



HANDICAP INTERNATIONAL FEDERATION

# Call for Tender

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ICFT REF.: B51-DHAK-LOG-2024/05

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**To Establish Yearly Framework Agreement with  
Travel Agents Service for ensure Domestic and  
International Travel Services**

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Purchaser identification

**Name:** Humanity & Inclusion (legal name: Handicap International Federation) - HI

**Address:**

**Country Office:** House-3/A, Road-36 Gulshan, Dhaka-1212, Bangladesh

Tel.: +88 +88 02222284794; +88 02222292188; +88 02222298209

**Contact details:** [logistics@bangladesh.hi.org](mailto:logistics@bangladesh.hi.org)

**Person in charge of the contract:**

**Logistics Department,**

**Bangladesh Country Office**

**Website:** [www.hi.org](http://www.hi.org)

Created in Lyon in 1982, Handicap International Federation (HI) is an independent and impartial aid and development organisation working in situations of poverty and exclusion, conflict and natural disaster.

Our action and campaigning are focused on addressing the essential needs of persons with disabilities and vulnerable groups, improving their living conditions and promoting respect for their dignity and their fundamental rights.

Handicap International Federation-Humanity & Inclusion (HI) is an independent and impartial international aid and development organisation working in situations of poverty and exclusion, conflict and disaster. Working alongside people with disabilities and vulnerable groups, it takes action and provides testimony in order to meet their basic needs, improve their living conditions and promote respect for their dignity and their fundamental rights. Handicap International Federation- Humanity & Inclusion (HI) is a non-profit organisation with no religious or political affiliation. It operates as a federation made up of a network of associations which provide human and financial resources, manage projects and implement its actions and campaigns. Handicap International Federation - Humanity & Inclusion (HI) is present in Bangladesh since 1997 and its Head Office is based in Lyon, France. Beside the Dhaka Coordination office, HI Bangladesh has 4 site offices at Kurigram, and Cox's bazar (including Cox's Bazar Sadar, Teknaf & Ukhiya).



## 1. Contract description

ICFT REF.: B51-DHAK-LOG-2024/05

The objective of this call for tenders is to establish a framework agreement for booking and ensuring the services on time or and within minimum notice period for Air Ticket (domestic & international all route), Bus ticket and Special Support by Helicopter.

In addition, having facilities to provide Visa processing, international hotel booking, Tour guide, International Travel Insurance, etc.

### Economic conditions of the framework agreement:

HI shall sign non-exclusive Framework Agreements with multiple suppliers. The Framework Agreement will have a term of 2 year, extendable to 1 year upon written agreement between the parties. The suppliers undertake to maintain prices for the entire term of the Framework Agreement. HI does not commit to the purchase of any minimum order. Please see important information on price in section 6, **please check the attached excel file and fill up the excel file and share with tender documents.**

This will allow HI to fasten contracting for the items when the projects and/or need arise, without need for competitive bidding once the Framework Agreements are signed.

Total amount estimated to be contracted through Purchase Orders to be issued through the Framework Agreements resulting from this tender over 24 months period.

Tentative Purchase Value Per Year: BDT. 90,00000.00 or USD. 75,381

or EURO. 71711

The full service shall be operational from 1 March, 2025 as targeted.

Invoicing shall be individually and in accordance with the pricing conditions given in the framework agreement.

The prices shall be firm and non-revisable for the duration of the contract.

### Contract execution addresses:

**HI BGD DHAKA Country Office:** House-3/A, Road-36 Gulshan, Dhaka-1212, Bangladesh.

## 2. General conditions

- By submitting a bid, tenderers accept without restriction all the general and specific conditions outlined in these specifications as being the only basis for this supply contract procedure, irrespective of their own conditions, which they hereby waive.
- Tenderers shall carefully examine and comply with all the instructions, forms, clauses and specifications mentioned in this participation file.



- Failure to submit a bid containing all the information and documents requested by the specified closing date may result in the bid's rejection.
- Supplier must ensure MUSHOK against all supplies at the time of submitting bills and all taxes shall be calculated and deducted as per Bangladesh Government Policy.
- To avail any exemption against any Government Tax is required to submit the authorised document which is approved by Bangladesh Government against the service and suppliers' name along with the valid duration of the approval.
- Supplier shall be responsible to submit the revenue stamp along with each bill if receive final order as per Government Rules.

### 3. Tendering schedule

The below table indicates the key dates for this tender process. The issuing of this Invitation to Tender and Tender Pack represents the start of the tender process.

Activity	Date
Issue Invitation to Tender	12 December, 2024
Deadline for questions from Bidders	21 December, 2024
<b>Deadline for Bid Submission</b>	<b>Within 14.00 Hours on 05 January, 2025 (Within 14.00 Hours)</b>
Award Contact	15 February, 2025
Go Live	01 March, 2025

Please note that the above timings / dates are being shared for indicative purposes only and are subject to change. However, HI commits to ensure Bidders are treated fairly, equally and have sufficient time made available to participate in this tender process.

#### CLOSING DATE FOR BID SUBMISSION

Your bid must be received, either at the specific address or email address, no later than **Within 14.00 Hours on 05 January, 2025 (All the date & times are in Bangladesh Standard Time)**. Failure to submit your bid prior to the Closing Date may result in your quote being void.

All Bids must remain valid and open for consideration for a period of not less than 24 Months from the Closing Date.



#### 4. Eligibility and Obligations

- All natural or legal persons of whatever nationality are eligible to apply. However, certain criteria will be grounds for excluding applications.

##### Exclusion criteria:

Applicants or tenderers shall be excluded from the selection and award procedure in the following conditions:

- If they are bankrupt or their affairs are being wound up; their affairs are being administered by the courts; they have entered into an arrangement with creditors; they have suspended business activities; they are the subject of proceedings concerning these matters or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- If they have been convicted of an offence concerning professional misconduct by a judgement which has the force of res judicata;
- If they have been found guilty of gross professional misconduct proven by any means which the contracting authorities can justify;
- If they have not fulfilled their obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country in which the contract is to be executed;
- If they have been the subject of a judgement which has force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- If, following another procurement procedure or grant award procedure financed by the community budget, they have been found to be in serious breach of contract for failure to comply with their contractual obligations.

In addition, contracts shall not be awarded to applicants or tenderers who, during the procurement procedure:

- are in a position of conflict of interest;
- are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the award procedure, or fail to supply this information.

By returning this participation file duly initialled and signed, the tenderers confirm that they are not in one or more of the situations described above and undertake to send to Handicap International within seven (7) calendar days following receipt of a request from Handicap International any additional documents that Handicap International considers necessary to perform its checks.

##### ➤ **Sub-contracting**

If applicants or tenderers plan to work with subcontractors, they undertake to:

- Provide Handicap International with the list of those services that it plans to subcontract
- Obtain Handicap International's formal agreement on the choice of prospective subcontractors
- Obtain Handicap International's agreement on the terms of payment of these sub-contractors
- Send Handicap International its contracts with subcontractors upon request



## 5. Participation procedure

Tender Documents are attached to this file with the appendixes mentioned below:

1. Appendix A- TOR and Service Providers' Bidding Table
2. Appendix B- Service Provider Evaluation Questionnaire
3. Appendix C- General Purchasing Conditions
4. Appendix D - HI Good Commercial practices
5. Appendix E- [Please Check HI Institutional Policies from the Website](#) (Child Protection Policy; PSEAH Policy; Anti-fraud, Bribery and Corruption Policy; HI Strategies Against Money Laundering and Terrorist Financing; Counterterrorism Measures and Regulations; HI Data Protection Statement; Environmental Agenda)

The call for tender file is made up of the following documents. If any document from the list is missing, the file will be considered administratively non-compliant and not evaluated further.

For Administrative Compliance:

- This participation file signed on all pages including the appendix attached to this file
- Service Provider must follow the bidding table as per the **Appendix A- TOR and Service Providers' Bidding Table**

### Documents need to be attached to Tender File

CRITERIA	HINTS	Information Provided by the SUPPLIER'S
Quotation Validity period	(Specify, in month)	
Payment Terms (after service / advance ...)	(Specify)	
Payment modality (bank transfer, cheque, cash)	(Tick accepted methods)	
Registration to run business in Bangladesh	Required, copy accepted	
Trade License	Required, copy accepted	
TIN	Required, copy accepted	
VAT	Required, copy accepted	
Balance Sheet & Income Statement or Audit Report (last 3 years)	Required, copy accepted	
Company Banking Details	Required, copy accepted	
Bank Solvency certificate	Required, copy accepted	
Minimum 2 contact persons/representatives' information (Full Name, National ID, Address, Family Name, Phone or email contact)	Required, copy accepted	



Subscription of insurance against professional risks	Required, copy accepted	
Bid Form (shared in tender pack)	Required, original signed and stamped	
General purchasing conditions (shared in tender pack)	Required, original signed and stamped	
Good Commercial Practices (shared in tender pack)	Required, original signed and stamped	
Tender Notice (this form)	Required, original signed and stamped	
At least 2 years Work Experience documentation (certificates, contracts, other proof..)	Required, copy accepted	
Have an IATA registration number?	Required, copy accepted	
Regulation certificates by Civil Aviation Authority, Bangladesh (CAAB)	Required, copy accepted	
Dedicated office premises to ensure the services with required facilities	Described your available facilities	
Have a telephone number able to receive emergency situation calls 24/7	Required, copy accepted	
For bus: does have corporate agreement with Shohoz.com/or other renowned web based service providers	Required, copy accepted	
able to provide reminders to the HI, prior to ticketing deadline for purchasing of air tickets to avoid automatic cancellation by the airline system?	Required, copy accepted	
able to keep update on Special offer (if any)?	Required, copy accepted	
able to issue a single air ticket or E-Ticket for multiple airlines?	Required, copy accepted	
did provide a description of its business, staff levels, history and highlights?	Required, copy accepted	

For technical and financial evaluation:

- Technical proposal (Other than pricing information, mentioned in the list under “Documents need to be attached to Tender File”
- Financial bid (prices inclusive of all applicable VAT and Tax according to Govt Rules). HI shall deduct applicable VAT & TAX as per government policy.





Due diligence: Based on the scenario, HI Management can consider and decide.

Responses will only be accepted in the requested format. Any incomplete responses or responses not in the format of the provide templates may be treated as void.

➤ **Submission of applications**

Handicap International prefers digital copy of bidding documents through mentioned email id considering it's "[ENVIRONMENTAL AGENDA](#)" however interested vendor can also submit hard copy of the bidding documents as per below **Within 14.00 Hours on 05 January, 2025 (All the date & times are in Bangladesh Standard Time).**

**Physical Bid Submission addresses:**

- Bids to be submitted to Handicap International Country Office House-3/A, Road-36, Gulshan, Dhaka-1212, Bangladesh. Bids should be submitted in a single sealed envelope.
- The envelope should clearly indicate the Invitation to tender reference as per below:

**“Framework Agreement for Domestic and International Travel  
Services with ICFT REF.: B51-DHAK-LOG-2024/05”**

- All documentation submitted should be done in their own clearly labelled envelopes (e.g., Bidder Response Document, Financial Accounts, Bill of Quantities etc.), which are submitted in one single envelope as detailed above.

**And**

**Online Bid Submission addresses:**

- Send a digital file in the form of an email\* sent to the dedicated email address: [etender@bangladesh.hi.org](mailto:etender@bangladesh.hi.org) ; with subject heading **“Framework Agreement for Domestic and International Travel Services with ICFT REF.: B51-DHAK-LOG-2024/05”**
- \*If the file is too big to fit into 1 email (limit 20MB per email), please include numbering also in the subject.

The envelope and email shall include all document listed in the application document.

For clarification should be aimed at correcting any initial errors or omissions affecting the performance of the contract or undermining fair competition.



## 6. Bid selection criteria

### Administrative Compliance

HI shall deem administratively compliant the bid which:

- Include all documents listed in section 5 above
- Be submitted both in paper or digital version
- Meet the requirements listed in section 5 above

### Evaluation

Each LOT(s) will be assessed in light of their consistency with required technical specifications

### Financial Offer, Technical requirement mentioned in the Appendix A : Terms of Reference (ToR)

#### Another considering factor:

- The financial capacity of the supplier based on their Financial Statement and or Audit Report
- Supplier can be rewarded for any of the LOT or for all the LOTS mentioned in this ICFT and simultaneously multiple suppliers can be selected for each lot.

#### Further notes on conditions of tender

- Applicants selected after evaluation of administrative compliance, specifications compliance and based on selection criteria shall then receive a written invitation from Handicap International for verification.
- Amendment or withdrawal of bids: Tenderers may amend or withdraw their bids by written notification before the closing date for submission of bids. No amendments may be made to bids after this date. Withdrawals shall be firm and final and will terminate any participation in the tendering process.
- Costs of preparing bids: None of the costs incurred by tenderers in preparing and submitting their bids shall be reimbursable. All these costs shall be borne solely by the tenderers.
- Handicap International reserves the right to negotiate, accept or reject any bid or quotation at its sole discretion, and to continue the competitive dialogue for any response it considers advantageous. Handicap International is not obliged to accept the lowest prices or any of the bid. No bid may be modified after the closing date for the submission of bids.
- In the interests of transparency and equal treatment, the evaluation committee may ask tenderers, in writing, to clarify their bids within 48 hours, without modifying them. None of these requests for clarification should be aimed at correcting any initial errors or omissions affecting the performance of the contract or undermining fair competition.
- Any tenderers attempting to influence the evaluation committee in the process of examining, clarifying, evaluating and comparing bids with a view to obtaining information on the progress of the process or influencing Handicap International in its decision regarding the award of the contract shall have their tenders immediately rejected. No excuses shall be accepted for late submissions. Bids arriving after the deadline shall be rejected without evaluation.
- Bids must comply with the conditions and presentation defined below. Any bids not meeting the below requirements shall be rejected.



- Language: All written documents shall be in English.
- Currency unit: All prices may be expressed in BDT.
- Bid validity period: HI shall consider all bids received valid for a period of twenty-four (24) calendar months as from the deadline for the receipt of bids, unless longer bid validity period is stated by the supplier

## **7. Awarding of contract**

The contract shall be awarded to the bid offering the best quality/price/ delivery ratio according to the needs defined in the call for tenders.

HI shall evaluate the bids in terms of total acquisition cost.

HI shall award more than one supplier under any LOT and even after awarding of the contract based on the actual market scenario in Bangladesh, HI may ask to adjust the price.

If sufficient bids are not received for a particular LOT, HI reserves the right to decide against proceeding with the contract.

Handicap International shall give preference to bids from suppliers who commit to a fixed rate for the entire duration of the contract.

By virtue of this document, Handicap International holds ownership of all bids received as part of this tender procedure. Consequently, bids shall not be returned to tenderers.

Date:

Place:

Name:

Function:

Signature and company stamp preceded by the words "Read and approved":



## **Appendix A : Terms of Reference (ToR)**

Each LOT(s) will be assessed in light of their consistency with required technical specifications

SL	LOT 1 – International Air Travel		If Price, please mention including VAT & Tax in BDT
	Particulars	Suppliers to fill	Suppliers to fill <b>(Fill up the blank and attached excel file as well.</b>
1	International Air fare – discount or commission on fare (Higher Discounted bid will carry higher score)	40%	
2	Additional Service Charge for International flight change (Higher charged bid will carry lowest score)	10%	
3	Additional Service Charge for after hours or emergency requests (Higher charged bid will carry the lowest score)	5%	
4	Additional Service Charge for Cancellation of tickets other than airline fee. ((Higher charged bid will carry lowest score)	10%	
5	24/7 Service availability (please mention your service hours)	20%	
6	Client List/Organizational Reference including official contact details of International Agency/UN/Diplomatic Mission/Other INGO/NGO, renowned Corporate.  Total number of experience with and total number of International Agency/UN/Diplomatic Mission/Other INGO/NGO, Corporate will be considered	10%	



7	Goods extra weight processing with porter available. (both in departure and destination airport)- Yes/No	5%	
SL	<b>LOT 2 – Domestic Air Travel</b>		If Price, please mention including VAT & Tax in BDT
	Particulars	Suppliers to fill	Suppliers to fill
1	Domestic Airfare – discount or commission on fare (Higher discounted bid will carry higher score)	40%	
2	Additional Service Charge for Domestic Airfare change (Higher charged bid will carry lowest score)	15%	
3	Additional Service Charge for After hours or emergency requests (Higher charged bid will carry the lowest score)	5%	
4	Additional Service Charge for Cancellation of tickets other than airline fee. ((Higher charged bid will carry lowest score)	10%	
5	24/7 Service availability (please mention your service hours)	20%	
6	Client List/Organizational Reference including official contact details of International Agency/UN/Diplomatic Mission/Other INGO/NGO, renowned Corporate.  Total number of experience with and total number of International Agency/UN/Diplomatic Mission/Other INGO/NGO, Corporate will be considered	10%	



SL	LOT 3 – Ground Travels- Bus, Train & Ship		If Price, please mention including VAT & Tax in BDT
	Particulars	Suppliers to fill	Suppliers to fill
1	Commission or Discount (Higher Discounted bid will carry higher score)  Criteria: AC direct Bus/Train/Ship- cabin or suitable options	40%	
2	24/7 Service availability (please mention your service hours)  Time requires for Response on any quarry/requirement	20%	
3	Service Charge for ticket change/cancellation (Higher charged bid will carry lowest score)	20%	
4	Client List/Organizational Reference including official contact details of International Agency/UN/Diplomatic Mission/Other INGO/NGO, renowned Corporate.  Total number of experience with and total number of International Agency/UN/Diplomatic Mission/Other INGO/NGO, Corporate will be considered	20%	



SL	LOT 4 – Special Support by Helicopter		If Price, please mention including VAT & Tax in BDT
	Particulars	Weights	Suppliers to fill
1	Rent Price (4 Seater) (Higher rated bid will carry lower score)	40%	
2	Discount or commission against the fare (Higher Discounted bid will carry higher score)	10%	
3	Waiting Charge per hour (Higher charged bid will carry lowest score)	10%	
4	Additional Service Charge for Cancellation (Higher charged bid will carry lowest score)	10%	
5	24/7 Service availability (please mention your service hours)	20%	
6	Client List/Organizational Reference including official contact details of International Agency/UN/Diplomatic Mission/Other INGO/NGO, renowned Corporate.  Total number of experience with and total number of International Agency/UN/Diplomatic Mission/Other INGO/NGO, Corporate will be considered	10%	



SL	LOT 5 – VISA Processing, Insurance Service and other facilities		If Price, please mention including VAT & Tax in BDT
	Particulars	Weights	Suppliers to fill
1	Number of Countries for those you process VISA and Travel Insurance service. (Asia, Europe, Africa, North/South America and Australia continents etc.)	20%	
2	VISA Processing Fee (other than embassy charge)	20%	
3	Travel Insurance Processing Fee (other than premium value)	20%	
4	24/7 Service availability (please mention your service hours)	10%	
5	Client List/Organizational Reference including official contact details of International Agency/UN/Diplomatic Mission/Other INGO/NGO, renowned Corporate.  Total number of experience with and total number of International Agency/UN/Diplomatic Mission/Other INGO/NGO, Corporate will be considered	20%	
6	Euro train booking for Europe	5%	
7	Overseas Hotel booking (including Airport pick & Drop) all over the world specially in Asia, Europe and Australia. (Yes/No)	5%	





### **Appendix: B (Supplier Evaluation questionnaire)**

<b>Company name:</b>	
<b>Type of company (public company, LLC, association, etc.)</b>	
<b>Year and place of creation</b>	
<b>Registration number</b>	
<b>BIN/VAT registration number</b>	
<b>Address:</b>	
<b>Administrative address (if different)</b>	
<b>Proprietor/ Managing Director Name</b>	
<b>Phone number:</b>	
<b>Email:</b>	
<b>Sales/contact person-1 Name and position</b>	
<b>Contact mobile number</b>	
<b>Email:</b>	
<b>Sales/contact person-2 Name and position</b>	
<b>Contact mobile number</b>	
<b>Email:</b>	
<b>Date of submission:</b>	

1. How many years have you been working in this market?
2. Do you have dedicated office premises to ensure the services with required facilities? Please described in brief.



3. Do you have any 24/7 client service facilities, can you provide the ticket booking/cancelation services beyond the official time?
4. How many employees do you have?
5. What is the controlling system in place within your organization for antifraud & other legal issues?
6. Do you have an internal /external monitoring system in place? how it works?
7. Do you have any quality management policy? If yes how it works?
8. If a travel itinerary does not have Bangladesh in departure or destination, do you able to issue the tickets? (Yes/No).
9. If round trip tickets need to reroute in the middle of the journey, is it possible to reroute the destination for international travel?
10. In a round-trip travel itinerary, if tickets are issued separately example: DAC-DBX-BRUS & BRUS-DBX-DAC, is it possible to reroute the destination?
11. Physical ticket issuance support inside airport during emergencies. (Yes/No)
12. Vehicle Support for the person with disabilities or VIP inside the Airport?



13. Attendee support for people with disabilities?
14. Assistive Equipment charges for people with disabilities? (If applicable)
15. Please mention how many international airlines you are able to issue tickets? please see the attachment and put your comments “yes/no” for each airline?
16. Please mention how many domestic airlines you can issue tickets? please see the attachment and put your comments “yes/no” for each airline?
17. Hotel booking including airport pick and drop in all districts of Bangladesh? Especially in Khulna, Barishal, Jessor, Rangpur, Shylhet.
18. Bus tickets for all district of Bangladesh? Ex. DAC-COX-DAC, DAC-BARISHAL-DAC, DAC-KHUL-DAC, DAC-SHYLHET-DAC, DHAK-RANGPUR-DAC etc. (Criteria: AC direct bus, train)
19. One way service option for helicopters (Yes/No).
20. How many countries' visas can you process? Please share country list.
21. Minimum Number of Days to process any VISA?
22. Highest Number of Days to process any VISA?
23. How many countries travel insurance can you process? Please share country list.
24. Are you able to process travel insurance for euro train tickets? (yes/no)



25. Number of Days to process any Travel Insurance?

26. Please mention how many airlines tickets you are able to issue from the following list?

Asia	Yes/No	Australia/Pacific area	Yes/No	Europ	Yes/No
Singapore Airlines		Fiji Airways		Turkish Airlines	
ANA ALL Nippon Airlines		Air New Zealand		Air France	
Cathay Pacific Airways		Qantas Airways		Swiss International Air lines	
Japan Airlines		Rex Airlines		British Airways	
EVA Air		Virgin Australia		Iberia	
Korean Air		Jetstar Airways		Virgin Atlantic	
Hainan Airlines		Qantaslink		Lufthansa	
Bangkok Airways		Air Tahiti Nui		Finnair	
AirAsia		Air Tahiti		KLM Royal Dutch Airlines	
Vistara		Air Niugini		Austrian Airlines	
Indigo					
Air India		<b>Africa</b>		<b>Middle East</b>	
Srilankan Airlines		Ethiopian Airlines		Qatar Airways	
Akasa Air		Royal Air Maroc		Emirates	
Spicejet		South African Airways		Etihad Airways	
Maldivian		Kenya Airways		Saudi	
Pakistan Int'l Airlines		RwandAir		Oman Air	
Air India Express		Air Mauritius		Gulf Air	
Airblue		Egyptair		Flynas	
Biman Bangladesh		Airlink		FlyDubai	
		LIFT		Kuwait Airways	
		Flysafary		Air Arabia	
<b>Bangladesh Domestic</b>					
US Bangla					
Air Astra					
Novo Air					
Biman Bangladesh					

Supplier Registration Name: \_\_\_\_\_

Represented by: \_\_\_\_\_

Place: \_\_\_\_\_

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

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



## Appendix: C (General purchasing conditions)

### **ARTICLE 1: GENERAL PROVISIONS**

The following general Terms and Conditions apply to all orders placed by HANDICAP INTERNATIONAL ("HI") with a supplier. The term "order" refers to any HI purchase order or contract.

Upon acceptance of the order, the supplier shall be entirely bound by the provisions of these Terms and Conditions which will prevail over any additional or differing terms in the supplier's terms of sale.

This Agreement may only be varied with the written consent of HI and any specific terms and conditions in the purchase order or contract will prevail over these terms and conditions.

### **ARTICLE 2: DELIVERY**

Except if otherwise specified in writing in the purchase order or contract, all orders will be delivered carriage and insurance paid (CIP), or in conformity with the Incoterms 2010 specified on the purchase order.

Goods will remain the sole responsibility of the supplier until the delivery note has been signed by HI or by the forwarding agent appointed by HI.

All orders will be delivered in full, unless HI has agreed to partial deliveries in writing.

All deliveries will be accompanied by a delivery note mentioning the purchase order reference or contract numbers, complete descriptions and quantities of goods delivered, and batch or serial numbers if applicable. HI reserves the right to request additional documentation such as certificates of analysis and/or certificates of origin for goods delivered.

Should the point of delivery be different to the billing address, a copy of the delivery note and shipping documentation will be sent to the ordering entity at least 24 hours before expedition of the goods.

HI reserves the right to refuse any goods delivered in excess of quantities ordered. Excess quantities will be returned to the supplier at their own risk and cost.

### **ARTICLE 3: DELIVERY TIMES**

Delivery times and delivery dates appearing on the purchase order or contract are binding.

If contractual delivery times are not respected, HI may, in accordance with the law, apply late delivery penalties without prejudice to the cancellation clause. These penalties will amount to two percents (2 %) of the total amount of the undelivered goods, per day of late delivery.

If goods have not been delivered within ten (10) calendar days after the contractual delivery date, HI reserves the right to cancel the order for undelivered goods without notice or payment to the supplier.

### **ARTICLE 4: COMPLIANCE**

A delivery will only be considered as compliant after verification and acceptance by HI. Non-compliant goods can be refused, without written prior agreement from the supplier, and returned by HI at the supplier's cost and risks within fifteen (15) calendar days of delivery. After this time HI will be responsible for costs incurred returning the goods.

HI may also demand that the goods be brought up to standard or replaced within fifteen (15) calendar days of receipt of a written request from HI, that the total price be refunded, or the cancellation of the order in its entirety.

All delivery prices include packaging charges. No deposit can be applied to packaging without prior written agreement from HI. If such an arrangement is agreed, details of the deposit will be clearly.

### **ARTICLE 5: PACKAGING**



The supplier agrees to supply goods and services that comply with technical specifications defined by HI, official standards and, in all cases that comply with good professional practice in the sector in question.

Packaging must be compliant with the quality standards required by the nature of the goods, and their transport, storage and handling, in order that they are delivered in perfect condition.

#### **ARTICLE 6: WARRANTY**

The supplier guarantees that goods will be delivered undamaged and free from defects, contamination or unreasonable wear, and that they will comply with their destined usage. Any replacement or repair of goods by the supplier will renew the guarantee for a further twelve (12) months beginning on the date of acceptance by HI of the replaced or repaired goods. The supplier guarantees that any replacement parts will be provided at short notice, and an after-sales service will be guaranteed for five (5) years from the initial delivery date

#### **ARTICLE 7: DANGEROUS OR PERISHABLE GOODS**

The supplier agrees to inform HI of the precautions, instructions, recommendations and applicable restrictions for the transport, warehousing and handling of perishable or dangerous goods.

The supplier agrees to provide all required official documentation for perishable and dangerous goods, particularly for international shipping.

Product expiry dates must be displayed clearly and permanently on packaging. The supplier guarantees that the remaining shelf life of the product at the time of delivery is longer than eighty percents (80 %) of its total initial shelf life.

#### **ARTICLE 8: LIABILITY**

The supplier is entirely liable for the delivery of goods in compliance with the terms and conditions of the purchase order or contract, and with the laws, regulations, recommendations, standards and good professional practices applicable to the sector.

The supplier is solely liable for any damage caused by its staff or sub-contractors during the execution of the purchase order or contract.

The supplier agrees to hold a valid civil liability insurance policy for the entire duration of their contractual agreement with HI.

#### **ARTICLE 9: ORDER CANCELLATION**

Any order unfilled by the supplier or non-compliant with one or several of their contractual obligations may be lawfully cancelled by HI if the failure to comply is not addressed in the fourteen (14) calendar days following formal notification by HI by registered mail with acknowledgement receipt.

HI will notify the supplier in writing of the cancellation, which will take effect to the sole detriment of the supplier, and this notwithstanding all damages suffered or incurred by HI.

#### **ARTICLE 10: PRICE**

Unless stipulated otherwise by HI, the prices indicated on the purchase order are firm and not subject to change. They include all costs associated with the manufacture, packaging, loading, shipping and unloading of the goods. Prices for goods to be exported from the European Union to outside of the European Union do not include VAT.

#### **ARTICLE 11: INVOICING AND PAYMENT**

Two copies of all invoices will be issued and sent to the HI office that sent out the order within seven (7) calendar days of delivery. If several orders are contained in one delivery, a separate invoice will be issued for each order.



All invoices will feature the exact references of the delivery note and the order to which they correspond.

#### **ARTICLE 12: SOCIAL AND ENVIRONMENTAL RESPONSIBILITY**

HI reserves the right to denounce the order at any time, if the supplier is implied in acts of fraud, corruption, money laundering, or is implied in a criminal organization or quite other illegal activity or is in situation of conflict of interests or abuse of power towards the representatives of HI. HI also reserves the right to denounce the order at any time if the supplier does not respect the international laws in Human Rights or fundamental rights in labor law such as define by the International Labour Organization (ILO)((INTERNATIONAL LABOR ORGANIZATION)), in particular concerning the non-child labor, the non-discrimination in the employment(use), the labor-union freedom and the right(law) of organization, the respect for salaries minimum and the equality of payment, the not appeal for the hard labor and the respect for durations and for conditions of work and hygiene. HI also reserves the right to denounce the order at any time if the supplier participates whatever shape it is for the distribution of antipersonnel land mines and bombs with sub-ammunitions (production, business, financing, shareholding, transport, storage, etc.), in the business or in the arms dealing, (Arms category A and B - as defined in the French Law article n°2012-304 of the 6 of march 2012) or if he devotes to practices who would make him comparable to a "war profiteer" (use of the economic springs(competences) of a conflict, an abuse of dominant position bound to the existence of a conflict), or still if he has links with terrorist networks about or their nature (acts of violence committed to populations or civil installations committed by an organization). Finally, HI attempts to use techniques and processes of production respecting the fundamental rules of environmental protection (mainly towards the deforestation, towards the use of chemical agents getting the protection of the biodiversity) and expects from his suppliers and persons receiving benefits (providers) for a similar approach.

#### **ARTICLE 13: APPLICABLE LAW AND ATTRIBUTION OF JURISDICTION**

HI purchase orders and contracts are governed by Bangladesh law.

## **Appendix: D (Good commercial practices)**

### **Preamble**

These Best Business Practices provide the basis of all working relations between HI and its suppliers.

They are general rules valid unless specific terms are mentioned in the agreement. In the event of contradictory terms between documents, the terms of the agreement or of the call for tenders file will take precedence over these Best Business Practices.

### ***I. Supply procedures principles***

HI has set up transparent procedures to attribute contracts, of which the key principles are:

- *Transparency* in the supply procedure
- *Proportionality* between procedures followed to attribute agreements and the value of contracts.
- *Equal treatment* of potential suppliers

Usual criteria to select a supplier are:

- Authorisation to buy goods/services in the country
- Financial and economic capacity
- Technical expertise
- Professional capacity



Usual criteria to attribute a contract are:

- The principle of the lowest bid (the cheapest bid satisfying all the conditions required)
- Best value for money

## II. Misconduct, ineligibility and exclusion

HI considers each case of misconduct below as a valid reason to exclude a bidder from a call for tender procedure and end all working relations and agreements with them:

- Fraud: defined as all intentional actions or omissions regarding:
  - The use or presentation of false, incorrect or incomplete declarations or documents, which would lead to fraudulent appropriation or reprehensible retention of HI's or institutional funding bodies' funds.
  - Concealment of information, having the same consequences.
  - Use of those funds for reasons other than those for which they had been originally attributed.
- Active corruption: promising or deliberately granting an advantage to any person so that they may act or refrain from acting according to their duty in such a way as to damage, or be capable of damaging the interests of HI or of institutional funding bodies.
- Direct corruption: offering HI employees money or gifts in kind to obtain additional contracts or to continue an agreement
- Collusion: agreement between two rival companies, which would have the probable effect of increasing prices, cutting production and increasing profits of allied companies to a greater extent than their natural increase. An attitude of collusion is not automatically based on the existence of explicit agreements between companies. It may also be tacit.
- Coercive practices: damaging or threatening to damage, directly or indirectly, persons or their property in order to influence their involvement in a supply procedure or influence the performance of an agreement.
- Involvement in a criminal organisation or any other illegal activity established by judgement by the American Government, European Union, United Nations or any other HI funding body.
- Immoral human resources practices: use of child labour and non-compliance with fundamental social rights and work conditions of employees or subcontractors.

HI will exclude from the supply procedure any candidate or bidder in any of the following cases:

- Being in a situation of bankruptcy or liquidation, or in receivership, in an arrangement situation (with creditors), having suspended business, in proceedings relating to those subjects or in a similar situation resulting from a procedure resulting from national regulations or law.
- Being sentenced for an offence within the framework of its professional activity by a court decision having the force of res judicata.
- Having been found guilty of grave professional misconduct proven by any means
- Not having satisfied obligations relating to the payment of social security contributions or tax in compliance with legal provisions, either in the country in which the business is established in HI's country of intervention or in the country in which the Agreement will be executed.
- Having been found guilty of fraud, corruption, involvement in a criminal organisation or any other illegal activity that could damage the financial interests of communities.
- Having been declared responsible for grave breach of contract due to non-compliance with contractual obligations in a previous procurement procedure.

HI will not attribute agreements to candidates or bidders who, in the course of the procedure will be:

- the subject of conflicting interests
- guilty of inaccurate declarations by providing information requested by HI to take part in the agreement procedure or by not providing such information.

## III. Administrative and financial sanctions

Should the supplier, candidate or bidder be involved in corruptive, fraudulent, collusive or coercive practices, HI would impose:





- Administrative sanctions: A candidate's misconduct will be notified to competent civil or commercial authorities as will be the immediate end of any professional relations with it;
- Financial sanctions: HI will request the refunding of expenses directly and indirectly related to the conduct of the new call for tenders or contract attribution procedure. If relevant, the bid guarantee or performance guarantee will be kept by HI.

#### IV. Information and Access for Funding Bodies

HI will immediately inform institutional funding bodies and will provide them with relevant information should a supplier, candidate or bidder be involved in corruptive, fraudulent, collusive or coercive practices.

Furthermore, entrepreneurs accept to guarantee right of access to their financial and accounting documents so that HI's Institutional Funding Bodies may conduct verifications and audits.

#### V. Documents to be presented by the supplier

Below are the minimum documents that any company or individual entrepreneur wishing to work with HI needs to produce:

- Supplier's / company representative's personal national identity paper
- Status and registration papers of the company
- Mission order or proxy authorising the representative to sign the Agreement
- Copy of tax registration

**NB:** Additional documents may be requested for a specific contract.

Furthermore, the Supplier must have minimum administrative equipment to be able to issue an Invoice, Delivery note and own an official stamp.

### TO BE COMPLETED BY THE SUPPLIER

I, the undersigned, **Name of owner** representing certify having read and understood the rules hereto.

On behalf of the **company** for which I act, accept the terms of HI Best Business Practices and undertake to achieve the best performance should the contract be attributed to

I the undersigned, certify that **company name** has not been involve and will take all necessary steps not to be involved in or supply material support or any other resource to individuals or entities that commit, attempt to commit, recommend, facilitate or participate in fraud, active or indirect corruption, collusion, coercive practices, involvement in criminal organisation or any other illegal activity or that do not respect Human Rights or basic social rights and minimum work conditions as defined by the International Labour Organisation (ILO), in particular regarding child labour, discrimination, freedom of association, respect of the minimum wage, slave labour issues and compliance with work conditions and hygiene.

Finally, I hereby certify that **company name** is not involved in any current legal action or court proceedings as plaintiff or defendant, in its own name or on behalf of any other entity, for actions relating to fraud, corruption or any illegal activity and has never been found guilty of such practices.

Name:

Position:

Date:

Signature & Stamp: