

REQUEST FOR PROPOSAL (RFP)

June 7, 2021

Hiring Consulting Firm

To Develop SoP for Private Sector Emergency Operation Centre and Private Sector Emergency Response Team

To: Consulting Firm

Dear Sir/Madam:

We kindly request you to submit a proposal **“To Develop SoP for Private Sector Emergency Operation Centre and Private Sector Emergency Response Team”**. Please be guided by the information attached below with annexures:

General RFP Guidelines and Instructions:

RFP Name:	“PEOC PERT_ SUPER Project”
RFP Reference:	WVB-SCM-RFP-0012-09/21
Submission of Proposal:	<p>Separate Technical and Financial proposals shall be sent directly through email in PDF format to: wvb_scm@wvi.org</p> <p>Maximum file size: 20MB. If mail returned due to over file size, please split the file and send in separate email.</p> <p>Email Subject: “PEOC PERT_ SUPER Project”. Shall be mentioned in subject line.</p>
Deadline for the submission of proposals:	Deadline for proposal submission is: On or before June 19 , 2021 within 4.00 P.M
Procurement Focal Point:	Md. Ziaul Islam, Sourcing Coordinator, World Vision Bangladesh. Email: Ziaul_Islam@wvi.org
WVB Contact regarding Technical Specification:	Md Forhad Hossain, Project Manager-SUPER Project Urban Coordination Office, World Vision Bangladesh Cell Phone: 01732931790, Email: forhad_hossain@wvi.org
List of Annexures:	<p>Annexure-1: Instructions to Offeror</p> <p>Annexure-2: General and Particular Terms and Conditions</p> <p>Annexure-3: Terms of Reference (ToR)</p> <p>Annexure-4: Vendor’s Primary Information Collection Sheet</p> <p>Annexure-5: WV Supplier Code of Conduct</p>

WVB reserves the right to accept or reject any or all the proposals in full or part with or without assigning any reason whatsoever.

INSTRUCTIONS TO OFFEROR

Cost of proposal:	The Offeror shall bear all costs associated with the preparation and submission of the Proposal, the World Vision Bangladesh (WVB) will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.
Contents of solicitation documents:	Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the Proposal.
Clarification of solicitation documents:	A prospective Offeror requiring any clarification of the Solicitation Documents may notify the procuring WVB entity in writing at the organization's mailing address or fax number indicated in the RFP. The procuring WVB entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than one week prior to the deadline for the submission of Proposals. Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Offerors that has received the Solicitation Documents.
Amendments of solicitation documents:	<p>At any time prior to the deadline for submission of Proposals, the procuring WVB entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment.</p> <p>All prospective Offerors that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the procuring WVB entity may, at its discretion, extend the deadline for the submission of Proposals.</p>
Language of the proposal:	The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring WVB entity shall be written in the English language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.
Proposal currency	All prices shall be quoted in BDT.
Proposal prices	The Offeror shall indicate on an appropriate Price Schedule, an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

Submission of proposals	<p>Separate Technical and Financial proposals shall be sent directly through email in PDF format to: wvb_scm@wvi.org</p> <p>Maximum file size: 20MB. If mail returned due to over file size, please split the file and send in separate email.</p> <p>Email Subject: “PEOC PERT_SUPER Project. Shall be mentioned in subject line.</p>
Late Proposals	Any Proposal received by the WVB after the deadline for submission of proposals, pursuant to clause Deadline for the submission of proposals, will be rejected.
Modification and withdrawal of Proposals	The Offeror may withdraw its Proposal after the Proposal’s submission, provided that written notice of the withdrawal is received by WVB prior to the deadline prescribed for submission of Proposals. No Proposal may be modified subsequent to the deadline for submission of proposals. No Proposal may be withdrawn in the interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.
Documents comprising the proposal	<p>The Proposal shall comprise the following components:</p> <ol style="list-style-type: none"> 1) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements; 2) Declaration on WV Supplier Code of conduct as per Annexure-5; 3) Vendor Information Sheet Annexure-4.
Clarification of proposal	To assist in the examination, evaluation and comparison of Proposals, the Purchaser may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.
Preliminary examination	<p>The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.</p> <p>Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.</p> <p>Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser’s determination of a Proposal’s responsiveness is based on the contents of the Proposal itself without recourse to extrinsic</p>

	<p>evidence. A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.</p>
<p>Evaluation and comparison of proposals</p>	<p>The proposal will be reviewed by the evaluation committee and will be evaluated in line with the guidelines of World Vision Bangladesh. The evaluation committee will evaluate the proposals on the basis of their responsiveness to Terms of Reference, applying the evaluation criteria and point system specified herein. Each responsive proposal will be given score. Proposal(s) will be rejected at this stage if it does not respond to important aspects of the Terms of Reference or if it fails to achieve the minimum technical score indicated below.</p> <p>Evaluation Criteria, Evaluation and Ranking for Selection: The final selection will be done following Quality and Cost Based (QCBS) method. This will be done by applying a weight of 0.70 (or 70 percent) and 0.30 (or 30 percent) respectively to the Profile of the Organisation and the Financial score of each evaluated proposal and then computing the relevant combined total score for each organisation.</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 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: <i>CS</i> = [<i>TS</i> * 0.7 + <i>F_p</i> * 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 part of the proposals will be evaluated on the basis as detailed below:</p> <ul style="list-style-type: none"> • Understanding the TOR- 20 • Team Profile including Strength – 20 • Relevant Experience - 20 • CV of the Team Lead and Associates - 20 • Assignment proposal including methodology and work plan - 20 <p>Pass Mark - 60</p>

Demonstration of Proposal	As a part of evaluation process, Offeror(s) may be asked for presentation of submitted proposal before Proposal Evaluation Committee.
Payment Terms	WVB shall effect payments to the Contractor after acceptance by WVB of the invoices submitted by the contractor, upon achievement of the corresponding milestones. Milestones period will be decided during the signing of the contract.

WVB reserves the right to accept or reject any or all the proposals in full or part with or without assigning any reason whatsoever.

GENERAL AND PARTICULAR TERMS AND CONDITIONS

A. General Terms and Conditions

1. Offerors have to submit technical and financial proposals separately through email wvb_scm@wvi.org
2. The offer shall remain valid for 90 days from the closing date of receiving of Proposal by WVB.
3. Payment shall be made through Straight to Bank (S2B).
4. All the columns/requirements in this form/ToR must be properly completed. Quote for each item separately, and in units as specified. Incomplete offers or offers which do not comply with any of our tender conditions/ToR will not be considered.
5. WVB reserves the right to accept the partial 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.
6. WVB authority reserves the right to accept or reject any or all the Proposals in part or full or alter any of the provisions as deemed necessary, without showing any reason whatsoever at any time and acceptance of any liability. WVB reserves the right to accept the whole or part of your offer.
7. Making a payment to any employee as an inducement or any canvassing to enable you 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.
8. The Proposal must be placed through email **not later than 04:00 P.M.** on the closing date.
9. Descriptive literature or samples of the items offered has to be forwarded with Proposal. All descriptive literature must be in English language.
10. **Your financial offer should indicate final price, which includes all costs for delivery of final product at WVB, discount, Income Tax and VAT. All kind of charges including applicable Taxes/VAT will be deducted at source from the total bill as per Govt. Rules & Regulations.**
11. Proprietor or an authorized representative of the Offeror must sign this form, and all the documents accompanying this bid must be properly rubber-stamped and signed.
12. 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.
13. 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.
14. After submitting the proposal result will be informed to successful Offeror(s) within thirty working days after the closing date of receiving proposal.
15. The work shall be completed in all respects within the completion date mentioned in the purchase order.
16. Any late submission of Proposal after the schedule date and time will be rejected.
17. 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.
18. 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.

- 19. In all cases, the decision of the World Vision Management will be final.
- 20. The Offeror has to submit duly filled up Vendor's Primary Information Collection Sheet (Annexure-4).
- 21. The Offeror has to agree to comply with WV Supplier Code of Conduct and will have to complete the Form (Annexure-5).

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 Offeror: _____

Name of the Company: _____

Date with Seal of the Company: _____

Annexure 3:_ToR to Hire Consultant to Develop SoP for Private Sector Emergency Operation Centre and Private Sector Emergency Response Team

Introduction:

World Vision is a global Christian relief, development and advocacy organization dedicated to working with children, families and communities to overcome poverty and injustice. World Vision has been active in Bangladesh since 1970 and is present in 80 locations across 31 sub-district level, fulfilling its objective of 'Building a better life for girls and boys in Bangladesh'. Strategic areas include: Improve health and nutrition status of mothers and children; Improve access to and quality of education; Ensure children are protected and cared for and Increase community resilience. WV currently operates in 31 wards under Dhaka North City Corporation and Dhaka South City corporation. Urban programming is supported, among others, by MoFA Japan, DFAT, Google etc. With their support, WV has established more than 63 Urban Neighborhood Development Committees and Child Forums, reaching more than 22,239 children and 47,875 Most Vulnerable families.

World Vision Bangladesh is implementing Strengthening Urban Public-Private Programming for Earthquake Resilience (SUPER) Project. This is a consortium project, funded by European Civil Protection and Humanitarian Aid Operations (ECHO). Other member organizations of the consortium are United Purpose, Dhaka Chamber of Commerce and Industry and ActionAid Bangladesh. Overall purpose of the project is to increase national capacity and coordination for disaster management, that will ultimately contribute to a strengthened earthquake disaster risk management (EQDRM) of urban communities.

Principle Objective of SUPER Project: To strengthen resilience of businesses and urban communities to reduce the impact of earthquake in Bangladesh.

Specific Objectives of SUPER Project: To increase collaboration and multi-stakeholder initiatives engaging the private sector in creating more resilient urban communities in Bangladesh.

Result Areas of SUPER Project:

1. Coordination mechanisms and synergies between private sector, governmental and non-governmental
2. Actors are established to strengthen urban emergency preparedness and response actors are established to strengthen urban emergency preparedness and response.

Rationale:

SUPER Project aims to increase national capacity and coordination of disaster management ultimately contributing to a strengthened earthquake disaster risk management (EQDRM) of urban communities. While Bangladesh has made progress towards strengthening the resilience of the public sector to disasters and crisis, challenges remain to integrating the country's booming private sector into disaster risk management activities. To integrate private sector organizations in EQDRM, lack of a standardized mechanism for integration into coordinated EQDRM activities remain as a significant gap.

Following the 2015 Nepal Earthquake, the Government of Bangladesh (GoB) decided to establish a National Emergency Operation Centre (NEOC) to respond effectively to any severe catastrophic situation. Currently National Disaster Response Coordination Centre (NDRCC) operated by Ministry of Disaster Management and Relief (MoDMR) at the Bangladesh Secretariat serving as the coordination centre for disaster response. NDRCC is not directly focusing on the engagement with the private sector. To contribute to fill this gap, the SUPER Project will support to establish a Private sector-led Emergency Operation Centre (PEOC) within the premises of the Dhaka Chamber of Commerce and Industry – DCCI: the apex body of businesses in Dhaka Division. PEOC will serve as a missing link of coordination with NEOC/NDRCC and other humanitarian actors currently working on urban emergency preparedness, in particular among the NGO sector. The PEOC will also have linkages with City Corporations Emergency Operation Centre (CCEOC) and Disaster and Incident Management Team (DIMIT) and Armed Forces Division to ensure greater flexibility in real time coordination, in case of any collapse in communication during EQ and similar emergency.

During non-emergency period, the operation centre will serve as the resource centre for DRR capacity building for private sector.

On the other hand, the Government of Bangladesh has established a volunteers' basis in rural and urban area: the vast majority of them are trained to support on cyclone preparedness and response initiatives and fire related incidents. These volunteers are from the local communities and help to form effective surge capacity of the government. While this force is essential, its capacity is insufficient to provide a full response in urban areas in case of catastrophic events. The private sector has the means to provide the necessary equipment and expertise, and most importantly can count on a vast workforce which is possible to train to contribute to emergency response.

In light of this, the SUPER Project will support to form and operate a Private Sector Emergency Response Team (PERT). This team will act as a first responder to localized events and can be pooled into the national surge capacity complementing government's current capacity of response and rescue. Based on existing guidelines for volunteers' capacity development from the Urban volunteer initiatives, including their roles, responsibility and command structure, SUPER project will develop a SOP for the private sector response team. A database of volunteers will be developed, alongside an inventory of private sector equipment that can be used for rescue operations. Both databases will be published on PEOC webpage and linked with NEOC to complement their resources. In addition, the inventory will also be linked with the Government FSCD database and with City Corporation through joint action with the DEEPER and SURP Projects. Through PEOC, the Emergency Response Team will coordinate in particular with: City Corporation (Ward Disaster Management Committee, City Corporation Disaster Management Committee, Disaster and Incident Management Team) and Urban Search and Rescue (USAR) team of Fire service and civil defense, and if necessary the Civil-Military Coordination mechanism. The private sector response team will facilitate and lead the drill, ensuring effective participation, coordination and collaboration. The project will foster the replication of this exercise, advocating with the DCCI to support its regular occurrence also through the establishment of an award, enhancing the culture of preparedness.

In particular:

- The assignment will clearly define criteria for the PEOC to be evaluated against (what does it mean that it has been successfully established and how it is performing after being established, i.e.). How these dimensions will be measured after completion of the project should be defined now, so that we achieve some measurability;
- PEOC's "linkages" with NEOC/NDRCC, CCEOC and DIMT should likewise be defined as part of the assignment, as well as with a map showing who is responsible for what/how communication would flow both normally and in the aftermath of an EQ;
- The services to be provided by the PEOC during non-emergency period (resource centre for DRR capacity building for the private sector) should in addition be defined, or a roadmap about who they will be defined clearly set by the assignment, with milestones to be met qualified against a work plan;
- The PERT functions should be captured as part of the relevant contingency plan/preparedness plan of the various administration levels indicated – the assignment has to identify these and ensure to identify and describe steps needed towards its institutionalization in the above mentioned plans.

Objective of the Assignment:

SUPER Project intends to strengthen the capacity and coordination of private sector to bring earthquake resilience in urban Dhaka. Private Sector Emergency Operation Centre (PEOC). Thus the centre can play an active role in disaster preparedness and response. Private Sector Response Team (PERT) will also be an important part of this initiative. There is no specific guideline or operational manual for private sector in Bangladesh for the said purpose. SUPER Projects is going to support in developing a SoP to operate the PEOC and a guideline for PERT. Following the documents relevant training module will also be developed which will be utilized to train related stakeholders.

Specific Objectives: The specific objectives of this assignment are:

- To develop SoP for Private Sector Emergency Operation Centre (PEOC);
- To develop a guideline/SoP for Private Sector Emergency Response Team (PERT);
- To develop a module for capacity building training of PEOC staff and members;
- To develop a module for capacity building training of PERT.

Methodology

The consultant has/have to clearly outline the methodology to be used for the research in his/her/their technical proposal and later on his/her/their inception report. But the proposed methodology has to include the following processes:

- Literature review
- Consultation and validation workshops
- FGD
- KII

Major Deliverables

The major deliverables from the assignment are:

- Inception Report with Methodology and Work Plan agreed by SUPER Consortium. The methodology and work plan should be developed considering COVID 19 risk and possible mitigation measures;
- Literature Review and Tools for interview agreed by SUPER Consortium;
- SoP for PEOC;
- SoP for Private Sector Response Team;
- Outline for private sector equipment database;
- Outline for private sector response team member's database;
- To develop module for capacity building training of PEOC staff and members;
- To develop module for capacity building training of PERT;
- Draft Report;
- Final Report:

All the deliverables must ensure the following points:

- The Consultant will clearly define criteria for the PEOC to be evaluated against (what does it mean that it has been successfully established and how it is performing after being established, i.e.). How these dimensions will be measured after completion of the project should be defined now, so that we achieve some measurability;
- PEOC's "linkages" with NEOC/NDRCC, CCEOC and DIMT should likewise be defined as part of the consultancy, as well as with a map showing who is responsible for what/how communication would flow both normally and in the aftermath of an EQ;

- The services to be provided by the PEOC during non-emergency period (resource centre for DRR capacity building for the private sector) should in addition be defined, or a roadmap about who they will be defined clearly set by the Consultancy, with milestones to be met qualified against a work plan;
- The PERT functions should be captured as part of the relevant contingency plan/preparedness plan of the various administration levels indicated – the Consultant should identify these and ensure to identify and describe steps needed towards its institutionalization in the above mentioned plans.

Timeline

Activities	Date
Start Date	27 June 2021
Submission of inception report	07 July 2021
Submission of detailed methodology and report from secondary analysis (first payment will be processed after getting this)	15 July 2021
Finalizing tools for consultations/interviews by incorporating feedback	25 July 2021
Conduct consultation/interviews	04 August 2021
Sharing draft of the deliverables	16 August 2021
Sharing feedback on the deliverables	26 August 2021
Sharing final deliverables (final payment will be process after getting this)	09 September 2021

Application requirements:

All interested applicants for the consultancy work have to submit a technical and financial proposal separately as their application. The proposal submitted by the consultant should clearly reflect on the below listed requirements:

- Understanding of the Terms of Reference (ToR);
- The skill set they are planning to engage in the consultancy work on Earthquake Preparedness/Urban Resilience/Disaster Risk Reduction context of Bangladesh and beyond;
- The skill to work with private sector, government and NGO stakeholders;
- Overall quality of the technical and financial proposal;

NB: Cost effectiveness of the proposal will be evaluated.

Interested applicants, in addition to the technical and financial proposal they need also to attach a brief summary of their experience reflecting in the below listed assessment criteria:

- At least 7 years' prior experience on conducting similar undertakings;
- At least 10 years working experience with NGO/INGO/UN is preferable;
- Have clear understanding and experiences of working on private sector engagement in disaster risk management and emergency response;
- A strong academic background/ PhD /Master's degree/ in Disaster Management/ Environment/ Civil Engineering or any other relevant subject;
- Demonstrate capacity to produce high quality SoP/Guideline/Training Module from previous undertakings in terms of Bengali and English language proficiency;

- The ability to meet deadlines;
- Excellent written and verbal communication skills in Bengali and English.

Candidates are required to submit their team's CVs along with a technical and financial proposal. It will be a condition of the contract that CVs of all individuals engaging in the assignment is submitted. The work plan must clearly outline which individual will actively lead and deliver on each component of the assignment. Senior consultant/team leader will be responsible for the successful and timely delivery of each component of the assignment.

Evaluation Criteria:

Sl.	Criteria	Points
01.	Understanding ToR	20
02.	Team Profile including Strength	20
03.	Relevant Experience	20
04.	CV of the Team Lead and Associates	20
05.	Assignment proposal including methodology and work plan	20
Total Points		100
PASS MARK: 60		

NOTE: WORLD VISION BANGLADESH RESERVES ALL RIGHTS TO ACCEPT OR REJECT ANY PROPOSAL OR CANCEL THIS CIRCULAR WITHOUT GIVING ANY VERBAL OR WRITTEN RATIONALE AND WHATSOEVER MORE HAPPEN IN ANY CONTEXT.

Budget:

As per approved budget.

Payment Schedule:

- The consultant shall receive 30% through S2B as signing amount after submission of agreed Inception Report;
- 30% of the proposed amount in the financial proposal upon the submission;
- Final payment of remaining 40% upon the submission of all deliverables and final report agreed by WVB;
- VAT & TAX will be deducted as per the organizational policy.



act:onaid



United Purpose
Beyond aid

World Vision

Contact Person:

Md Forhad Hossain
Project Manager-SUPER Project
Urban Coordination Office
World Vision Bangladesh
Cell Phone: 01732931790
Email: forhad_hossain@wvi.org

Prepared by: Md Forhad Hossain, Project Manager, WVB

Reviewed By:

A M Nasir Uddin, Consortium Manager, ActionAid Bangladesh
Musfera Jahan, Project Manager, United Purpose
Rahat Ara S. Monir, HEA Manager, World Vision Bangladesh
ActionAid Italy and ActionAid UK

Endorsed By:

Panuel Gain, Finance and Admin Coordinator, World Vision Bangladesh

Approved By:

Monju Maria Palma, Deputy Director- Urban Programming, World Vision Bangladesh

Annexure-4

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:

Annexure-5 World Vision Supplier Code of Conduct

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.
 - f) Be cleared of any outstanding legal judgements filed within the past three years.
- 3) 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 Vision's 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