

## REQUEST FOR PROPOSAL (RFP)

May 22, 2022

### Request for Proposal (RFP) for “Cloud Migration of DMIS Using F5 Technologies”

Dear Sir/Madam:

We kindly request you to submit a proposal for establishing framework agreement for “**Cloud Migration of DMIS Using F5 Technologies**”. Please be guided by the information attached below with annexures:

#### General RFP Guidelines and Instructions:

<b>RFP Name:</b>	“Cloud Migration of DMIS Using F5 Technologies”
RFP Reference Number:	WVB-SCM-RFP-0022-08/22
<b>Submission of Proposal:</b>	<p><b>Separate Technical and Financial</b> proposals shall be sent directly through email in <b>PDF format</b> to: <a href="mailto:wvb_scm@wvi.org">wvb_scm@wvi.org</a></p> <p><b>Maximum file size: 15MB. If mail returned due to over file size, please split the file and send in separate email.</b></p> <p>Email Subject: “<b>Cloud Migration of DMIS Using F5 Technologies</b>” Shall be mentioned in subject line.</p>
Deadline for the submission of proposals:	<b>Deadline for proposal submission is: <u>On or before 6 June, 2022 within 4.00 P.M</u></b>
Procurement Focal Point:	Md. Ziaul Islam, SCM Coordinator, World Vision Bangladesh. Email: <a href="mailto:Ziaul_Islam@wvi.org">Ziaul_Islam@wvi.org</a>
WVB Contact regarding Technical Specification:	Jerald Rozario   IT Specialist- Network & Information Security – ICT Department   World Vision Bangladesh Phone: +8801729296302   Email: <a href="mailto:JeraldB_Rozario@wvi.org">JeraldB_Rozario@wvi.org</a>
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:	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. All prospective Offerors that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents. 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.
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	<b>Separate Technical and Financial proposals shall be sent directly through email in <u>PDF format</u> to: <a href="mailto:wvb_scm@wvi.org">wvb_scm@wvi.org</a></b>  <b>Maximum file size: 15MB. If mail returned due to over file size,</b>

	<p><b>please split the file and send in separate email.</b></p> <p><b>Email Subject: “Cloud Migration of DMIS using F5 Technologies”</b>          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"> <li>1) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;</li> <li>2) Declaration on WV Supplier Code of conduct as per Annexure-5;</li> <li>3) Vendor Information Sheet Annexure-4.</li> </ol>
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 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>
Evaluation and comparison of proposals	The proposal will be reviewed by the evaluation committee and will be evaluated in line with the guidelines of World Vision Bangladesh.

	<p>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 Organization and the Financial score of each evaluated proposal and then computing the relevant combined total score for each organization.</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<sub>p</sub></i> = Financial Score of Offeror being evaluated  <i>F<sub>m</sub></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<sub>p</sub></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>
Technical Evaluation Criteria	<p>The technical part of the proposals will be evaluated on the basis as detailed below:</p> <ul style="list-style-type: none"> <li>• <b>As per TOR</b></li> </ul>
Demonstration of Proposal	<p>As a part of evaluation process, Offeror(s) may be asked for presentation of submitted proposal before Proposal Evaluation Committee.</p>
Payment Terms	<p>WVB shall effect payments to the Contractor after acceptance by WVB of the invoices submitted by the contractor, upon achievement of the corresponding milestones mentioned in the TOR</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.**

## 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](mailto: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 CPP 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**  
**Terms of Reference (TOR)**  
**Please see the attached file.**

Annexure-4

**VENDOR'S PRIMARY INFORMATION COLLECTION SHEET**

<b>Organization/Vendor's Name :</b>
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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	

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Information Submitted by:

Signature

Date:



**Annexure-5 World Vision Supplier Code of Conduct**

**World Vision Supplier Code of Conduct**

Last updated February 2021

Version 2

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.
- d) Agree to blocked party screening and criminal back ground checks

**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.

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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