COALITION FOR HUMANITY
Improving Community Resilience

Location:
Juba, Gudele 1, Block IV, Plot No. 1784,
Off -Gudele Road, along 7 Eleven
Supermarket Road, next to Big Ben
Primary School

REQUEST FOR PROPOSAL (RFP)
FOR THE SUPPLY AND PROVISION OF GOODS AND SERVICES

Background Information

Coalition for Humanity (CH) is a National NGO with demonstrated expertise and experience in implementing humanitarian and development/resilience projects in South Sudan. We focus on Food Security and Livelihoods (FSL), Water, Sanitation and Hygiene (WASH; Gender Based Violence (GBV General Protection (GP), health and nutrition. Coalition for Humanity has experience in integrating projects, forming a nexus across sectors to leverage resources. We consider Protection/GBV, Housing, land and property rights (HLP), peacebuilding and conflict transformation as cross cutting issues. We have successfully integrated these in WASH, FSL, Non-food items, Health and Nutrition. CH has its headquarters in Juba but with presence in Upper Nile, Unity and Central Equatoria States. Our goal is to reach out to people across the entire country South Sudan. As national organization, Coalition for Humanity is committed to working with communities to build their resilience as well as to nurture the capacity of locals in delivering holistic and local context specific responses.

To ensure timely and efficient service delivery, CH seeks to establish Framework Agreements with qualified and reputable suppliers and service providers for the provision of various goods and services over a 12-month period. The framework agreements are intended to enhance operational efficiency by minimizing repetitive procurement processes, improving value for money, and ensuring that the organization has reliable suppliers readily available when specific needs arise.

This **Request for Proposal (RFP)** therefore invites competent and eligible suppliers to submit proposals for the supply and delivery of goods and services in the following categories:

1. Financial Service – cash drops, cash transfers, and cash distribution
2. Staff Medical Insurance
3. Branding, Printing and Visibility Materials
4. International and Local Ticketing
5. Office Supplies and Stationery
6. Water (General Office Use and Drinking)
7. Electricity Tokens
8. Accommodation and Conference Facilities
9. Maintenance Services
10. Supply of Airtime for Staff
11. Taxi Services

Contact us:
Tell: +211 (9) 16666225/ +211 (9) 24822220
Email: info@ch-ssd.org/ Website: www.ch-ssd.org

12. Cleaning and Fumigation Services

Proposals received will be evaluated based on technical and financial merit, and successful bidders will be prequalified for framework agreements valid for a period of 12 months with an opportunity of extension based on performance.

Objective of the RFP

The primary objective of this Request for Proposal (RFP) is to identify, evaluate, and engage qualified, reliable, experienced suppliers and service providers who will enter into Framework Agreements with Coalition for Humanity (CH) for a period of twelve (12) months. The establishment of these Framework Agreements is part of CH's broader effort to strengthen operational efficiency, enhance transparency, and ensure timely access to essential goods and services required for both programmatic and administrative operations.

CH operates across various field locations in South Sudan and relies on a wide range of service providers and suppliers to implement its humanitarian and development activities. To minimize delays, ensure quality standards, and achieve value for money, CH seeks to establish long-term arrangements that will allow the organization to procure goods and services from pre-qualified suppliers as and when needed, without repeating the full tendering process each time.

Specifically, through this RFP process, CH aims to:

1. Identify and prequalify capable suppliers and service providers who have the technical and financial capacity to deliver goods and services that meet CH's operational standards.
2. Streamline procurement processes by reducing repetitive tendering for commonly required services, thus enabling faster response to program and operational needs.
3. Enhance cost efficiency and predictability by securing pre-negotiated rates and terms for commonly used services over the framework period.
4. Ensure compliance and transparency with CH's internal procurement policies and donor requirements while promoting ethical business practices.
5. Promote accountability and standardization across all CH offices and projects by working with consistent, approved suppliers and service providers.
6. Support local economic participation by encouraging competitive participation from qualified local vendors and service providers in the locations where CH operates.
7. Foster long-term partnerships that contribute to sustainable supply chains, continuity, and improved service quality.

By achieving the above objectives, CH aims to create a more efficient, responsive, and transparent procurement environment, ensuring that operational and program needs are met promptly and cost-effectively, both at the Juba office and in field locations.

Categories of Services

Coalition for Humanity (CH) seeks to establish Framework Agreements with reputable suppliers and service providers for the following categories of goods and services over

a twelve (12) month period. These services are essential to support CH's programmatic and operational activities across Juba and various field locations.

<table>
<tr><th>No.</th><th>Category of Service</th><th>Description / Scope of Work</th></tr>
<tr><td>1</td><td>Financial Service Providers – Cash Drops, Transfers, and Distributions</td><td>Provision of secure, efficient, and accountable financial services to support Coalition for Humanity (CH) operations across Juba and field locations. Service providers are requested to quote unit service fees only, covering both USD and SSP transfers as detailed below.

<table>
<tr><th>Service Type</th><th>Description / Scope</th><th>Currency</th><th>Unit of Measure</th></tr>
<tr><td>Cash Transfer – Juba to Field Location</td><td>Secure transfer of operational funds from Juba to field offices across South Sudan</td><td>USD</td><td>Per Transfer</td></tr>
<tr><td>Cash Transfer – Juba to Field Location</td><td>Secure transfer of operational funds from Juba to field offices across South Sudan</td><td>SSP</td><td>Per Transfer</td></tr>
<tr><td>Cash Transfer – Juba to Juba</td><td>Local transfer of operational funds within Juba (e.g., between partners, offices, or service providers).</td><td>USD</td><td>Per Transfer</td></tr>
<tr><td>Cash Distribution (Project-Based)</td><td>Disbursement of cash to project beneficiaries in coordination with CH field teams, including verification and reporting.</td><td>USD</td><td>Per Distribution Exercise</td></tr>
<tr><td>Cash Distribution (Project-Based)</td><td>Disbursement of cash to project beneficiaries in coordination with CH field teams, including verification and reporting.</td><td>SSP</td><td>Per Distribution Exercise</td></tr>
</table>

Service providers must guarantee timely delivery, secure handling, accurate reporting, and full compliance with CH's financial procedures and national financial regulations.</td></tr>
<tr><td>2</td><td>Staff Medical Insurance</td><td>Provision of comprehensive medical insurance coverage for Coalition for Humanity (CH) staff and their eligible dependents, with access to accredited medical facilities within South Sudan, across East Africa and the rest of Africa. The insurance cover should include:</td></tr>
</table>

<table>
<tr><td></td><td></td><td>1. Outpatient benefit: up to USD 2,500 per member per year
2. Inpatient benefit: up to USD 20,000 per member per year

The provider should offer quotations under three categories:

1. Member only
2. Member plus one dependent
3. Member plus two dependents

The service provider will ensure a wide hospital network, efficient claims management, 24-hour emergency support, and timely processing of reimbursements and pre-authorizations.</td></tr>
<tr><td>3</td><td>Printing and Visibility Materials</td><td>Printing, and supply of branded visibility materials in line with Coalition for Humanity's (CH) branding standards. Service providers are required to quote unit prices only for the following specific items:

• Pull-up banners
• Lateral banners size 300cm by 200cm
• Grey round-neck T-shirts with CH branding
• Purple polo T-shirts with CH branding
• Reflective jackets (reflectors)
• Stickers Size A3
• Flip charts Size A3
• CH Flags Size 100cm by 60cm
• Staff IDs
• Branded Holders
• Branded Flash disk 16GB

Suppliers must guarantee high-quality printing, color consistency, and timely delivery upon request.</td></tr>
<tr><td>4</td><td>International and Local Ticketing</td><td>Provision of domestic and international air ticketing services for Coalition for Humanity (CH) staff, consultants, and official visitors. The service provider will be responsible for booking, confirming, and issuing tickets upon request, ensuring timely, transparent, and reliable service delivery.
Since ticket prices are standardized and determined by airlines, suppliers are requested to quote only their service fee applicable per transaction, as detailed below:

<table>
<tr><td>Service Type</td><td>Description / Scope</td><td>Quotation Requirement</td><td>Unit of Measure</td></tr>
<tr><td>Domestic Ticketing (Within South Sudan)</td><td>Booking, confirmation, and issuance of local air tickets</td><td>Indicate standard service fee per ticket issued.</td><td>Per Ticket</td></tr>
<tr><td>International Ticketing</td><td>Booking, confirmation, and issuance of</td><td>Indicate standard</td><td>Per Ticket</td></tr>
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</td></tr>
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<table>
<tr><td></td><td></td><td>
<table>
<tr><td>(Regional / Africa)</td><td>international air tickets (e.g., Juba–Nairobi, Juba–Kampala, Juba–Addis Ababa).</td><td>service fee per ticket issued.</td><td></td></tr>
<tr><td>Emergency / After-Hours Ticketing Support</td><td>Handling urgent bookings or re-bookings outside regular working hours.</td><td>Indicate service fee or surcharge per transaction.</td><td>Per Transaction</td></tr>
</table>

The service provider must ensure:
• 24-hour availability for urgent or emergency bookings.
• Access to major airline systems and reliable ticket issuance platforms.
• Transparent communication and provision of ticket copies and receipts for every booking.
• Monthly invoicing for all tickets and service fees with full supporting documentation.
</td></tr>
<tr><td>5</td><td>Office Supplies and Stationery</td><td>
Supply and delivery of general office stationery and consumables required for day-to-day operations at CH offices in Juba and field locations. Service providers are requested to quote unit prices only for the following common items (or equivalent quality):
<table>
<tr><th>Item Description</th><th>Unit of Measure</th></tr>
<tr><td>A4 Photocopy Paper (80gsm)</td><td>Carton</td></tr>
<tr><td>Big Pen (Blue, Black, Red)</td><td>Box</td></tr>
<tr><td>Permanent Markers</td><td>Box</td></tr>
<tr><td>Flip Chart Papers</td><td>Pad</td></tr>
<tr><td>File Folders / Box Files</td><td>Piece</td></tr>
<tr><td>Staples / Stapler</td><td>Piece</td></tr>
<tr><td>Notebooks (A4, A5)</td><td>Piece</td></tr>
<tr><td>Envelopes (Different sizes)</td><td>Pack</td></tr>
<tr><td>Sticky Notes</td><td>Pack</td></tr>
<tr><td>207A HP original tonner (Magenta, Cyan, Black and Yellow for HP colored printer.</td><td>Set</td></tr>
<tr><td>Tonner 59A for HP printer</td><td>Piece</td></tr>
<tr><td>Tonner 76a for HP printer</td><td>Piece</td></tr>
<tr><td>Tonner 151a HP printer</td><td>Piece</td></tr>
</table>

Suppliers must ensure quality, timely delivery, and consistency of supplies to both Juba and field offices upon request.
</td></tr>
<tr><td>6</td><td>Water Supply (General and Drinking)</td><td>Provision and delivery of clean water for both general office/compound use and drinking purposes.</td></tr>
</table>

		Service providers are requested to quote unit prices only for the following: **Type of Water** / **Specification / Capacity** / **Unit of Measure** Water Tank Supply / Approximately 12,000 litres per Month (tanker delivery for general office use and compound cleaning) / Per Tanker Load Drinking Water – Bottled Cartons / 24 × 600 ml bottles / Per Carton Drinking Water – Dispenser Bottles / 20 litres (standard refill bottle) Approximately 50 Bottles per Month / Per Bottle (Refill) Suppliers must ensure safe, hygienic, and timely delivery to CH offices and field locations, with proof of water-quality testing and source certification where applicable.
7	**Electricity Tokens**	Provision of electricity tokens for Coalition for Humanity's Head Office in Juba. The service provider will be responsible for purchasing electricity tokens and supplying them to CH upon request. CH typically consumes approximately USD 1,000 worth of electricity tokens per month, with the exact value varying based on usage. The service provider will therefore: • Purchase and supply of tokens as requested by CH. • Provide receipts and transaction confirmations for each token supplied. • Issue a monthly invoice summarizing all supplies for payment through bank transfer at the end of each month. Suppliers are requested to service fee rates applicable per supply transaction.
8	**Accommodation and Conference Facilities**	Provision of accommodation and conferencing services for Coalition for Humanity (CH) staff, visitors, and partners within Juba and field locations. Service providers are requested to quote unit prices only for the following: **Service Type** / **Description / Specification** / **Unit of Measure** Accommodation / Bed and breakfast (single occupancy, standard room) / Per Night Full Board Accommodation / Room with breakfast, lunch, and dinner / Per Night

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		Conference Hall Hire	Use of conference or meeting room with basic setup (chairs, tables, projector, and flip charts)	Per Day
		Workshop Package	Full-day package including conference hall, morning and afternoon tea breaks, and lunch	Per Participant per Day
		Facilities should ensure clean, safe, and secure environments, reliable internet access, adequate parking space, and professional service delivery. Preference will be given to hotels or guesthouses located within Juba to accommodate flexible payment terms through monthly invoicing.		
9	**Maintenance Services**	Provision of minor repairs and maintenance services for CH offices, staff accommodations, and field compounds. Service providers are requested to quote unit prices only for common maintenance works, materials, and Labor.		
		Service Type	**Description / Example**	**Unit of Measure**
		Ac Unit	Maintenance of AC units. Approximately 25 Ac units across Head Office and Staff Residence in Juba. Quarterly Servicing and Maintenance	Per AC unit
		Plumbing Works	Repair or replacement of taps, pipes, water lines, and fittings	Per Job
		Electrical Works	Replacement or repair of switches, bulbs, sockets, and minor rewiring	Per Job
		Carpentry Works	Door, window, or furniture repair; installation of shelves or locks	Per Job
		Painting & Welding (where required)	Touch-ups and minor structural fixes	Per Job
		Service providers must ensure the use of quality materials, have qualified technical personnel, and demonstrate the ability to respond to urgent repair requests within a reasonable time frame.		
10	**Supply of Airtime for Staff**	Provision of airtime and data top-up services for CH staff across Juba and field locations. The service provider will be responsible		

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<table>
<tr><td></td><td></td><td>for purchasing and distributing airtime to designated staff lines upon request, covering both MTN, Zain and any other networks.

Suppliers are requested to quote their standard service fee only, as the airtime value is fixed and will be reimbursed at cost.

<table>
<tr><th>Service Type</th><th>Description / Scope</th><th>Quotation Requirement</th><th>Unit of Measure</th></tr>
<tr><td>Bulk Airtime Top-Up Service</td><td>Electronic bulk top-up to multiple staff lines simultaneously for monthly allocations.</td><td>Indicate service fee</td><td>Per Transaction</td></tr>
<tr><td>Data Bundles (Internet Packages)</td><td>Subscription or top-up of data bundles for official use (Zain / MTN).</td><td>Indicate service fee.</td><td>Per Transaction</td></tr>
</table>

The provider must ensure:

• Timely distribution of airtime and data to designated numbers.
• Accurate reconciliation and submission of usage or delivery reports.
• Monthly consolidated invoices for service fees, with airtime value attached as a cost-reimbursable item.</td></tr>
<tr><td>11</td><td>Taxi Services</td><td>Provision of reliable taxi and short-distance transport services for CH staff and official visitors within Juba and other operational towns. The service provider will be responsible for ensuring safe, timely, and professional transportation upon request.
Service providers are requested to quote unit prices only for the following:

<table>
<tr><th>Service Type</th><th>Description / Scope</th><th>Unit of Measure</th></tr>
<tr><td>Airport Transfers</td><td>Pick-up and drop-off between Juba International Airport and CH Office or designated guest accommodations.</td><td>Per Trip</td></tr>
<tr><td>Local City Transfers</td><td>Short-distance trips within Juba city limits.</td><td>Per Trip</td></tr>
<tr><td>Standby Taxi Service</td><td>Dedicated taxi available on standby for full or half-day engagements.</td><td>Per Day / Half Day</td></tr>
</table>

Service providers must ensure:
• Well-maintained vehicles in good mechanical condition.
• Professional and licensed drivers with valid IDs.
• Reliable communication and on-time pick-up/delivery.
• Invoicing on a monthly basis, with clear trip logs or service request forms attached.</td></tr>
</table>

12	**Cleaning and Fumigation Services**	Provision of professional cleaning and fumigation services for Coalition for Humanity's (CH) Head Office and staff residences in Juba. The service provider will ensure a clean, safe, and hygienic environment through scheduled cleaning and pest control activities carried out quarterly. Service providers are requested to quote unit prices only for the following: **Service Type** — **Description / Scope** — **Frequency / Unit of Measure** Office and Compound Cleaning — Thorough cleaning of offices, compounds, and surrounding areas, including sweeping, mopping, and waste disposal. — Per Quarter Staff Residence Cleaning — Deep cleaning of staff houses and common areas, including sanitation facilities. — Per Quarter Fumigation and Pest Control — Quarterly fumigation and pest control for both office and residential premises. — Per Quarter Garbage Collection and Disposal — Collection and safe disposal of solid waste from office and residence compounds. — Per Month. The provider must ensure: • Use of safe, environmentally friendly cleaning materials and fumigation chemicals. • Employment of trained and uniformed staff with proper protective equipment. • Detailed cleaning and fumigation schedules shared with CH before each quarter. • Submission of quarterly invoices and completion reports after each service.

Scope of Work

The scope of this Request for Proposal (RFP) covers the supply and delivery of goods and services across the categories listed in Section 3, under a 12-month Framework Agreement. Successful suppliers and service providers will be expected to provide services in accordance with the following general terms and performance expectations:

General Requirements

1. Ensure timely delivery of goods and services in line with approved Purchase Requests (PRs), Purchase Orders (POs), or service instructions from Coalition for Humanity (CH).
2. Maintain consistent quality standards across all goods and services supplied, ensuring they meet CH's specifications and applicable industry standards.

3. Guarantee availability and reliability of services throughout the framework period, with the capacity to respond promptly to emergencies or urgent requests.
4. Ensure competitive pricing and maintain agreed rates for the duration of the framework agreement unless otherwise reviewed by CH in writing.
5. Deliver all goods and services to CH-designated locations (Juba Head Office or field sites) as specified in the Purchase Order.
6. Provide all necessary delivery notes, receipts, and supporting documentation with each transaction.

Quality Assurance and Compliance

1. All goods and services must comply with national regulatory requirements and international quality standards relevant to their category.
2. CH reserves the right to inspect, verify, and test goods and services prior to acceptance.
3. Any substandard goods or services will be rejected and replaced at the supplier's cost.
4. Service providers must adhere to CH's Code of Conduct, PSEAH Policy, and ethical procurement standards.

Reporting and Communication

1. Service providers shall maintain clear communication with CH's Procurement and Logistics Department for all orders, deliveries, and service engagements.
2. Monthly or quarterly reports may be requested to assess performance, delivery timelines, and quality compliance.
3. Any delay, challenge, or deviation from agreed terms must be communicated in writing to CH immediately.

Invoicing and Payment Terms

1. Invoices must be submitted after delivery or completion of service, accompanied by signed delivery notes or service confirmation forms.
2. Payments will be made through bank transfer within the agreed timeline (normally within 30 days of invoice receipt and verification).
3. No advance payments shall be made unless specifically approved by CH management.
4. The supplier is responsible for all applicable taxes and statutory obligations as per South Sudan laws.

Duration of the Framework Agreement

- The framework agreement will remain valid for a period of twelve (12) months from the date of signing.
- CH reserves the right to extend, review, or terminate the agreement based on performance, operational needs, or budgetary constraints.

Proposal Submission Guidelines

Interested and eligible suppliers or service providers are invited to submit their proposals in accordance with the following guidelines.

Submission Format

1. Proposals must be submitted in English and should clearly indicate the Category Number and Title the supplier is applying for.
2. Suppliers may apply for one or multiple categories; however, a separate proposal must be submitted for each category.
3. All proposals must be typed, properly signed, and stamped by an authorized company representative.
4. The proposal should include both **technical and financial details**, as specified below:

a) Technical Proposal

The technical proposal should contain:

- Company profile (background, ownership, physical address, contact information).
- List of similar contracts or clients (especially NGOs, UN agencies, or government institutions).
- Details of key personnel relevant to the service category.
- Evidence of delivery capacity (e.g., transport means stock capacity, or service reach).
- Any additional certifications, licenses, or permits applicable to the category.

b) Financial Proposal

The financial proposal should include:

- Unit prices for each item or service listed in the relevant category (as specified in Section 3).
- Prices should be quoted in USD and/or SSP, inclusive of all applicable taxes and charges.
- The proposal must indicate validity period of the quoted prices (minimum 90 days).

Submission Method
Proposals may be submitted in sealed envelopes or electronically as instructed below:

Option 1
Hard Copy Submission

- Clearly mark the envelope:
  "RFP for Framework Agreement – [Category Number & Name]"
  (e.g., RFP for Framework Agreement – Category 3: Printing and Visibility Materials)
- Deliver to:
  Coalition for Humanity (CH)
  Procurement and Logistics Department
  [Juba Head Office, Gudele 1 Block IV, South Sudan]

Option 2
Electronic Submission (if applicable)

- Send via email to: tender@ch-int.org
- Subject line should read:
  "RFP for Framework Agreement – [Category Number & Name]"
- All attachments must be in **PDF format** and not exceed **10MB**.

Submission Deadline

- All proposals must be submitted no later than 30th September 2026 05:00 pm
- Late submissions will not be accepted under any circumstances.

Required Documents
All proposals must include the following mandatory documents:

1. Valid Certificate of Registration / Incorporation (Ministry of Justice or relevant authority).
2. Valid Tax Identification Number (TIN) and Tax Clearance Certificate.
3. Company profile with a physical address and contact details.
4. Past performance references (minimum of three) with contact persons.
5. Proof of financial capacity (e.g., bank statement or letter from bank).
6. Any other relevant licenses or certifications applicable to the category of service.

Clarifications and Questions

- Any clarification requests regarding this RFP must be sent in writing to: tender@ch-int.org
- Responses to all clarifications will be shared with all interested applicants to ensure fairness and transparency.

Evaluation Criteria
All proposals received will undergo a structured evaluation process to ensure transparency, fairness, and consistency in selecting qualified suppliers and service providers.

The evaluation process will consist of three stages:
(1) Preliminary / Mandatory Requirements,
(2) Technical Evaluation, and
(3) Financial Evaluation.

Only proposals that meet the mandatory requirements will proceed to the technical and financial stages.

Stage One: Preliminary / Mandatory Requirements (Pass or Fail)
At this stage, proposals will be screened for completeness and compliance with the submission requirements outlined in Section 5.
Proposals must include all the following documents to be considered:

No.	Mandatory Requirement	Status (Pass/Fail)
1	Valid Certificate of Registration or Incorporation	
2	Valid Tax Identification Number (TIN) and Tax Clearance Certificate	
3	Completed and signed Financial Proposal with unit prices	
4	Company Profile and Physical Address	
5	At least three (3) Past Performance References (preferably NGOs, UN agencies, or government institutions)	

6	Evidence of financial capacity (e.g., bank statement or bank letter)	
7	Submission before the deadline and proper labelling of category	

Failure to submit any of the above documents will result in automatic disqualification from further evaluation.

Stage Two: Technical Evaluation (70 Points)
Proposals that pass the preliminary stage will be assessed based on their technical capacity, experience, and ability to meet CH's requirements.

Criteria	Description	Maximum Points
Relevant Experience	Demonstrated experience in providing the same or similar goods/services (attach at least 3 contracts, LPOs, or reference letters).	20
Technical Capacity	Availability of qualified staff, equipment, and infrastructure to deliver the required goods or services.	15
Delivery Capability	Ability to deliver within required timelines; geographical coverage in Juba and field locations.	15
Past Performance	Quality and reliability of previous service delivery (based on client feedback and references).	10
Compliance and Ethical Conduct	Adherence to CH's Code of Conduct, PSEAH, and ethical procurement standards.	10
Total		70

A minimum technical score of 50 points will be required to proceed to financial evaluation.

Stage Three: Financial Evaluation (30 Points)
Financial proposals will be reviewed for completeness, reasonableness, and competitiveness.

Criteria	Description	Maximum Points
Price Competitiveness	Comparison of unit prices and service charges among bidders.	20
Cost Structure and Clarity	Transparency of pricing, inclusion of all taxes, and alignment with the requested format.	10
Total		30

The final score will be the combined total of the technical (70%) and financial (30%) evaluations.

Stage Four: Due Diligence and Reference Checks

CH reserves the right to conduct physical verification, reference checks, or interviews to confirm the accuracy of information provided before awarding the framework agreement.

Final Selection
Suppliers or service providers who achieve the highest combined score and meet all compliance standards will be pre-qualified and contracted under a Framework Agreement for a period of twelve (12) months, subject to performance review and satisfactory service delivery.

Terms and Conditions

The following terms and conditions shall apply to all suppliers and service providers engaged under this Framework Agreement with **Coalition for Humanity (CH)**. These conditions ensure consistency, accountability, and ethical compliance throughout the procurement and service delivery process.

Contract Duration

1. The Framework Agreement will remain valid for a period of twelve (12) months from the date of signing.
2. The agreement may be renewed or extended subject to satisfactory performance, operational needs, and budget availability.
3. CH reserves the right to terminate the agreement at any time with written notice of at least 30 days, where performance or compliance standards are not met.

Order Placement

1. All purchases or service requests will be made through approved Purchase Orders (POs) or written service requests issued by CH.
2. No goods or services shall be delivered or performed without an official PO or written authorization.
3. Verbal or informal commitments will not be recognized or honoured for payment.

Delivery and Performance

1. The supplier shall deliver goods and services within the timelines specified in each Purchase Order/Service Request.
2. All goods and services must conform to the agreed specifications and quality standards.
3. CH reserves the right to inspect and verify goods or services prior to acceptance.
4. Any items or services found to be defective, substandard, or non-compliant shall be replaced or corrected by the supplier at no additional cost to CH.

Invoicing and Payment

1. The supplier shall submit a valid invoice upon delivery of goods or completion of services, accompanied by relevant supporting documents (delivery notes, service completion forms, or acceptance certificates).

2. Payments shall be made through bank transfer within 30 days of receipt of a correct and complete invoice.
3. No advance payment shall be made unless specifically approved by CH's management.
4. The supplier shall be responsible for all applicable taxes, duties, and statutory obligations as per South Sudan law.

Confidentiality

1. The supplier shall treat all information related to CH's operations, programs, staff, or beneficiaries as confidential and shall not disclose it to third parties without prior written consent.
2. This obligation remains in force even after the termination or expiration of the agreement.

Ethical Conduct and Compliance

1. All suppliers and service providers must adhere to CH's Code of Conduct, PSEAH Policy (Protection from Sexual Exploitation, Abuse, and Harassment), and Anti-Fraud and Corruption Policies.
2. Any form of bribery, kickbacks, collusion, or unethical behaviour will result in immediate termination of the agreement and may lead to legal action.
3. CH maintains a zero-tolerance policy on exploitation, discrimination, and abuse in all forms.

Health, Safety, and Environment

1. Suppliers are responsible for ensuring safe work practices and compliance with applicable health, safety, and environmental regulations.
2. All materials supplied must be safe for use and disposal, with appropriate labelling and documentation.

Force Majeure

1. Neither party shall be liable for delays or non-performance caused by circumstances beyond their control, including natural disasters, conflict, or government restrictions.
2. The affected party shall notify the other in writing immediately and make reasonable efforts to minimize disruption.

Governing Law and Dispute Resolution

1. This agreement shall be governed by the laws of the Republic of South Sudan.
2. Any dispute arising from or related to this agreement shall first be resolved amicably through negotiation.
3. If not resolved within 30 days, disputes shall be referred to arbitration in accordance with South Sudan's Arbitration Act or mutually agreed procedures.

Contact Details

All correspondence related to this **Request for Proposal (RFP)**, including clarifications, submission of proposals, and any other inquiries, should be directed to the Procurement and Logistics Department at Coalition for Humanity (CH).

Submission Address
Coalition for Humanity (CH)
Procurement and Logistics Department
Location: Gudele 1, Off-Gudele Road, along
7-Eleven Supermarket Road, Next to Big Ben Primary School
Email: **tender@ch-int.org**

