

## NATIONAL CALL FOR TENDER FOR ACTED JORDAN

### PREFACE

ACTED is a French humanitarian NGO, founded in 1993, which supports vulnerable populations affected by humanitarian crises worldwide. ACTED provides continued support to vulnerable communities by ensuring the sustainability of post-crisis interventions and engaging long-term challenges facing our target populations, in order to break the poverty cycle, foster development and reduce vulnerability to disasters.

ACTED has its capital office in Amman, has around 190 national staff member and 11 international staff members. ACTED operates notably in the host communities in the northern governorates, Za'atari Refugee Camp, Azraq Refugee Camp, King Abdullah Park Camp.

These tender documents have been prepared by ACTED- Jordan mission for the procurement of services through open tendering in compliance with ACTED Procurement Policies and Rules.

Bidders Offer must be submitted using these documents, unavailability of any of the compulsory documents and/or all of the documents will cause an ineligibility of the offer – should be explained further.

All eligible bidders that qualify and are technically competent for the requested service detailed in these tender documents are invited to submit their proposals.

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## PRO-05 – INSTRUCTION TO BIDDERS ACTED **JORDAN**

Date: 01-08-2019

Tender N°: T/FWA/13MULTI/AMN/HEALTHINSURANCE/01082019/01

ACTED is requesting through this tender a company to provide detailed written quotations for the supply of the following services:

**PRODUCT SPECIFICATIONS:**

1. Description: Health Insurance
2. Product class / category: Service
3. Work Period: One year Framework Agreement

LOT #	Description	Product category	Quantity	Measuring Unit	Location/Deadline
1	Health insurance for ACTED staff and Acted dependents <b>above</b> 18 y/o as per specification in Annex 1	Service	Between 100 and 200	National staff	Jordan – During the validity of the Framework agreement
	Health insurance for ACTED staff and Acted dependents <b>under</b> 18 y/o as per specification in Annex 1	Service	Between 100 and 200	National staff	Jordan – During the validity of the Framework agreement

Bidders should read the data carefully, understand the tender requirements and complete the documents by filling all the data in question in the relevant sections. When submitting proposal/offer on this tender, bidders will be considered committed until validity of the offer expires.

**RESPONSIBILITIES OF THE CONTRACTOR:**

1. Delivery Time: Expected contract start date: September 13<sup>th</sup> 2019
2. Validity of the offer: Recommended: 6 months

*(the offer must be valid for 6 months till the selection is done and at the date of the contract's signature. Hereby, the bidder is informed the prices indicated in the offer will be valid for 12 months since the date of the contract signature)*

The answers to this tender should include the following elements:

- A written offer form as per ACTED template attached including all the service specifications, the price per unit and any additional price, and total price, inclusive and exclusive of detailed VAT (Annex A). Offer form must be signed and stamped.
- The ANNEXE 1 and ANNEXE 2 filled signed and stamped
- The Bidder Health Insurance Policy signed and stamped;
- Other tender documents such as, instruction to bidders, bidder's questioner, bidder's ethical declaration and bidder's checklist. All documents must be signed and stamped.
- A copy of the supplier legal representative ID
- The company's registration –
- Bidder past performance and reference list

- **>>>> THE HEALTH INSURANCE POLICY OF THE COMPANY'S BIDDER HAS TO BE ATTACHED TO THE OFFER FORM, SIGNED AND STAMPED (COMPLETE LIST OF WHAT IS INCLUDED AND EXCLUDED IN THE SERVICE)**

**GENERAL CONDITIONS:**

1. The **closing date** of this tender is fixed on **21/08/2019 at 14:00 (Jordan time)** in ACTED office at the following address:

**ACTED representative office in Amman, JORDAN  
25, Ahmad Shawqi street, Jabal Weibdeh  
Amman 11194, Jordan  
(Opposite Terra Sancta Kindergarten)**

Or emailed to

[jordan.tender@acted.org](mailto:jordan.tender@acted.org) with Cc: [tender@acted.org](mailto:tender@acted.org)

2. Offers shall be submitted **in English and in JOD.**
3. Bidders will fill, sign, stamp each page and return the Offer form according to ACTED's format.
4. **The offer to the call for tender will not result in the award of a contract**
5. Unsealed envelopes and late offers will not be considered.
6. The offer must be submitted to ACTED Jordan purchase department in a sealed envelope with the mention "**HEALTH INSURANCE TENDER not to be opened before 21/08/2019 @ 14:30**" and the purpose of the offer or by E-mail at [jordan.tender@acted.org](mailto:jordan.tender@acted.org), Cc [tender@acted.org](mailto:tender@acted.org). Late Bids will be automatically rejected.
7. Any bid with missing required documents will be automatically rejected.
8. Eligibility of the bidders is decided by a committee from ACTED. It takes a place publicly in a tender opening that bidders are welcomed to attend. Submitting the compulsory documents requested by ACTED determine the eligibility of the bidders. Tender opening committee opens the sealed envelopes one at a time, read out loud the name of the tenderer and the availability of each requested document, checks the submitted documents on the checklist – **page 20-** that based on the eligibility will be considered. No prices shall be disclosed during the tender opening.
9. Tender opening will be held on **22/08/2019 at 10:00 am** at the ACTED Jordan office, -Please send an email to [jordan.tender@acted.org](mailto:jordan.tender@acted.org) Cc: [tender@acted.org](mailto:tender@acted.org) to register interest in attending, ACTED Jordan will then inform you if this date changes.
10. For all inquiries regarding this tender, please contact the ACTED representative office in Amman no later than **12/08/2019 at 14:00 PM** by telephone + 962-6-4636275 or by E-mail at [jordan.tender@acted.org](mailto:jordan.tender@acted.org), Cc [tender@acted.org](mailto:tender@acted.org).
11. At any time prior to the deadline for offer submission, ACTED may amend the tender document by issuing addenda. Any addendum issued shall be part of the tender documents and shall be communicated in writing to all interested bidders.
12. To report any concerns or issues relating to this tender that wish to remain anonymous please email [transperancy@acted.org](mailto:transperancy@acted.org) in which emails are received by HQ.
13. To ensure that funds are used exclusively for humanitarian purposes and in accordance with donors' compliance requirements, all contract offers are subject to the condition that contractors do not appear on anti-terrorism lists, in line with ACTED's anti-terrorism policy. To this end, ACTED reserves the right to carry out anti-terrorism checks on contractor, its board members, staff, volunteers, consultants, financial service providers and sub-contractor.

**EVALUATION CRITERIA:**

A supplier will be selected based on the selection criteria from the table below (with a maximum score of 100). The Scoring Method will be based on the submitted bid and the highest scoring suppliers will be invited for interview ahead of selection.

CRITERIA	SCORING METHOD	MAXIMUM SCORE AVAILABLE
PRICE	The cheapest bid (meeting all specifications) will receive a score of 50, all other bids will be scored proportionally against this price	50
QUALITY	Up to 30 points can be awarded based on the quality of requested services	30
RELIABILITY	Up to 10 points can be awarded for suppliers with a demonstrated good record of delivery with NGOs and experience in the sector	10
CAPACITY	Up to 10 points can be awarded based on the delivery time of the requested services	10

**Key dates for this tender are indicated below. ACTED reserves the right to vary key dates:**

Tenders advertisement	01/08/2019
Information session	12/08/2019
Deadline for submitting inquires	12/08/2019
Deadline for offers submission	21/08/2019
Tender opening	22/08/2019
Quality checking	AUGUST /SEPTEMBER 2019
Awarding	SEPTEMBER 2019
Informing rejected bidders	SEPTEMBER 2019
Contract start date	13/09/2019

*NOTE: ACTED adopts a zero tolerance approach towards corruption and is committed to respecting the highest standards in terms of efficiency, responsibility and transparency in its activities. In particular, ACTED has adopted a participatory approach to promote and ensure transparency within the organization and has set up a Transparency focal point (Transparency Team supervised by the Director of Audit and Transparency) via a specific e-mail address. As such, if you witness or suspect any unlawful, improper or unethical act or business practices (such as soliciting, accepting or attempting to provide or accept any kickback) during the tendering process, please send an e-mail to [transparency@acted.org](mailto:transparency@acted.org).*

Name of Bidder's Authorized Representative: \_\_\_\_\_

Authorized signature and stamp: \_\_\_\_\_

Date: \_\_\_\_\_

**OFFER FORM – ACTED JORDAN**

Date: \_\_\_\_\_

Tender N°: T/FWA/13MULTI/AMN/HEALTHINSURANCE/01082019/01

**To be Filled by Bidder (COMPULSORY)****Details of Bidding Company:**

1. Company Name: ( \_\_\_\_\_ )

2. Company Authorized Representative Name: ( \_\_\_\_\_ )

3. Company Registration No: ( \_\_\_\_\_ )

No/Country/ Ministry

4. Company Specialization: ( \_\_\_\_\_ )

5. Mailing Address: ( \_\_\_\_\_ )

Country/Governorate. /City/St name/Shop-Office No

a. Contact Numbers: (Land Line: \_\_\_\_\_ / Mobile No: \_\_\_\_\_ )

b. E-mail Address: ( \_\_\_\_\_ )

I undersigned \_\_\_\_\_, agree to provide ACTED, non-profit NGO, with items answering the following specifications, according to the general conditions and responsibilities that I engage myself to follow.

**PLEASE FILL IN THE FOLLOWING TABLE**

No	Description	Supplier's Specification (if different)	Quantity and Unit	Beneficiary fee excl. taxes	Beneficiary fee incl. taxes	Unit Price JOD excluding taxes	Unit Price JOD including taxes	Supplier's Comments
1	Health insurance for ACTED staff and Acted staff children <b>above 18 y/o</b> as per specification in Annex 1- full coverage option – <b>0% beneficiary</b>		1 individual					
2	Health insurance for ACTED staff <b>children under 18 y/o</b> as per specification in Annex 1- full coverage option - <b>0% beneficiary</b>		1 individual					
3	Health insurance for ACTED staff and ACTED staff children <b>above 18 y/o</b> as per specification in Annex 1 – <b>with beneficiary fee on regular doctor visit</b>		1 individual					
4	Health insurance for ACTED children <b>under 18 y/o</b> as per specification in Annex 1 – <b>with beneficiary fee on regular doctor visit</b>		1 individual					
5	Health insurance for ACTED staff and ACTED staff children <b>above 18 y/o</b> as per specification in Annex 1 – <b>with beneficiary fee on regular visit + outpatient treatments</b>		1 individual					
6	Health insurance for ACTED staff children <b>under 18 y/o</b> as per specification in Annex 1 – <b>with beneficiary fee on regular visit + outpatient treatments</b>		1 individual					
7	Insurance policy service fees		1 fee					



**BIDDER'S COMMENTS/REMARKS:**

1. \_\_\_\_\_
2. \_\_\_\_\_

**BIDDER'S TERMS AND CONDITIONS:**

1. Validity of the offer: \_\_\_\_\_ (recommended: 6 months or more)
2. Terms of payment: \_\_\_\_\_ (recommended: 14 days after completion of service)

Name of Bidder's Authorized Representative: \_\_\_\_\_

Authorized signature and stamp: \_\_\_\_\_

Date: \_\_\_\_\_

## ANNEX 1 – LIST OF BENEFITS AND RESTRICTIONS

AREA OF COVERAGE	BENEFIT	RESTRICTION	LIMITS JOD
<b>IN PATIENT BASIC COVERAGE</b>	Class	A class for all insured (200-300 members)	
	Annual Limit	All In hospital benefits"room and boards,treatments, procedures and equipments...etc".	
	Case Limit		
	Maternity	Within the case limit including " C/S, NVD, Legal Abortion" .	
	Cancer	for all members	
	Newborn	Subject to be added within one month from the birth date (The insurance shall cover the cost of treatment for newborns provided that they are added to the insurance within two weeks of the date of delivery and if added after two weeks from the date of delivery)	
<b>IN PATIENT SPECIAL COVERAGE</b>	Congenital & Hereditary diseases	For newborn babies	
	NICU - الخداج	Coverage of neonates' incubator from day one .	
	Medical Devices	(e.g.: Stent, heart valves, pace maker, artificial knee) from the case limit	
	Endoscopies , Lithotripsy and liver diseases	covered in full	
	Organ Transplant	Organ Transplant and body parts replacement; Installation and cost of medical aids	
<b>ADDITIONAL COVERAGE</b>	Out hospital Annual limit	All out of hospital treatemnts according to policy terms and conditions covered 100%,	
	ER Coverage	Coverage of emergency cases in ER without a form (The emergency department can be used under the health insurance card and a personal identification card without the need for prior approvals) +plus aform deducts even in emergency visits	
	Tranquilizers	for covered cases	
	Maternity Visits	Grant 9 extra forms for pregnant females for maternity visits	
	Maternity vitamins	4% and 16% sales tax according to doctor prescription (Coverage of minerals and vitamins prescribed for pregnant women whether registered with the Ministry of Health of Jordan as a medicine or no)	





Maternity minirals and food supplements	4% and 16% sales tax according to doctor prescription (Coverage of minerals and vitamins prescribed for pregnant women whether registered with the Ministry of Health of Jordan as a medicine or no)	
Eye Disease	not related to acuteness of vision, optical refractory errors, keratoconus and age related visual disorders (Insurance covers ophthalmic diseases that are not related to the sharpness of vision and correction of the eye and covers cataract operations, complications and their consequences)	
Hepatitis (A, B and C).	Covered	
Hepatitis vaccine (A, B and C)	Covered	
Hormones	Not related to fertility	
vitamins	Limit per insured excluding the "maternity vitamins and supplements" based on the physician's prescription.	
Influenza vaccines	Grant up to number of influenza vaccine upon request for all members	
Pregnancy test	once a year	
Newborn circumcision	within the maternity limits.	
children vaccines (new born)	according to Ministry of Health National Program	
H1N1	Covered	
Laser lithotripsy	Covered	
Mammogram	Covered	
Benign tumor	Covered (Coverage of uterine and uterine fibroids, endometriosis, hysterectomy or hysterectomy, water sacs and orthopedic (non-cosmetic) treatment of the lining)	
Dermatological diseases	including medications subject to 16% sales tax (Coverage of dermatology except cosmetic treatments)	
extra outpatient forms	Grant 100 extra outpatient forms for the whole contract	
Physiotherapy	Number of sessions	
Ambulance	Covered	
Osteoporosis and Gout	Covered	
Diseases of the Nervous System		



<b>REIMBURSEMENT</b>	Cover in and outside Jordan all occurred claims based on provided medical reports,80% of the MOH official rate of 2008.		
	Reimbursement of claims outside of the medical network 80% of the MOH official rate of 2008.		
	Reimbursement any claim for any governmental hospital in full .		
<b>ADDITIONAL IN/OUT OF HOSPITAL COVERAGE</b>	Dental	Amalgam & composite fillings, root canal treatment, polishing once a year, extraction, small & panorama X-rays & dental medications	
	Optical	Coverage of Optical benefit on reimbursement basis	
	X-Gratia	Coverage of the uncovered cases	
	Widely distributed Network all over the Kingdom, which includes the best and top qualified doctors and hospitals/ medical centre		
	Ability to add family members to the health insurance (Spouse, Children) on same policy, and Parents on seperate plan of coverage". )		
	Coverage of chronic cases within the case limit for In-Hospital cases and according to each case's needs for chronic medications, without the need to use out of hospital forms,		
	The ability to send a Doctor to our office for general support for couple of hours each week is a plus		
	Coverage of supplies, bandages ,and splints . E.g wheelchair		

Name of Bidder's Authorized Representative: \_\_\_\_\_

Authorized signature and stamp: \_\_\_\_\_

Date: \_\_\_\_\_



# ANNEXE 2

Grant continuity for all ongoing waiting periods. For new additions, the following waiting periods to be applied:

EXCLUSION	WAITING PERIOD IN MONTHS
Hemorrhoids, anal fissure and fistula	
Tonsils, Adenoids	
Deviated septum, sinusitis	
Hernias	
Fibroids	
Endometriosis, Hysterectomy	
Varicocele, Hydrocele and varicose veins	
Cataract, Glaucoma	
Hypertension	
Back pain & surgery , knee pain & surgery	
Maternity	
Diabetes Mellitus	
Dental	

**PLEASE NOTE: THERE ARE NO WAITING PERIODS FOR USERS WHO HAVE STARTED INSURANCE SINCE THEIR DATE EXCEPT FOR WOMEN’S WHO ARE ADDED AFTER THE SPECIFIED DATE, INCLUDING A WAITING PERIOD FOR PREGNANCIES**

Name of Bidder’s Authorized Representative: \_\_\_\_\_

Authorized signature and stamp: \_\_\_\_\_

Date: \_\_\_\_\_



## BIDDER'S QUESTIONNAIRE – ACTED JORDAN

Date: \_\_\_\_\_

Tender N°: T/FWA/13MULTI/AMN/HEALTHINSURANCE/01082019/01

PART I: INFORMATION			
A. Company Details and General Information			
Name of Company		Trading As	
Address (headquarters)		Telephone	
Zip Code (headquarters)		Fax	
City (headquarters)		E-mail address 1	
PO Box		E-mail address 2	
Country (headquarters)		Website address	
Parent Company or name of owner		Subsidiaries/ Associates/ Overseas Representative	
Sales Person's Name		Sales Person's Position	
Sales Person's phone		Sales Persons' E-mail	
<i>Governance of the company: Chairman, Vice-Chairman, Treasurer or Secretary of the Board of Directors or Board of Trustees</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		Type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		Gender (e.g. male, female)	
Current employer and job title:		Occupation	
Address of residence		Citizenship(s)	
Province/Region		E-mail address	
Is the individual a U.S. citizen or legal permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Professional Licenses – State Issued Certifications	
<i>Management of the company: CEO, Executive Director, Deputy Director, President or Vice-President</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		Gender (e.g. male, female)	
Current employer and job title:		Occupation	
Address of residence		Citizenship(s)	
Province/Region		E-mail addresses	
Is the individual a U.S. citizen or legal permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Professional Licenses – State Issued Certifications	



<i>Management of the company: Chief Finance Officer or Chief Accountant</i>			
Name (as in passport or other government-issued photo ID)		Date of birth (mm/dd/yyyy)	
Government-issued photo Identification Document (ID) number		type of ID	
ID country of issuance		Rank or title in organization	
Other names used (nicknames or pseudonyms not listed as "Name")		Gender (e.g. male, female)	
Current employer and job title:		Occupation	
Address of residence		Citizenship(s)	
Province/Region		E-mail addresses	
Is the individual a U.S. citizen or legal permanent resident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Professional Licenses – State Issued Certifications	
<i>Company's staff &amp; insurance</i>			
No. Full Time Employees:		Employee average work wage per hour:	
% of Men to Women:		Any employee(s) with relatives working with ACTED?	<input type="checkbox"/> Yes <input type="checkbox"/> No
No. of Children:		What is the legal minimum wage paid?	<input type="checkbox"/> Yes <input type="checkbox"/> No
In what capacity?		Are paid vacations offered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
What are their ages?		Are flexible working hours offered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Name of insurance company:		Staff covered by health insurance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>Description of the Company</i>			
Type of Business (multiple choices possible):	<input type="checkbox"/> Manufacturing <input type="checkbox"/> Consulting Company <input type="checkbox"/> Authorized Agent	<input type="checkbox"/> Manufacturing <input type="checkbox"/> Trader <input type="checkbox"/> Other, please specify : _____	
Sector of Business (multiple choices possible):	<input type="checkbox"/> Goods / supplies <input type="checkbox"/> Services <input type="checkbox"/> Equipment	<input type="checkbox"/> Works <input type="checkbox"/> Other, please specify : _____	
Year Established:		Country of registration:	
Licence number:		Valid until:	
Working languages:	<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish	<input type="checkbox"/> Arabic <input type="checkbox"/> Chinese <input type="checkbox"/> Other, please specify : _____	
Technical documents available in:	<input type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish	<input type="checkbox"/> Arabic <input type="checkbox"/> Chinese <input type="checkbox"/> Other, please specify : _____	
<b>B. Financial Information</b>			
VAT Number:		Tax Number:	
Bank Name:		Bank Account Number:	
Bank Address:		Account Name:	
Swift/BIC number:		Standard Payment Terms:	
Has the company been audited in the last 3 years?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Please attach a copy of the company's most recent Annual or Audited Financial Report			<input type="checkbox"/> Attached
Annual Value of Total Sales for the last 3 Years:			
Year:		Year:	
Year:		Year:	



USD:		USD:		USD:		
Annual Value of Export Sales for the last 3 years						
Year:		Year:		Year:		
USD:		USD:		USD:		
<b>C. Experience</b>						
Company's recent business with ACTED and/or other International Aid Agencies or United Nations Agencies:						
#	Organisation	Contact person	Phone/E-mail	Goods/Works/Services	Value (USD)	Destination
1						
2						
3						
4						
5						
What is your company's main area of expertise?						
What is your company's business coverage area?		<input type="checkbox"/> National <input type="checkbox"/> Restricted to (specify location) : _____				
To which countries has your company exported and/or managed projects in the last 3 years?						
Provide any other information that demonstrates your company's qualifications and experience (eg. awards)						
List any national or international Trade/Professional Organisations of which your company is a member						
<b>D. Technical Capability</b>						
Type of Quality Assurance Certificate		<input type="checkbox"/> Attached				
Type of Certification/Qualification Documents		<input type="checkbox"/> Attached				
International Offices/Representation						
List below up to 10 of the core Goods and/or Services your company sells:						
1)		6)				
2)		7)				
3)		8)				
4)		9)				
5)		10)				
List the main assets of your company (trucks & heavy machines, heavy & valuable equipment, premises & warehouses, production sites etc.)						
1)		6)				
2)		7)				
3)		8)				
4)		9)				
5)		10)				
<b>E. Miscellaneous</b>						
Does your company have an Environmental Policy? (Yes/No)				<input type="checkbox"/> Yes <input type="checkbox"/> No		
Does your company have an Ethical Trading Policy? (Yes/No)				<input type="checkbox"/> Yes <input type="checkbox"/> No		
Does your company have an Anti-terrorist Policy? (Yes/No)				<input type="checkbox"/> Yes <input type="checkbox"/> No		
Is your company compliant with the EU General Data Protection Regulation (or equivalent)? (Yes/No)				<input type="checkbox"/> Yes <input type="checkbox"/> No		
If you answered yes to the above two questions, please attach copies of your policy:					<input type="checkbox"/> Attached	
Has your company ever been bankrupt, or is in the process of being wound up, having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject					<input type="checkbox"/> Yes <input type="checkbox"/> No	



of proceedings concerning these matters, or is in any analogous situation arising from a similar procedure provided for in national law?		
If you answered yes, please provide details:		
Has your company ever been convicted of an offence concerning its professional conduct by a judgment which as force of res judicata?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered yes, please provide details:		
Has your company ever been guilty of grave professional misconduct proven by other means?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered yes, please provide details:		
Has your company ever not fulfilled its obligations relating to the payment of social security contributions, or the payment of taxes in accordance with the law of the country in which it is established, or with those of France, or those of the country where the contract is to be performed?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered yes, please provide details:		
Has your company ever been the subject of a judgement, which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered yes, please provide details:		
Has your company ever been declared to be in serious breach of contract for failure to comply with its contractual obligations, following another procurement procedure or grant award procedure financed by a donor country?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered yes, please provide details:		
Has your company ever been declared to be in serious breach of contract for failure to comply with its contractual obligations, following another procurement procedure or grant award procedure financed by a donor country?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered yes, please provide details:		
Has your company ever been in any dispute with any Government Agency, the United Nations, or International Aid Organisations (including ACTED)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If you answered yes, please provide details:		
Do you agree with terms of payment of 30 days? <input type="checkbox"/> Yes <input type="checkbox"/> No	Do you accept visit of ACTED staff & external auditors to your office?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>PART II: CERTIFICATION</b>		
I, the undersigned warrant that the information provided in this form is correct, and in the event of changes, details will be provided to ACTED as soon as possible in writing. I also understand that ACTED does not do business with companies, or any affiliates or subsidiaries, which engage in any practices that are in breach of ACTED's Child Protection, Sexual Exploitation and Abuse Protection, Conflict of Interest, Anti-fraud, Anti-terrorism Policy and Data Protection Policies (available on request).		
Name:		Date:
Title/Position		Place:
E-mail address (for contact for verification purposes):		Signature:
Phone number (for contact for verification purposes):		Company Stamp:
<b>Check list of supporting documents</b>		<b>For ACTED use only</b>
1) Trading license	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked



2)	VAT registration/tax clearance certificate	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked
3)	Company profile	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked
4)	Proof of trading/dealership/agent	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked
5)	Evidence of similar contracts	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked
6)	References	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked
7)	Particulars of CEO and key personnel	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked
8)	Articles of Association & Certificate of incorporation	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked
9)	Financial statements (latest)	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked
10)	Other (specify):	<input type="checkbox"/> Attached	<input type="checkbox"/> Checked

Company Name: \_\_\_\_\_

Authorized Representative Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Stamp:





## BIDDER'S ETHICAL DECLARATION – ACTED JORDAN

Date: \_\_\_\_\_

Tender N°: T/FWA/13MULTI/AMN/HEALTHINSURANCE/01082019/01

Bidder's name: \_\_\_\_\_

Bidder's address: \_\_\_\_\_

### **CODE OF CONDUCT:**

#### **1. Labour Standards**

The labour standards in this code are based on the conventions of the International Labour Organisation (ILO).

- *Employment is freely chosen*

There is no forced, bonded or involuntary prison labour. Workers are not required to lodge 'deposits' or their identity papers with the employer and are free to leave their employer after reasonable notice.

- *Freedom of association and the right to collective bargaining are respected*

Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the legitimate activities of trade unions. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

- *Working conditions are safe and hygienic*

A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers. Access to clean toilet facilities and potable water and, if appropriate, sanitary facilities for food storage shall be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. The company observing the standards shall assign responsibility for health and safety to a senior management representative.

- *Child Labour shall not be used*

There shall be no new recruitment of child labour. Companies shall develop or participate in and contribute to policies and programmes, which provide for the transition of any child found to be performing child labour to enable her/him to attend and remain in quality education until no longer a child. Children and young people under 18 years of age shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant International Labour Organisation (ILO) standards.

- *Living wages are paid*



Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmarks. In any event wages should always be high enough to meet basic needs and to provide some discretionary income. All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment, and about the particulars of their wages for the pay period concerned each time that they are paid. Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the express and informed permission of the worker concerned. All disciplinary measures should be recorded.

- *Working hours are not excessive*

Working hours comply with national laws and benchmark industry standards, whichever affords greater protection. In any event, workers shall not on a regular basis be required to work in excess of the local legal working hours. Overtime shall be voluntary, shall not exceed local legal limits, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

- *No discrimination is practised*

There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

- *Regular employment is provided*

To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

- *No harsh or inhumane treatment is allowed*

Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

## **B. Environmental Standards**

Suppliers should as a minimum comply with all statutory and other legal requirements relating to the environmental impacts of their business. Detailed performance standards are a matter for suppliers, but should address at least the following:

- *Waste Management*

Waste is minimised and items recycled whenever this is practicable. Effective controls of waste in respect of ground, air, and water pollution are adopted. In the case of hazardous materials, emergency response plans are in place.

- *Packaging and Paper*

Undue and unnecessary use of materials is avoided, and recycled materials used whenever appropriate.

- *Conservation*

Processes and activities are monitored and modified as necessary to ensure that conservation of scarce resources, including water, flora and fauna and productive land in certain situations.

- *Energy Use*

All production and delivery processes, including the use of heating, ventilation, lighting, IT systems and transportation, are based on the need to maximise efficient energy use and to minimise harmful emissions.

- *Safety precautions for transport and cargo handling*

All transport and cargo handling processes are based on the need to maximise safety precautions and to minimise potential injuries to ACTED beneficiaries and staff as well as the suppliers' employees or those of its subcontractors.

### **C. Business Behaviour**

The conduct of the supplier should not violate the basic rights of ACTED's beneficiaries.

The supplier should not be engaged

1. in the manufacture of arms
2. in the sale of arms to governments which systematically violate the human rights of their citizens; or where there is internal armed conflict or major tensions; or where the sale of arms may jeopardise regional peace and security.

### **D. ACTED procurement rules and regulations**

Suppliers should comply with ACTED procurement rules and regulations outlines in ACTED Logistics Manual Version 1.2. or above. In particular, ACTED's procurement policy set out in Section 2.1 and 2.4. (contract awarding). By doing so, Suppliers acknowledge that they do not find themselves in any of the situations of exclusion as referred to under section 2.4.2.

### **Operating Principles**

The implementation of the Code of Conduct will be a shared responsibility between ACTED and its suppliers, informed by a number of operating principles, which will be reviewed from time to time.

ACTED will:

1. Assign responsibility for ensuring compliance with the Code of Conduct to a senior manager.
2. Communicate its commitment to the Code of Conduct to employees, supporters and donors, as well as to all suppliers of goods and services.
3. Make appropriate human and financial resources available to meet its stated commitments, including training and guidelines for relevant personnel.
4. Provide guidance and reasonable non-financial support to suppliers who genuinely seek to promote and implement the Code standards in their own business and in the relevant supply chains, within available resources.
5. Adopt appropriate methods and systems for monitoring and verifying the achievement of the standards.
6. Seek to maximise the beneficial effect of the resources available, e.g. by collaborating with other NGOs, and by prioritising the most likely locations of non-compliance.

ACTED expects suppliers to:

1. Accept responsibility for labour and environmental conditions under which products are made and services provided. This includes all work contracted or sub-contracted and that conducted by home or other out-workers.
2. Assign responsibility for implementing the Code of Conduct to a senior manager.
3. Make a written Statement of Intent regarding the company's policy in relation to the Code of Conduct and how it will be implemented, and communicate this to staff and suppliers as well as to ACTED.



Both parties will

1. Require the immediate cessation of serious breaches of the Code and, where these persist, terminate the business relationship.
2. Seek to ensure all employees are aware of their rights and involved in the decisions which affect them.
3. Avoid discriminating against enterprises in developing countries.
4. Recognise official regulation and inspection of workplace standards, and the interests of legitimate trades unions and other representative organisations.
5. Seek arbitration in the case of unresolved disputes.

### **Qualifications to the Policy Statement**

The humanitarian imperative is paramount. Where speed of deployment is essential in saving lives, ACTED will purchase necessary goods and services from the most appropriate available source.

ACTED can accept neither uncontrolled cost increases nor drops in quality. It accepts appropriate internal costs but will work with suppliers to achieve required ethical standards as far as possible at no increase in cost or decrease in quality.

I undersigned \_\_\_\_\_, agree to adopt the above Code of Conduct and to commit to comply with the labour and environmental standards specified, both in my own company and those of my suppliers.

Name & Position of Bidder's authorized representative \_\_\_\_\_

Authorized signature \_\_\_\_\_



## How to Tender Steps:

1. Review the bidder's instruction document and follow the steps
2. Request additional information from the ACTED Jordan Logistics team by emailing if needed: [jordan.tender@acted.org](mailto:jordan.tender@acted.org)
3. English is the **only** language accepted in the documents, even numbers must be in English.
4. Ensure that every page of the tender documents is duly initialed
5. Follow instructions for the necessary stamps and signatures (where prompted on the documents)
6. Make sure to provide copies of:
  - Legal Representative ID
  - Registration Documents
7. Provide a list of references **and** past experience
8. Make sure to fill in the information as instructed, paying particular attention to:
  - Bidder's Questionnaire
  - Ethical Declaration
  - Offer form
    - Prices in **JOD**
9. Lastly, submit your bid by cross checking the Bidder's instruction document and enclosing the documents in a sealed envelope (stapled) or by email to [jordan.tender@acted.org](mailto:jordan.tender@acted.org)

## العطاء بخطوات القيام كيفية:

1. راجع مستند تعليمات تقديم العطاء و اتبع الخطوات المذكورة
2. قدم طلب معلومات إضافية من قسم الخدمات اللوجيستية في أكتد الاردن عبر البريد الالكتروني عند الحاجة  
[jordan.tender@acted.org](mailto:jordan.tender@acted.org)
3. اللغة الانجليزية هي اللغة الوحيدة المقبولة بمستندات العطاء، الأرقام يجب أن تكون أرقام إنجليزية أيضاً
4. تأكد من توقيع الحروف الاولى من الاسم على كل صفحة من صفحات وثائق العطاء
5. إتبع التعليمات الخاصة بالأختام و التوقيعات اللازمة ( عند الطلب على المستندات)
6. تأكد من تقديم نسخ من :
  - هوية الأحوال للممثل القانوني للشركة
  - وثائق تسجيل الشركة
7. تقديم قائمة من المراجع و الخبرات السابقة
8. تأكد من ملئ المعلومات وفقاً للتعليمات، مع إيلاء اعتمام خاص ل:
  - استبيان العطاء للمناقصين
  - الإعلان الأخلاقي
  - استمارة العرض
  - الاسعار بالدينار الأردني
9. وأخيراً، قم بتقديم العرض الخاص بك بعد مراجعة مستند التعليمات و إرفاق المستندات في ظرف مختوم و مكبوس أو عبر البريد الإلكتروني إلى  
[jordan.tender@acted.org](mailto:jordan.tender@acted.org)

## BIDDER'S CHECKLIST ACTED JORDAN

Date: \_\_\_\_\_

Tender N°: T/FWA/13MULTI/AMN/HEALTHINSURANCE/01082019/01

**BEFORE SENDING YOUR BIDDING DOCUMENTS, PLEASE CHECK THAT EACH OF THE FOLLOWING ITEM IS COMPLETE AND RESPECTS THE FOLLOWING CRITERIA:**

***REMEMBER TO ATTACH EVERY DOCUMENT & SIGN AND STAMP WHERE PROMPTED. ANY BID MISSING COMPULSORY DOCUMENTS WILL BE AUTOMATICALLY REJECTED/INELIGIBLE.***

Description	To be filled in by Bidder		For ACTED use only (to be filled in by Purchase Committee)		
	Yes	No	Yes	No	Comment
1. An original copy of the bid has been provided with manual stamp and signatures (suppliers may choose to submit a digital scanned copy on a /USB or email) <b>(Compulsory)</b>					
2. (form PRO-05) – Instructions to Bidders is attached, filled, signed and stamped by the supplier. <b>(Compulsory)</b>					
3. (form PRO-06) – Offer Form is attached, filled, signed and stamped by the supplier. <b>(Compulsory)</b>					
3.1. Annexe 1 filled, stamped and signed <b>(Compulsory)</b>					
3.2. Annexe 2 filled, stamped and signed <b>(Compulsory)</b>					
4. The prices in the Offer Form are in JOD, excluding and including all applicable taxes. <b>(Compulsory)</b>					
5. (form PRO-06-01) – Bidders Questionnaire Form is attached, filled, signed and stamped by the supplier. <b>(Compulsory)</b>					
6. (form PRO-06-02) – Bidder's Ethical Declaration is attached, filled, signed and stamped by the supplier. <b>(Compulsory)</b>					
7. The Bidding documents are filled in English. <b>(Compulsory)</b>					
8. ANNEXES – Proofs of past performances in a similar field of activity (e.g. past deliveries of similar items) are provided.					
9. ANNEXES – A Copy of the Company registration documents is included <b>( Compulsory)</b>					
10. ANNEXES – A Copy of the Company license + Contractor Classification certificate + the ID of the company's legal representative are attached.					
11. ANNEXES - The Bidder Health Insurance Policy signed and stamped; <b>( Compulsory)</b>					

Name & Position of Bidder's authorized representative \_\_\_\_\_

Authorized signature and stamp \_\_\_\_\_