



Invitation to Tender (ITT) - INTERNATIONAL TENDER

for Provision of Staff Medical Insurance

Ref: JUB-X-6805

GOAL is completely against fraud, bribery, and corruption.

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

Please provide as much detail as possible with any reports

1 ABOUT GOAL

Established in 1977, GOAL is an international humanitarian and development agency committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. GOAL has worked in over 60 countries and responded to almost every major humanitarian disaster. We are currently operational in 14 countries globally. For more information on GOAL and its operations please visit <https://www.goalglobal.org>

GOAL is working in South Sudan since 1985 with a focus on health, nutrition, WASH, food security and livelihoods. GOAL is continually adapting and responding to the context to support the communities where we work. GOAL currently operates in Abyei Administrative Area, Juba, Kajo-Keji, Nasir, Twic, and Ulang responding to Humanitarian needs to the vulnerable communities.

2 PROPOSED TIMELINES

Line	Item	Date
1	ITT published	04 July 2022
2	Closing date for clarifications	22 July 2022 at 5.00pm Central African Time
3	Closing date and time for receipt of Tenders	04 Aug 2022 at 5:00pm Central African Time
4	Tender Opening Location	GOAL Juba Office South Sudan
5	Tender Opening Date and time	05 August 2022 at 2:00pm Central African Time

3 OVERVIEW OF REQUIREMENTS

3.1 SERVICE OR SUPPLY SPECIFICATION

GOAL wishes to provide insurance for national staff starting 01 October 2022 for a period of up to three years renewed annually. GOAL is interested in proposals for medical insurance, personal accident cover and Air Ambulance insurance.

Depending on the analysis of offers GOAL may decide to provide cover for some or all staff in some or all locations in line with the above from one or more Insurance providers. Therefore, the separate aspects of cover must be quoted for separately with discounts for combined / multiple packages clearly identified.

The full technical requirements and minimum specification are outlined in Appendix 2, Scope of Work.

3.2 THE SERVICE BEING OFFERED MUST BE IN LINE WITH THE FOLLOWING REQUIREMENTS

See details in Appendix 2 for service and technical proposal requirements.

3.3 TYPE OF CONTRACT

A Service Contract with one or more Service Providers over a three-year period with annual reviews up to maximum three years. The quality of the service received will be reviewed jointly on an annual basis by GOAL and Service Provider to make sure it's satisfactory.

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

4 TERMS OF THE PROCUREMENT

4.1 PROCUREMENT PROCESS

This competition is being conducted under GOALs International Tender Procedure and the Contracting Authority for this procurement is GOAL. This procurement is funded by multiple donors including Irish Aid, ECHO, SSHF, Electric Aid etc. the tender and any contracts or agreements that may arise from it are bound by the regulations of those donors.

4.2 CLARIFICATIONS AND QUERY HANDLING

GOAL has taken care to be as clear as possible in the language and terms it has used in compiling this ITT. Where any ambiguity or confusion arises from the meaning or interpretation of any word or term used in this document or any other document relating to this tender, the meaning and interpretation attributed to that word or term by GOAL will be final. GOAL will not accept responsibility for any misunderstanding of this document or any others relating to this tender.

Requests for additional information or clarifications can be made until the deadline outlined in section 5.2. and no later than that. Any queries about this ITT should be addressed in writing to GOAL via email at clarifications@goal.ie with the reference <JUB-X-6805 > Clarifications in the email subject line and answers shall be collated and published online at <https://www.goalglobal.org/tenders> in a timely manner.

4.3 CONDITIONS OF TENDER SUBMISSION

- 4.3.1 Tenders must be completed in English and responded to all requirements set out in this ITT and complete their offer in the Response Format as presented.
- 4.3.2 Failure to submit tenders in the required format will, in almost all circumstances, result in the rejection of the tender. Failure to resubmit a correctly formatted tender within 3 (three) working days of such a request will result in disqualification on the process.
- 4.3.3 Tenderers must disclose all relevant information to ensure that all tenders are fairly and legally evaluated. Additionally, tenderers must provide details of any implications they know or believe their response will have on the successful operation of the contract or on the normal day-to-day operations with GOAL. Any attempt to withhold any information that the tenderer knows to be relevant or to mislead GOAL and/or its evaluation team in any way will result in the disqualification of the tender.
- 4.3.4 Tenders must detail all costs identified in this ITT. Additionally, tenders must detail any other costs whatsoever that could be incurred by GOAL in the usage of services and/or the availing of options that may not be explicitly identified/requested in this ITT. Tenderers' attention is drawn to the fact that, in the event of a Contract/ Framework Agreement being awarded to them, the attempted imposition of undeclared costs will be considered a condition for default.
- 4.3.5 Any conflicts of interest (including any family relations to GOAL staff) involving a tenderer must be fully disclosed to GOAL particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tenderer.
- 4.3.6 GOAL will not be liable in respect of any costs incurred by respondents in the preparation and submission of tenders or any associated work effort.
- 4.3.7 GOAL will conduct this tender, including the evaluation of responses and final awards in accordance with the detail set out at in the Evaluation process. Tenders will be opened by at least three designated officers of GOAL.
- 4.3.8 GOAL is not bound to accept the lowest, or any tender submitted.

- 4.3.9 GOAL reserves the right to split the award of this contract between different bidders in any combination it deems appropriate, at its sole discretion.
- 4.3.10 The Service Provider shall seek written approval from GOAL before entering into any sub-contracts for the purpose of fulfilling this contract. Full details of the proposed subcontracting company and the nature of their services shall be included in the written request for approval. Written requests for approval must be submitted to the contract focal point identified in the contract.
- 4.3.11 GOAL reserves the right to refuse any subcontractor that is proposed by the Service Provider.
- 4.3.12 GOAL reserves the right to negotiate with the Service Provider who has submitted the lowest Bid that fully meets the technical requirements, for the purpose of seeking revisions of such Bid to enhance its technical aspects and/or to reduce the price.
- 4.3.13 Information supplied by respondents will be treated as contractually binding. However, GOAL reserves the right to seek clarification or verification of any such information.
- 4.3.14 GOAL reserves the right to terminate this competition at any stage.
- 4.3.15 Unsuccessful tenderers will be notified.
- 4.3.16 GOAL's standard payment terms are by bank transfer within 30 days after satisfactory implementation and receipt of documents in order. Satisfactory implementation is decided solely by GOAL.
- 4.3.17 This document is not construed in any way as an offer to contract.
- 4.3.18 GOAL and all contracted Service Providers must act in all its procurement and other activities in full compliance with donor requirements. Any contract(s) that arise from this ITT may be financed by multiple donors and those donors and/or their agents have rights of access to GOAL and/or any of its Service Providers or contractors for audit purposes. These donors may also have additional regulations that it is not practical to list here. Submission of an offer under this ITT assumes Service Provider acceptance of these conditions.
- 4.3.19 **Terrorism and Sanctions:** GOAL does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders and/or sanctions against them. GOAL shall therefore not knowingly purchase supplies or services from companies that are associated in any way with terrorism and/or are the subject of any relevant international exclusion orders and/or sanctions. If you submit a bid based on this request, it shall constitute a guarantee that neither your company nor any affiliate or a subsidiary controlled by your company are associated with any known terrorist group or is/are the subject of any relevant international exclusion order and/or sanctions. A contract clause confirming this may be included in an eventual purchase order based on this request.

4.4 QUALITY CONTROL

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

Sub-contracting: note section II in GOAL Standard Terms and Conditions. GOAL may choose to visit Service Providers, including sub-contractors (if any) as per of the evaluation process and GOAL shall not accept sub-contraction without its prior approval/notice.

4.5 SUBMISSION OF TENDERS

Tenders must be delivered electronically to tenders@goal.ie and in the subject field state:

- a) JUB-X-6805 Staff Insurance Service
- b) Name of your firm with the title of the attachment
- c) Number of emails that are sent e.g., 1 of 3, 2 of 3, 3 of 3.

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



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

4.6 TENDER OPENING MEETING

Tenders will be opened as per Section 2 Proposed Timelines above. Due to ongoing covid prevention precautions in operation in GOAL premises the opening will not be open to the public.

5 EVALUATION PROCESS

5.1 EVALUATION STAGES

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

Phase #	Evaluation Process Stage	The basic requirements with which proposals must comply with
<i>The first phase of evaluation of the responses will determine whether the tender has been submitted in line with the administrative instructions and meets the essential criteria. Only those tenders meeting the essential criteria will go forward to the second phase of the evaluation.</i>		
1	Administrative instructions	<p>1. Closing Date: Proposals must have met the deadline stated in section 2 of these Instructions to Tenderers, or such revised deadline as may be notified to Tenderers by GOAL. Tenderers must note that GOAL is prohibited from accepting any proposals after that deadline.</p> <p>2. Submission Method: Proposals must be delivered in the method specified in section 4.5 of this document. GOAL will not accept responsibility for tenders delivered by any other method. Responses delivered in any other method may be rejected.</p> <p>3. Format and Structure of the Proposals: Proposals must conform to the Response Format laid out in section 6 and Appendix 2 and 3 of these Instructions to Tenderers or such revised format and structure as may be notified to Tenderers by GOAL. <u>Failure to comply with the prescribed format and structure may result in your response being rejected at this stage.</u></p> <p>4. Confirmation of validity of your proposal: The Tenderers must confirm that the period of validity of their proposal is not less than 90 (ninety) days.</p>
2	Essential Criteria	<p>Minimum mandatory requirements of specifications or contract performance.</p> <ul style="list-style-type: none"> - Licensed Insurance provider operating in South Sudan, - Member of Insurance regulatory body, - 2 years' operating in South Sudan market, - 2 references for similar services, one should be from an NGO in South Sudan. - Current valid Tax clearance certification. - Audited financial statements for minimum of 3 years,
Each proposal that conforms to the Essential and Qualification Criteria will be evaluated according to the Award Criteria given below by GOAL.		
3	Award Criteria	<p>Tenders will be awarded marks under each of the award criteria listed in this section to determine the most economically advantageous tenders.</p> <ol style="list-style-type: none"> 1. Price 60% 2. Technical 40% <p>Review of the quality and content of the technical offers further to minimum requirements met will be conducted by the Tender Committee.</p>
4	Post selection	References and other due diligence checks are found to be clear, and quality is assessed.

5.2 TENDER EVALUATION

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

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

5.3 AWARD CRITERIA

GOAL shall award the contract base on successfully bidders considering the Technical and Financial offers. All prices must be in **USD \$** and a comprehensive and clear breakdown of prices must be shown as part of the financial offer any addition charges must be shown separately and attached this tender.

Prices offered will be evaluated on full cost basis (including all fees and taxes). Marks for cost will be awarded on the inverse proportion principle (shown below):

$$\text{Score} = 60 \times \frac{\text{Cheapest Total Cost}}{\text{Vendors Total Cost}}$$

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

5.4 AWARD OF CONTRACT

Following the analysis of bids against the award criteria laid out above in sections 14, the contract may be awarded to one supplier or divided between multiple suppliers at GOAL's discretion. For such purposes, GOAL uses a Value for Money approach, which may include (but is not limited to) price, quality, lead time, context and risk analysis of the supply chain environment pertaining to the contract delivery.

6 RESPONSE FORMAT

6.1 INTRODUCTION

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

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

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

6.2 SUBMISSION CHECKLIST

#	Item	How to submit	Tick attached
1	This checklist	Ticked, scan and save as 'Checklist'	
2	Bid Submission Form (section 6.3 below)	Complete, sign & stamp, scan and save as 'Bid Submission'	
3	Company Details - (Appendix 1) * All Sections	Complete, sign & stamp, scan and save as 'Company Details'	
4	Technical Offer (Appendix 2)	Complete, sign & stamp, scan and save as 'Technical Offer'	
5	Financial Offer (Appendix 3)	Complete, sign & stamp, scan and save as 'Financial Offer'	
6	GOAL Terms and Conditions (appendix 4)	Sign, scan and save as 'GOAL Terms and Conditions'	

7	GOAL Supplier Code of Conduct (appendix 5)	Sign, scan and save as 'GOAL Supplier Code of Conduct'	
8	Copies of the last 3 years AUDITED financial accounts, including details of profit and loss and cash flow. These must be audited by an external independent party	Attach copies of audited accounts and save as 'Financial Accounts'	
9	Valid Tax clearance certificate	Attach copies of valid tax clearance certificate	
10	Business Registration / Operational License to Trade in South Sudan.	Attach copies Business Registration (License to Trade in South Sudan)	
11	Certificate of membership of regulatory body	Attach document	
12	2 references	Attached details	
13	Sample of standard contract terms and conditions used by the bidder if applicable	Attach sample terms and condition	

Appendix 1. COMPANY DETAILS – THIS ENTIRE SECTION MUST BE COMPLETED & SUBMITTED

CONTACT DETAILS

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

PROFESSIONAL OR CORPORATE MEMBERSHIPS

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

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

#	Name of the body	Year of registration	Membership Number
1			
2			
3			
4			

PROFILE

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

#	Description	Response
1	An outline of the scope of business activities, and in particular details of relevant experience regarding contracts of this nature	
2	Provide details of two contracts of a similar nature carried out in the last two years (please state customer name, delivery location, value of contract, and dates)	
3	The number of years the Tenderer has been in business in its present form	
4	Where the Service Provider proposes to use subcontractors or resellers/ distributors in the execution of the agreement this section should include details of the quality assurance mechanisms used by the Service Provider to monitor the activities of its subcontractors or resellers/ distributors. Service Providers should note that commitment to quality, as evidenced by the existence of such quality control procedures, will be used as a Qualification Criteria	
5	Any other relevant information	

References

At least 2 (two) relevant references who may be contacted on a confidential basis to verify satisfactory execution of contracts must be supplied. These references may not be GOAL personnel or related to a GOAL contract. Respondents should supply this information for each of the references in the following format:

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

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

Declaration of Personal and Legal circumstances

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

Self-declaration of Finance and Tax

Turnover history

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

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

Trading year	Total turnover (USD \$)	Turnover of related products (USD \$)
2021		
2020		
2019		

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

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

Please continue on a separate sheet if necessary.

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

Signed: (Director) _____

Date: _____

Print Name: _____

Company Name: _____

Address: _____

Appendix 2. TERMS OF REFERENCE AND TECHNICAL OFFER



National Staff Insurance 2022 - 2025

About GOAL

Established in 1977, GOAL is an international humanitarian and development agency committed to working with communities to achieve sustainable and innovative early response in crises and to assist them to build lasting solutions to mitigate poverty and vulnerability. GOAL has worked in over 60 countries and responded to almost every major humanitarian disaster. We are currently operational in 14 countries globally. For more information on GOAL and its operations please visit <https://www.goalglobal.org>

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Scope of Work

GOAL wishes to provide insurance for national staff starting 01 October 2022 for a period of up to three years renewed annually. GOAL is interested in proposals for routine medical insurance, personal accident cover and Air Ambulance insurance.

Depending on the analysis of offers GOAL may decide to provide cover for some or all staff in some or all locations in line with the above for one or more Insurance providers. Therefore, the separate aspects of cover must be quoted for separately with discounts for combined / multiple packages clearly identified.

Staff Types and Locations

This insurance cover will be provided for national staff employed by GOAL in South Sudan. Staff are either employed locally in offices where they are recruited (referred to as "local") or are employed centrally in Juba and deployed to field sites (referred to as "relocatable").

The total number of staff per location provided below is indicative only and the final number of staff insured will vary over the course of the three years and will only be finalised after fully consideration of the services available in each location.

	Abyei / Agok	Juba	Kajo-Keji	Nassir	Twic	Ulang
Relocatable	6	-	1	-	-	4
Local	16	19	14	32	3	90

Medical Cover – Package A

GOAL would like to be able to provide the following level of cover to staff and dependents

	Cover Level (\$)
Inpatient	
Accommodation type	General Ward
In-patient Benefits overall	10,000
Surgical fees, Anaesthesia & theatre charges	Full cover
Diagnostic tests, prescription drugs and materials	Full cover
In patient prescribed physiotherapy	Full cover
Prescription drugs on/after discharge	2 weeks
In patient accident cover	Full cover
Pre-existing / chronic conditions on full disclosure at the time of joining & HIV/AIDS and related conditions (Sub-limit of overall cover)	3,000
Post-hospitalisation	400
Inpatient dental treatment (illness related) excluding prostheses & implants	1,000
Illness related maxillofacial surgery	2,000
Maternity - (normal delivery, complications & subsequent c-section deliveries)	1,000
1st Emergency C-section	2,000
Gynaecological surgery	2,000
Psychiatry and psychotherapy	3,000
Oncology/Cancer treatment first diagnosis	Full cover
Oncology/Cancer treatment re-occurrence (subsequently to first diagnosis)	3,000
Acute Renal Dialysis first diagnosis	Full cover
Acute Renal Dialysis re-occurrence (subsequently to first diagnosis)	3,000
Day-care surgery	Full cover
X-ray, CT, MRI and PET scans	Full cover
Reconstructive surgery following an accident, Inpatient accident-related maxillofacial surgery	Full cover
Organ Transplants	Full cover
Illness related Reconstructive surgery	Full cover
Accident related dental and optical costs	Full cover
In Patient non accidental Ophthalmology (Excluding surgery for refractive error)	1,000
ENT Complications	Full cover
International referral	Full cover
Air Tickets for urgent referrals on commercial flights for treatment not available in South Sudan.	15
Funeral Expenses	1,000
Outpatient	
Outpatient benefit overall	1,000
Telemedicine services in conjunction with several service providers, including online consultation, collection of samples from home and delivery of drugs	Full Cover
Outpatient GP services and Specialist Consultant Services,	Full Cover
Prescription drugs and materials	Full Cover
Prescribed diagnostic tests	Full Cover
Prescribed physiotherapy	Full Cover
Pre-existing / chronic conditions on full disclosure	Full Cover
General health check-ups for Staff	200
HIV/AIDS; Adherence and Nutritional counselling; Follow-up every 3 months; Prevention of mother to child transmission (PMTCT); ARV's and monitoring; Opportunistic Infections.	Full Cover
Baby vaccination per government authorized schedule e.g. KEPI	Full Cover
Antenatal & Post-natal services	Full Cover

Psychiatry and psychotherapy treatment, including counselling services and tele counselling	Full Cover
Outpatient Oncology/Cancer treatment	Full Cover
Congenital and genetic conditions defects	Full Cover
ENT Services	Full Cover
Dental Cover	
Benefit Limit	250
Dental Consultation & Gum Diseases	Full Cover
Extractions and fillings	Full Cover
Dental X-rays & Prescriptions	Full Cover
Scaling and polishing	Full Cover
Root canals	Full Cover
Optical Cover	
Benefit Limit	250
Outpatient ophthalmologists' expenses	Full Cover
Lenses and contact lenses	Full Cover
Lenses repair	Full Cover
Correction of refractive errors	Full Cover
Frames	Full Cover
Consultation	Full Cover

Personal Accident Hospital Cover - Package B

GOAL would like to be able to provide the following level of cover to staff and dependents

	Cover Level (\$)
Accident	
Accident Cover overall	10,000
Surgical fees, Anaesthesia & theatre charges	Full cover
Diagnostic tests, Prescription drugs and materials	Full cover
In patient Prescribed Physiotherapy	Full cover
Prescription drugs on/after discharge	2 weeks
Post-hospitalisation fees	400
Inpatient Dental treatment (accident related) excluding prostheses & implants	Full cover
Reconstructive surgery following an accident, Inpatient accident-related maxillofacial surgery	Full cover
Organ Transplants	Full cover
Accident-related optical costs	Full cover
Psychiatry and psychotherapy	3,000
International referral	Full cover

Air Ambulance Cover - Package C

GOAL would like to be able to provide the following level of cover to staff and dependents

	Cover Level (\$)
Air Ambulance	
Air ambulance medical evacuation to Juba or other regional facilities as recommended.	Unlimited
Ground transfers to and from hospitals and airports	Unlimited

Technical Offer Forms – MUST BE COMPLETED & SUBMITTED

Facilities supported

	# of facilities available providing each service type						
	Abyei / Agok	Juba	Kajo-Keji	Nassir	Twic	Ulang	Regional
Inpatient services							
Outpatient services							
Ambulance Services							
Theatre surgery including anaesthesia							
Diagnostic tests							
X-ray, CT, MRI and PET scans							
Pharmacy services - drugs and materials							
Physiotherapy							
HIV/AIDS management							
Dental treatment/services							
Optical treatment/services							
Antenatal & Post-natal services							
Maternity Services - normal delivery							
Maternity Services - C-section							
Gynaecological surgery							
Baby vaccination per government authorized schedule e.g. KEPI							
Psychiatry							
Psychotherapy							
Oncology/Cancer treatment							
Acute Renal Dialysis treatment							
Organ Transplants							
ENT Services							

* Regional means neighbouring countries

Business Operations

How quickly can new members be added to the policy and cards issued (days)	
What is your policy on replacing dependents?	
If dependents can be changed how quickly can new cards be issued and services accessed after GOAL informs of the change?	
Do you have reimbursement policy for receipts where facilities are not aligned to the insurance?	
Are there any limits in the reimbursement policy and what are they?	
How quickly are reimbursements typically made?	
What discount/premium recovery is offered to GOAL when staff leave the insured group during the year	
Do you have a helpline available for staff and if so what are its working hours	
Please list any additional services / /benefits available to members or to GOAL	

Appendix 3. FINANCIAL OFFER - MUST BE COMPLETED & SUBMITTED

Cost per member	Member only	Member +1	Member +2	Member +3	Member +4	Member +5
Package A - Medical Insurance only						
Package B - Personal Accident Insurance only						
Package C - Air Ambulance only						
Combined price for all 3 packages (A, B & C) - including any discounts						
Combined price for Package A & B only - including any discounts						
Combined price for Package A & C only - including any discounts						
Combined price for Package B & C only - including any discounts						
Duties & Taxes - please quote rate/percentage						
Any other charges or costs						

By signing below you confirm that you have due authorisation to submit this bid on behalf of your organisation and that the prices offer are your best and final offer.

Signed: (Director) _____

Date: _____

Print Name: _____

Company Name: _____

Address: _____

Appendix 4. GOAL STANDARD TERMS & CONDITIONS – THIS SECTION MUST BE SIGNED & SUBMITTED

1. SCOPE AND APPLICABILITY

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

2. LEGAL STATUS

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

3. SUB-CONTRACTING

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

4. ASSIGNMENT OF PERSONNEL

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

5. OBLIGATIONS

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

6. SERVICE PROVIDER/CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Service provider/contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct. reason of any other claim or demand against the Service provider/contractor.

7. ACCEPTANCE AND ACKNOWLEDGEMENT

Initiation of service or works under this contract by the service provider/contractor shall constitute acceptance of the contract,

including all terms and conditions herein contained or otherwise incorporated by reference.

8. WARRANTY

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

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

9. CHECKS AND AUDIT

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

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

To this end, the Service provider/contractor undertakes to give appropriate access to any external auditor authorised by GOAL carrying out verifications as required to the sites and locations at which the project is implemented, including its information systems, as well as all documents and databases concerning the technical and financial management of the action and to take all steps to facilitate their work. Access given to agents of any external auditor authorised by GOAL carrying out verifications shall be on the basis of confidentiality with respect to third parties, without prejudice to the obligations of public law to which they are subject. Documents must be easily accessible and filed so as to facilitate their examination and the Service provider/contractor must inform GOAL of their precise location.

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

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

10. RULE OF ORIGIN AND NATIONALITY

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

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

11. INSPECTION

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

12. FORCE MAJEURE

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

In the event of and as soon as possible and no later than fifteen (15) days after the occurrence of any cause constituting Force Majeure, the Service provider/contractor shall give notice and full particulars in writing to GOAL of such occurrence or change if the Service provider/contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Service provider/contractor shall also notify GOAL of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this article, GOAL shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Service provider/contractor of a reasonable extension of time in which to perform its obligations under this Contract, or termination of the Contract if any delay will force an extension to the delivery schedule.

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

13. DEFAULT

In case the contractor fails to comply with any term of the Contract, including but not limited to failure or refusal to perform the

service/works within the time limit specified, they shall be liable for all damages sustained by GOAL, and GOAL may procure the service/works from other sources and hold the contractor responsible for any excess cost occasioned thereby. GOAL may collect damages from the contractor in lieu of purchasing the service/works from other sources. GOAL may by written notice terminate the right of the contractor to proceed with the contract or such part or parts thereof as to which there has been default, or if any service delivery is late, GOAL may cancel such part or the entire Contract.

14. REJECTION

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

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

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

After such notice has been dispatched to the Service provider/contractor, the Goods or any other part of any works or services, including any built structure thereof will be held at the latter's risk. Should the Service provider/contractor fail to remove the goods, part of any works or services or built structure as required by the notice of rejection, GOAL may dispose of them, without any liability to the Service provider/contractor whatsoever, in such manner as it deems fit and may charge the cost of removal to the Service provider/contractor.

15. LIQUIDATED DAMAGES

Late completion of works, shall be subject, without notice, to an assessment of liquidated damages equivalent to 1 percent of the Contract value per day or part thereof. The assessment will not exceed 10 percent of the contract value. GOAL has the right to deduct this amount from the Supplier's outstanding invoices, if any. This remedy is without prejudice to any others that may be available to GOAL, including cancellation, for the Supplier's non-performance, breach or violation of any term or condition of the Contract.

ACCEPTANCE OF WORK COMPLETED AFTER THE DUE DATE SHALL NOT BE DEEMED A WAIVER OF GOAL'S RIGHTS TO HOLD THE SUPPLIER LIABLE FOR ANY LOSS AND/OR DAMAGE RESULTED THEREFROM, NOR SHALL IT ACT AS A MODIFICATION OF THE SUPPLIER'S OBLIGATIONS IN ACCORDANCE WITH ANY CLAUSE IN THIS CONTRACT.

16. AMENDMENTS

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

17. ASSIGNMENTS & INSOLVENCY

The Service provider/contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof or of any of the Service provider/contractor's rights, claims or obligations

under this Contract except with the prior written consent of GOAL.

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

18. PAYMENT

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

19. ANTI-BRIBERY/CORRUPTION

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

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

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

20. ANTI-PERSONNEL MINES

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

21. ETHICAL PROCUREMENT AND PROCUREMENT PRACTICE

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

22. OFFICIALS NOT TO BENEFIT

The Service provider/contractor warrants that no official of GOAL has received or will be offered by the Service provider/contractor any direct or indirect benefit arising from this Contract or the award thereof. The Service provider/contractor will notify GOAL

immediately in case any official from GOAL requests any unofficial, or additional payment, or gift to their personal account. The Service provider/contractor agrees that breach of this provision is a breach of an essential term of this Contract.

23. PRIOR NEGOTIATIONS SUPERSEDED BY CONTRACT

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

24. INTELLECTUAL PROPERTY INFRINGEMENT

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

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

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

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

25. TITLE RIGHTS

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

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

26. TITLE TO EQUIPMENT

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

27. PACKING

The Service provider/contractor shall pack any goods with new, sound materials and with every care, in accordance with the normal commercial standards of export packing for the type of goods specified herein. Such packing materials used must be adequate to safeguard the goods while in transit. The Service provider/contractor

shall be responsible for any damage or loss that can be shown to have resulted from faulty or inadequate packing.

28. SHIPMENT AND DELIVERY

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

29. INSURANCE

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

30. INDEMNIFICATION

The Supplier agrees to indemnify, hold and save GOAL harmless and defend at its own expense GOAL, its officers, agents and employees from and against all suits, claims, demands and liability of whatever nature or kind, including costs and expenses thereof and liability arising there from, with respect to, arising from or attributable to acts or omissions of the Supplier or its employees or sub-contractors in or relating to the performance of this Contract. This provision shall extend to, but shall not be limited to, product liability claims.

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

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

31. TERMINATION OF CONTRACT

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

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

This contract shall be automatically terminated, and the Service provider/contractor shall have no right to any form of compensation, if it emerges that the award or execution of the contract has given rise to unusual commercial expenses.

Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in

return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a recipient who is not clearly identified or commissions paid to a company which has every appearance of being a front company

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

32. DATA PROTECTION

The service provider/contractor hereby acknowledges that it shall comply with all applicable requirements of The General Data Protection Regulation (EU 2016/679); The Data Protection Acts 1988-2018; and The E-Privacy Directive 2002/58/EC, as amended from time to time (the "**Data Protection Legislation**") should Personal Data be accessed, viewed or in any way Processed by the Supplier. If during the term of the Contract it is contemplated that the Supplier will Process Personal Data, the Supplier shall only engage in such Processing where a data processing agreement has been put in place. GOAL reserves the right to rescind any Contract should the Supplier's data protection and security procedures be considered (in GOAL's sole opinion) non-compliant with the Data Protection Legislation. Defined terms in this clause 32 will have the meaning set out in the Data Protection Legislation as defined above.

33. CONFIDENTIALITY

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

34. DISPUTES - ARBITRATION

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

35. SETTLEMENT OF DISPUTES

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

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

36. WITHHOLDING TAX

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

37. GOVERNING LAW AND JURISDICTION

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

38. BANK GUARANTEE

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

39. ENVIRONMENTAL STANDARDS

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

- Waste Management
- Packaging and Paper
- Conservation
- Energy Use
- Sustainability

40. HUMAN TRAFFICKING

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

- Engage in severe forms of trafficking in persons during the period of performance of the contract;
- Procure commercial sex acts during the period of performance of the contract;
- Use forced labour in the performance of the contract;
- Destroy, conceal, confiscate, or otherwise deny access by an employee to the employee's identity or immigration documents, such as passports or drivers' licenses, regardless of issuing authority;

Use misleading or fraudulent practices during the recruitment of employees or offering of employment, such as failing to disclose, in a format and language accessible to the worker, basic information or making material misrepresentations during the recruitment of employees regarding the key terms and conditions of employment, including wages and fringe benefits, the location of work, the living conditions, housing and associated costs (if employer or agent provided or arranged), any significant cost to be charged to the employee, and, if applicable, the hazardous nature of the work

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

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

These Terms and Conditions are hereby acknowledged and agreed by:

On behalf of	
Name	
Signature	
Date	
Place	

Appendix 5. SUPPLIER CODE OF CONDUCT – THIS SECTION MUST BE SIGNED & SUBMITTED

In this Supplier Code of Conduct, reference to GOAL will include reference to GOAL in Ireland, GOAL (International) in the UK, GOAL US Fund in the US and all GOAL branches and/or liaison offices, as well as other entities established in programme countries from time to time (together, hereinafter referred to as "GOAL"). This Supplier Code of Conduct should be read in conjunction with the relevant contract entered into between the Supplier and GOAL ("Contract"), GOAL's Terms and Conditions for Contracts for Procurement of Goods or Services (as applicable), and any other GOAL policy which GOAL may send the Supplier from time to time during the Contract.

Each supplier of GOAL ("Supplier") is expected to comply with the following Supplier Code of Conduct and is responsible for requiring its employees and any subsidiary, subcontractor and any other third party that the Supplier may use to carry out its obligations under a contract entered into with GOAL (together, "Third Parties") to abide by this Supplier Code of Conduct, and to provide a copy of this Supplier Code of Conduct to those entities and individuals.

The Supplier Code of Conduct applies to all Suppliers who are requested by GOAL to sign it and all Third Parties who must confirm that they uphold its standards as far as applicable to their status. GOAL recognises that reaching some of the standards in this Supplier Code of Conduct is a dynamic, continuous process and encourages Suppliers to continually improve their workplace conditions and ensure they have adequate systems and controls in place to monitor Third Parties to ensure compliance with this Supplier Code of Conduct. In line with the size and nature of their business, GOAL expects the Supplier to have management systems in place to support compliance with laws, regulations, and the expectations related to or addressed expressly within this Supplier Code of Conduct. GOAL encourages Suppliers to implement their own written code of conduct.

1. RESPECT FOR HUMAN RIGHTS

The Supplier represents and warrants that neither it nor any Third Party violates the fundamental human rights as set out in the European Convention on Human Rights from 1950 (as may be amended from time to time) including all protocols to the convention.

The Supplier represents and warrants that it will have respect for all fundamental human rights and, in particular, it will respect the dignity and worth of all persons including respect for the equal rights of men and women.

The Supplier undertakes that it and any Third Party will not discriminate directly or indirectly on the grounds of gender, marital status, family status, sexual orientation, religion, age, disability, race, political affiliation, social status, or membership of an ethnic community.

2. ILLEGAL ACTIVITY

The Supplier represents and warrants that neither it nor any Third Party are engaged in any sort of illegal activities.

The Supplier represents and warrants that neither it nor any Third Party will excuse or ignore or participate in any corrupt, fraudulent, exploitative, or unethical activities. This includes but is not limited to the trafficking of people, participating in any armed, political, or religious conflict, dealing in illegal drugs, gems or arms or using the services of a sex worker.

The Supplier represents and warrants that neither it nor any Third Party will be under the influence of alcohol or drugs, which includes illegal drugs and misused prescription medication, while engaged by GOAL under a Contract and will be fit to carry out its responsibilities and obligations under that Contract.

3. ANTI-CORRUPTION, ANTI-BRIBERY, ANTI-FRAUD, ANTI-MONEY LAUNDERING & CONFLICT OF INTEREST

GOAL has zero tolerance for corruption, bribery, fraud, and money laundering.

The Supplier and each Third Party shall comply with all applicable laws, statutes and regulations relating to anti-bribery, anti-corruption, anti-fraud and anti-money laundering including but not limited to the Irish Criminal Justice (Money Laundering and Terrorist Financing Act 2010), the Irish Criminal Justice (Corruption Offences) Act 2018, the UK Bribery Act 2010, the UK Proceeds of Crime Act 2002, the UK Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer)

Regulations 2017, the UK Terrorism Act 2000, the United States Foreign Corrupt Practices Act 1977 and the United States Anti-Money Laundering Act 2020, as may be amended from time to time) (together the "Relevant Requirements").

Corruption includes benefiting from gifts, advantages, and sexual favours. Therefore, the Supplier and all its Third Parties shall not:

- Exchange money, employment, goods, or services for sexual activity. This includes any exchange of assistance that is due to beneficiaries of assistance.
- Engage in any sexual relationships with beneficiaries of assistance since they are based on inherently unequal power dynamics.

Any conflict of interest on the part of the Supplier or Third Party shall be immediately disclosed to GOAL. The Supplier affirms that it or any Third Party has no current or prior business, professional, personal, financial, political, family, or other interest, including, but not limited to, the representation of other clients, that would conflict in any manner or degree with the performance of its responsibilities and obligations under any Contract. If any such actual or potential conflict of interest arises under any Contract, the Supplier shall immediately inform GOAL in writing of such conflict.

4. TERRORISM

The Supplier represents and warrants that neither it nor any of its Third Parties are engaged in any transactions with, and/or the provisions of resources and support to, individuals and organizations associated with terrorism.

The Supplier represents and warrants that neither it nor any of its Third Parties are engaged in any transactions with, and/or the provision of resources and support to, individuals and organizations associated with, receiving any type of training for, or engaged in, any act or offense described in Article 2, Sections 1,3,4 and 5 of the International Convention for the Suppression of the Financing of Terrorism, adopted by the General Assembly of the United Nations in Resolution 54/109 of 9 December 1999.

5. ENVIRONMENT

The Supplier represents and warrants that neither it nor any Third Party are violating any international environmental agreements.

The Supplier undertakes to support a precautionary approach to environmental challenges and not in any way cause damage, destruction, or any harm to the environment. Further, the Supplier

undertakes to encourage the development and diffusion of environmentally friendly technologies and undertake initiatives to promote environmental responsibility and sustainability.

6. MINES AND WEAPONS

The Supplier represents and warrants that neither it nor any Third Party are actively and directly or indirectly engaged in patent activities, development, assembly, production, trade, or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of anti-personnel mines.

The Supplier represents and warrants that neither it nor any Third Party are actively and directly or indirectly engaged in patent activities, development, assembly, production, stockpiling, trade, or manufacture of weapons including but not limited to firearms, chemical weapons, biological weapons, and nuclear weapons.

7. CHILD AND ADULT SAFEGUARDING

The Supplier represents and warrants that it and all its Third Parties are protecting all people from abuse and exploitation, meaning any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially, or politically from the sexual exploitation of another. Similarly, the term "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

Specifically, the Supplier and all its Third Parties will not:

- Engage in sexual activity with anyone under the age of 18, regardless of the age of consent locally (mistaken belief of age being no defence).
- Sexually abuse or exploit children.
- Subject a child to physical, emotional, or psychological abuse, or neglect.
- Engage in any commercially exploitative activities with children including child labour or trafficking.
- Sexually abuse or exploit vulnerable adults.
- Subject a vulnerable adult to physical, emotional, or psychological abuse, or neglect.

8. CHILD PROTECTION

The Supplier represents and warrants that neither it, nor any Third Party are engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

The Supplier represents and warrants that it and all its Third Parties will comply with this requirement, and that it will raise any concerns or suspicions they have, actual or perceived, of any breach of this clause directly to GOAL.

9. FORCED LABOUR

The Supplier represents and warrants that employment is freely chosen and neither it nor any Third Party are using any form of forced, bonded or compulsory labour.

10. WORKING CONDITIONS

The Supplier represents and warrants that neither it nor any Third Parties are allowing working conditions that violate the Convention on Occupational Safety and Health from 1981 including the Protocol from 2002, the Convention on Minimum Wage Fixing from 1970 and the Conventions on Hours of Work of

the International Labour Organization (ILO) (as may be amended from time to time).

The Supplier represents and warrants that it and all its Third Parties are protecting workers from any acts of physical, verbal, sexual or psychological harassment abuse or threats in the workplace by either their fellow workers or their managers, and that the rights of staff to freedom of association and collective bargaining are respected.

11. DISCRIMINATION IN WORKING CONDITIONS

The Supplier represents and warrants that neither it nor any Third Party are discriminating any of its workers regarding race, colour, gender, language, political or other opinion, caste, national or social origin, property, birth, union affiliation, sexual orientation, health status, age, disability, or other distinguishing characteristics.

The Supplier represents and warrants that neither it nor any Third Party are making employment-related decisions, from hiring to termination and retirement which are not based only on relevant and objective criteria.

12. TRANSPARENCY, HONESTY, INTEGRITY AND ACCOUNTABILITY

The Supplier represents and warrants that it and any Third Party shall uphold the highest standards of integrity, honesty and transparency.

The Supplier undertakes a duty of full disclosure of any relevant material at any time and at the sole discretion of GOAL for GOAL to examine any alleged breach of this Supplier Code of Conduct.

13. HUMAN TRAFFICKING & MODERN SLAVERY

The Supplier and each Third Party shall comply with all applicable human trafficking and anti-slavery laws, statutes, regulations, and conventions in force and the Supplier warrants that it has instructed its named personnel, staff, employees, and all its Third Parties to refrain from engaging in human trafficking and/or forced labour. The failure of the Supplier to investigate allegations of human trafficking for whatever purpose, including forced labour, against its staff or related to its activities or to take corrective action when any allegations have been proven to have occurred shall entitle GOAL to end the Contract immediately and without penalty upon notice to the Supplier, at no cost to GOAL. Suppliers and their employees, and Third Parties (including labour recruiters, brokers, and agents) shall not:

- Engage in trafficking in persons during the period of performance of the contract.
- Procure commercial sex acts during the period of performance of the contract.
- Use forced labour in the performance of the Contract.
- Destroy, conceal, confiscate, or otherwise deny access by an employee to the employee's identity or immigration documents, regardless of issuing authority.
- Use misleading or fraudulent practices during the recruitment of employees or offering of employment, such as failing to disclose, in a format and language accessible to the worker, basic information; or making material misrepresentations during the recruitment of employees regarding the key terms and conditions of employment; or use recruiters who do not comply with local labour law
- Charge recruitment fees to employees or potential employees
- Fail to provide or pay for return transportation at the end of employment for employees who are not nationals of the country and were brought into the country for the express purpose of working on a GOAL contract or subcontract, unless that individual is legally permitted to and chooses to

remain, or the employer is exempted from this requirement in writing by GOAL

- Where applicable, fail to provide or arrange housing that fails to meet national standards for housing and safety
- Fail to provide an employment contract, recruitment agreement or other required work document in writing, in a language the employee understands, as required by law.

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

14. WHISTLEBLOWING AND REPORTING

The Supplier represents and warrants that it and any Third Party shall raise any genuine concerns about actual or perceived wrongdoing by GOAL staff members, board members, partners of GOAL, other suppliers, contractors, volunteers, and communities.

GOAL also expects each Supplier to provide their own employees with avenues for raising legal or ethical issues or concerns without fear of retaliation. We expect each supplier to take action to prevent, detect, and correct any retaliatory actions. If the Supplier does not have its own reporting mechanism then it should provide their employees with GOAL’s email address: speakup@goal.ie to raise any legal or ethical issues or concerns; or through the externally managed hotline, **Safecall:** www.safecall.co.uk/report, goal@safecall.co.uk,

15. BREACH

Any breach of the representations and warranties of this Supplier Code of Conduct will be considered as gross misconduct and abusive behavior, which cannot be tolerated. As such, GOAL will have the right to withhold payment and postpone the goods or services (as applicable) to be provided under the Contract to enable GOAL to undertake a thorough investigation of any alleged breach of any representation, warranty or undertaking given by the Supplier or Third Party of this Supplier Code of Conduct. Upon the outcome of the investigation, GOAL will inform the relevant Supplier of its findings and will either (i) continue the Contract making such necessary amendments to the Contract as may be required to strengthen the terms of the Contract; or (ii) terminate the Contract with the Supplier immediately at no cost to GOAL. Upon such termination, GOAL reserves the right to make no payment of remaining sums due under the Contract (even when goods or services have been supplied), in instances where GOAL has found that the Supplier or Third Party has breached a representation, warranty or undertaking under this Supplier Code of Conduct.

This Supplier Code of Conduct is hereby acknowledged and agreed by:

On behalf of	
Name	
Signature	
Date	
Place	