.g. texting, Whatsapp, Skype), or online without consent and knowledge of his/her parents. Further, WV employees or affiliates never communicate on mobile, digital or online platforms with children or adult beneficiaries in ways that are inappropriate or sexual;
- n) stay silent, cover up, or enable any known or suspected safeguarding incident or breach of Safeguarding Policy by a WV employee or affiliate.

Check this box if you agree to the statement: I have read, fully understand, and agree to comply with World Vision’s Child and Adult Safeguarding Behaviour Protocols above.

WV Supplier Code of Conduct Statement of Acknowledgement

My signature below confirms that I/we/supplier, have read, fully understand and agree to WV's Supplier Code of Conduct principles set forth above and authorizes WV to conduct all background checks as applicable. I understand that any action inconsistent with this Supplier Code of Conduct, including failure to take action mandated by these protocols may result in termination of the business relationship with World Vision.

Print name and Title of Supplier Representative Signature

Company / Supplier Name Date

Print name and Title of Supplier Representative Signature

Company / Supplier Name Date