



International Rescue Committee Deutschland gGmbH

Request for Proposal (RFP)

Telemarketing Services

Planned Timetable	
Issue Request for Proposal	<i>30 August 2021</i>
Suppliers return signed Intent to Bid forms due date	<i>6 September 2021</i>
Questions from Suppliers due date	<i>6 September 2021</i>
Answers to Suppliers questions due date	<i>10 September 2021</i>
Bid submission due date	<i>27 September 2021</i>
Bid Opening and Evaluation date	<i>28 September – 8 October 2021</i>
Supplier visit if applicable	<i>11- 15 October 2021</i>
Award of Business	<i>15- 30 October 2021</i>
Contract start	<i>1 November 2021</i>

A. INTRODUCTION

1. *The International Rescue committee*

International Rescue Committee (IRC) gGmbH stands by people affected by war and crises to ensure their survival and the reconstruction of their existence. Since its founding in 1933 at the suggestion of Albert Einstein, the organization has been providing life-saving aid, especially for refugees. Today, we support around 23 million people a year in more than 40 countries around the world. We play a leading role in developing new, proven effective approaches to promote the protection and self-determination of vulnerable people. IRC is one of the largest aid organizations internationally with a focus on fragile contexts. Since 2016, we have also been active with two offices in Germany. Here, we engage in strategic dialogue with other actors in humanitarian aid and development cooperation, acquire funding, and influence political processes in favor of those affected by displacement.

2. *The Purpose of this Request for Proposal (RFP)*

We're looking to establish a newly formed partnership with a telemarketing agency, who preferably specializes in the provision of charity sector telemarketing services. The chosen agency will have experience of calling supporters both for the purposes of Acquisition and Retention. Welcome & Thank you calling, Upgrade & Reactivation calling and having experience of driving revenue and loyalty through supporter engagement via the phone, will all be required as part of this partnership.

Our telemarketing strategy has a primary focus of driving Supporter loyalty and lifetime value (LTV) via regular giving or one-off cash gifts. We are looking for a partner that can develop a telemarketing strategy that IRC is provisionally looking to accommodate the following volumes in the first 12-18 months; 20,000 Welcome calls, 10,000 Upgrade calls, 5,000 Reactivation calls and an always on Inbound Supporter Services functionality, with the aim of delivering an exceptional supporter experience, drive supporter loyalty and continue to offer IRC supporters, ways in which they can support us. Sustainers (people who pay on a regular monthly basis), form an integral part of the fundraising strategy at IRC Germany and as such we need to focus on how we can use telemarketing to retain these newly acquired supporters and recruit more. We would love to work with a partner that can provide strategic input, develop exceptional voice-based Supporter touch points for us and provide expert insight and analysis of performance.

To forge a meaningful partnership with an external telemarketing agency to help develop and deliver a new telemarketing strategy, covering creative script and supporter journey development, optimized calling strategies and reporting and analysis for new supporter acquisition & retention programs. The selected agency partner will be responsible for managing all aspects of the IRC's telemarketing activity, that in turn support our fundraising KPIs and budget targets as following:

IRC TM Calling strategies

- Work alongside IRC to help us better understand what type of calling, to whom and when is the most effective time to make these calls
- Ensure efficient use of IRC budget to maximize Supporter loyalty and LTV from all Supporters called

Budget Modeling & Forecasting

- Develop expense budget and revenue forecasts to assess TM performance and overall program health.
- Support regular reforecasting initiatives to reconcile budget to actual performance and advise on any strategic pivots needed.
- Create income and expense models (projections) that serve as overall expectations for the TM program in order to help the IRC make decisions on levels of future investment.

Test and Learn Plans

- Initiate testing strategies to help drive improved penetration rates, encourage higher conversion and action rates, increase average gift value, and maximize revenue / ROI.
- Analyze tests including initial call to actions, ask type, scripts and time of calling and optimizing the points in our Supporter Journeys when supporters are contacted via TM to ensure we are on track with budget and KPI requirements set out in an annualized plan.

Reporting & Continuous Improvement

- Provide weekly, monthly, quarterly reports to monitor KPIs and track pacing to goals.
- Present end of campaign reviews to evaluate performance and align on strategic recommendations to optimize telemarketing programs and strategy.
- Provide ongoing result reports to use in evaluating the effectiveness of the program.
- Advise on sector, TM specific trends.

Project Management

- Ensure all agency staff have regular training sessions with regards to the IRC cause
- Ensure regular call listening sessions are in place to help monitor quality of calling
- Ensure records are kept securely and files are accurately updated with any special actions, before the returning of files to the IRC CRM
- Ensure suppressions of any supporter records are adhered during calling campaigns
- Present campaign briefs to include creative overview, new scripts, file segmentation recommendations, optimized calling times, suggested type of calling to support IRC TM campaigns.

Meetings and Approvals

- Monthly status meeting with the IRC to review campaigns and discuss upcoming projects.
- Ad-hoc meetings with IRC to develop and review plans as needed.

Other requirements

	Type of activity	Frequency	Service type	Number of records		
1	Welcome Calling	Ongoing	Outbound stewardship	10,000	20,000	30,000
2	Reactivation calling	Ongoing from Q2	Outbound retention	5,000	10,000	15,000
3	Upgrade calling	Ongoing from Q3	Outbound retention	7,500	10,000	15,000
4	Inbound calling	Ongoing tbc start date	Inbound Supporter Services	100 per month		

Welcome calling requirements

- Ongoing calling schedule
- Called within 48 hours of Sustainer signing up
- Script linked to any POS survey
- Weekly data transfers? API to SF for daily transfers?
- Weekly reporting
- Monthly call listening
- Special actions SLA – inc a call back process for those who try and call back post initial agency call

Reactivation

- Ongoing calling schedule – once a month burst calling initially
- Script linked to any Exit survey / feedback
- Weekly data transfers? API to SF for daily transfers?
- Weekly reporting
- Monthly call listening
- Special actions SLA – inc a call back process for those who try and call back post initial agency call

Upgrade

- Ongoing calling schedule – once a month burst calling initially
- Weekly data transfers? API to SF for daily transfers?
- Weekly reporting
- Monthly call listening
- Special actions SLA – inc a call back process for those who try and call back post initial agency call

Inbound calling

- Ongoing calling schedule
- Established response times and type
- Weekly data transfers? API to SF for daily transfers?
- Weekly reporting
- Monthly call listening
- Special actions SLA

Period of Performance

This SOW shall commence on 1st November 2021 and run for 2 years, terminating on 30 October 2023, although a 1 year extension could be negotiated, based on performance.

Our aim is to focus on four main areas throughout the period of this contract; Thank You calling to be launched in November 2021, Reactivation of lapsed Sustainers (Regular Givers) from January 2022 onwards, Upgrade calling to current Sustainers, with the view of increasing their monthly gift values, from March 2022. Finally, we would like to explore how our Inbound calls to IRC Germany can be supported via a telemarketing agency in FY22.

Year 1:

20,000 Welcome calls from Q1 onwards

5,000 Reactivation calls from Q2 onwards

10,000 Upgrade calls from Q3 onwards

Always on Inbound Supporter Services from Q4 onwards

Place of Performance

You will be calling on behalf of International Rescue Committee, Germany focusing on the German market only. You will not be expected to perform any operations from the client office (in Berlin) however, in person strategy setting and review meetings may be possible depending on circumstances surrounding Covid 19.

All qualified and interested Suppliers are invited to submit their proposals.

The winning Bidder(s) will enter into a fixed price Master Service Agreement (MSA) for 2 years with the possibility of an extension for another year. Bidders shall be domiciled in and shall comply with all Government Regulations to operate in Germany. Bidders shall be regular tax-payers, and shall furnish a copy of their operating license/certificate of registration. Bidders shall not be under a declaration of ineligibility for corrupt or fraudulent practices.

3. **Cost of Bidding**

The Bidder shall be responsible for all costs associated with the preparation and submission of its bid, and IRC hereinafter referred to as “the Purchaser”, will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

B. THE BIDDING DOCUMENTS:

4. **The Bidding Documents**

The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents prepared for the selection of qualified suppliers. Failure to furnish all information required as per the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in bid rejection.

The Bidding documents shall include the following documents:

- *The Request for Proposal – RFP (this document plus the attached forms Annex A: Intent to bid, Annex B: Confirmation of correctness of information, Annex C: Vendor information, Annex D: Response, Annex E: IRC Code of conduct and conflict of interest form);*
- *The categories of goods and services*
- *Specifications of each item*

5. **Clarification of Bidding Documents**

A prospective Bidder requiring clarification of the Bidding Documents may notify the Purchaser in writing at germany.tender@rescue.org. The request for clarification must reach the purchaser not later than (6 September 2021). The Purchaser shall respond by e-mail providing clarification on the bid documents no later than (10 September 2021). Written copies of the Purchaser’s response (including an explanation of the query but without identifying the source of inquiry) shall be communicated to all prospective Bidders which express an intention to submit bids.

C. PREPARATION OF BIDS:

6. **Language of Bid**

The Bid and all related correspondence and documents exchanged between the Bidders and the Purchaser shall be written in English.

7. **Documents Comprising the Bid**

The submitted bid shall include the following information. Failure to provide all requested information or to comply with the specified formats may disqualify the Bidder from consideration.

- *A cover letter explaining the Bidder's interest in supplying the good or service to the IRC;*
- *Profile of the company;*
- *A Bid detailing the goods or services and their unit prices*
- *Project plan*
- *A Certificate of Business Registration or Trading License in Germany*
- *Taxpayers documents in Germany*
- *Three (3) References from current or past clients (at least in the last one year)*
- *All Annexes signed and stamped: Annex A: Intent to bid, Annex B: Confirmation of correctness of information, Annex C: Vendor information, Annex D: Response, Annex E: IRC Code of conduct and conflict of interest form*

8. Bid Prices.

The Bidder shall clearly indicate the unit price of the goods it proposes to supply. All unit prices shall be clearly indicated in the space provided in the price schedule, and all unit prices quoted in the RFP response shall be agreed to be in effect for a minimum of twelve (24) months beginning on the date when the contract is executed, with the exception of products or services which are subject to significant and unavoidable market forces which prevent this, in which case the Bidder shall describe and justify the driver(s) of potential price fluctuation during the first twelve (12) months of the agreement. The Bidder shall sign the price schedule, and shall stamp the price schedule with the Bidding Company's seal where feasible.

9. Bid Currencies

All financial rates and amounts entered in the Bid Form and Price Schedule and used in documents, correspondence, or operations pertaining to this tender shall be expressed in Euro.

10. Document Establishing Goods Eligibility and Conformity to Bidding Documents

Pursuant to Clause 8, the Bidder shall furnish, as part of its bid, documents establishing the eligibility and conformity to the Bidding Documents of all goods and services, which the Bidder proposes to supply under the Contract.

The Documentary evidence of the goods' and services' conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

- A detailed description of the goods' essential technical and performance characteristics.
- A clause-by-clause commentary on the Purchaser's Technical Specifications demonstrating the goods' and services' substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

The Bidder may propose alternate standards, brand-names and/or catalogue numbers in its bid, provided that it demonstrates to the Purchaser's satisfaction that the substitutions are substantially equivalent or superior to those designated in the Technical Specifications.

11. Bid Security

For the Purpose of this Tender Process, Bid Security or Bond is not applicable.

12. Period of Validity of Bids

Bids shall remain valid for 90 working days after the date of bid opening prescribed by the Purchaser. A bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Purchaser may request the Bidders to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

13. Format and Signing

The original bid shall be signed by the Bidder or by a person or persons authorized to bind the Bidder to the contract. Financial proposal pages of the bid shall be initialed by the person or persons signing the bid and stamped with the Bidder's company seal.

Interlineations, erasures, annotations, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

Please note: A single bidder may not bid on the same tender via more than one company under his or her ownership. In addition, bidders having close relationships with other bidders (members of the same family, subsidiary, or daughter companies, etc.) may not bid on the same tender. This type of action, or any other action judged by the Purchaser to constitute collusive behavior, will lead to the bidder(s) being automatically eliminated from this tender and disqualified from participating in future IRC tenders. On the other hand, one bidder may submit more than one offer in response to the same tender only if the offers demonstrate clear differences in specifications, quality, lead time, and other characteristic of the goods and services offered.

D. SUBMISSION OF BIDS

14. Submission and Marking of Bids:

All bids shall be submitted via e-mail to germany.tender@rescue.org. Bids submitted after the deadline will not be accepted. The PURCHASER may, at its discretion, extend the deadline for the submission of bids, in which case all rights and obligations of the PURCHASER and Bidders, as documented in the RFP, will be applicable to the new deadline.

Format

The Bidder's proposal shall include a technical proposal and a separate financial proposal.

15. Modification and Withdrawal of Bids

The Bidder may modify or withdraw its Bid after submission, provided that written notice of the modification, including substitution or withdrawal of the Bids, is received by the Purchaser prior to the deadline prescribed for submission of Bids.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched. No Bid may be modified after the deadline for submission of bids.

E. BID OPENING AND EVALUATION

16. Preliminary Examination

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether bids are generally in order.

17. Evaluation and Comparison of Bids

Bids determined to be substantially responsive as per section 7 above will be considered evaluated by the IRC Procurement Committee, with the below scoring criteria.

<u>Expertise and strategic input</u>	<u>20%</u>
Proven experience in delivering TM services as requested by the IRC	
Able to evidence how they would provide strategic & tactical direction to meet IRC's particular needs.	
Ability to handle both outbound and inbound calling services, across both retention and acquisition purposes	
Total Points	
Total Weighted Score	
<u>IRC "Fit" and Experience</u>	<u>30%</u>
Agency has previous experience with other INGO's meeting a similar brief	
The agency is able to show a flexible business model that can scale up or down to meet our needs	
The agency is able to demonstrate a Supporter Centric approach to their service delivery	
Total Points	
Total Weighted Score	
<u>Additional Services/Support</u>	<u>10%</u>

Has a good understanding of Supporter Journeys and how to optimize calling delivery in line with these	
Technology Integration with SF (API for daily file transfers and streamlined special action files)	
Innovative approach to scripting, training, account management	
Account management and response times to liase with IRC established and communication/org chart detailed.	
Total Points	
Total Weighted Score	
<u>Financial Proposal</u>	<u>40%</u>
Clear breakdown of charges linked to proposed volumes & schedules	
Essential KPI's demonstrated - pen rate, conversion rate, av gift, attrition, CPA	
Presented ability to alter cost structure for best fit scenario depending on scale of immediate work and possible future state.	

18. Contacting the Purchaser

Subject to Clause 5, no Bidder shall contact the Purchaser on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded or the selected qualified supplier is announced.

19. Notification of Award

Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful bidder in writing or where necessary by telephone that his or her bid has been accepted and, selected for Master Purchase Agreement for the specific goods and/or services. At this stage IRC may also choose to negotiate with the selected bidder to finalize the offer.

F. CONTRACTING

20. Contract award and notification

The Purchaser shall award the Contract to the notified successful Bidder(s) whose bid has been determined to be substantially responsive and has been determined to be the best evaluated bid considering price and performance factors, provided further that the Bidder is determined to be qualified to enter into a Master Purchase Agreement and perform its obligations satisfactorily.

21. Warranty

The Supplier shall warrant that the services meet the Purchaser's specifications.

22. Inspection

The Purchaser shall have the right to evaluate the services to confirm their conformity to the specification. The inspection will be conducted by assigned staff of the Purchaser.

23. Service or consultant agreements

For service or consultant agreements time and material awards are not authorized unless it is the only suitable award and a ceiling is established.

24. Disclaimer

The Purchaser reserves the right to alter the dates of the timetable.

The Purchaser does not bind itself to accept the lowest or any proposal.

G. ETHICAL OPERATING STANDARDS

1. Compliance to the IRC Way

The IRC Way: Standards for Professional Conduct (“The IRC Way”), the IRC’s code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC’s combating Trafficking in Persons Policy, which can be found at: <https://rescue.app.box.com/s/h6dv915b72o1mapxg3vczbqxjtboyel>. The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings.

The IRC Way provides, inter alia, that IRC does “not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.” IRC’s procurement systems and policies are designed to maximize transparency and minimize the risk of corruption in IRC’s operations.

IRC requests that a supplier

- (i) informs IRC upon becoming aware that the integrity of IRC’s business has been compromised during the RFP process, and
- (ii) Reports such events through IRC’s confidential hotline, Ethics point, which can be accessed at www.ethicspoint.com or via toll-free (866) 654-6461 in the U.S., or collect (503) 352-8177 outside the U.S.

2. Bidder Non-Collusion Statement

IRC prohibits collusion and will disqualify all bids where collusion is detected. Collusion happens when related parties submit separate bids for the same tender. Collusion includes situations where:

- a) Members of the same family submit separate bids for the same tender
- b) Separate companies owned by the same person submit separate bids for the same tender
- c) Employees of a bidding company submitting separate bids through companies they own for the same tender
- d) Partners in a bidder submitting separate bids under their own names/ companies they own for the same tender

It is collusion for a person to be involved in more than companies/ businesses submitting a bid to the same tender. Collusion will lead to IRC disqualifying the involved Individuals or companies from that tender as well as disqualify them from submitting bids for future tenders. In addition, IRC may share information relating to this collusion with other international aid organizations operating in the region leading to loss of business opportunities for the colluders.



**International Rescue Committee, Inc.
Intent to Bid**

IRC Reference #: DRTV

Company Name _____

(Please indicate #1 or #2 below)

1. It is the intent of this company to submit a response to the (Title of RFP) Request for Proposal.

Please provide a name and email address for the person within your company that should receive notices, amendments, etc. that are related to this RFP:

Name _____

Phone _____

Email _____

Signature (If faxed) _____

Title of Person signing _____

Date _____

We realize that this is an intent to bid and in no way obligates this company to participate in this process.

2. This company DOES NOT intend to participate in this RFP.

Name (Signature if faxed) _____

Title of Person signing _____

Date _____

Please email this form at your earliest convenience to the attention of:

Name IRC Deutschland gGmbH

Email Germany.tender@rescue.org

Annex B: Form to confirm correctness of information

Date: _____

Information on the bidder:

Name of the company: _____

Address: _____

Focal point (name): _____

Telefon: _____

Name of the business owner: _____

Time (in years) the company has been operating: _____

Acknowledgement: To the best of our knowledge and belief, all information provided by us in response to this RFP is accurate and true.

We also understand that the Vendor reserves the right to accept or reject any RFP, to select the winner in accordance with its policies and regulations, and not necessarily to select the lowest bid. The Provider also reserves the right to reject any or all bids, without cause if necessary.

All costs associated with participation in this RFP are the responsibility of the bidder and the offeror is not responsible for these costs.

Last name, First name: _____

Signature, Stamp: _____

Annex C: Vendor information form



Vendor information

*Company\Organization Name *For individual vendors, provide legal first and last name	
*Any other names company is operating under (Acronyms, Abbreviations, Aliases) if any	
*Previous names of the company	
*Address	
*Website	
*Phone/Fax Numbers	Phone: _____ Fax: _____
*Primary Contact	First Name: _____ Last Name: _____ Phone Number: _____ Email Address: _____
*Number of Staff	
Number of Locations	
Avg. \$ Value of Stock on Hand	
*Name(s) of Company Owner(s) or Board of Directors or CEO	
*Parent companies, if any	
*Subsidiary or affiliate companies, if any	

Financial Information

*Bank Name and Address	
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*Name under which company is registered at bank	<u>This field is mandatory if Wire Transfer is the selected payment method</u>
*Specify Standard Payment Terms (Net, 15, 30 days etc.)	
*Payment Method (select all that applies)	Payment By: <u>Check</u> Yes No <u>Wire Transfer</u> Yes No <u>Cash</u> Yes No
*Name under which company is registered at bank	
*Bank account number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Routing Number	<u>This field is to be completed upon notification of awarding of order\contract</u>
Swift code (if applicable)	<u>This field is to be completed upon notification of awarding of order\contract</u>

Product/Service Information

List Range of Products/Services Offered	
Basis For Pricing (Catalog, List, etc.)	

Documentations as applicable:

*Registration	Provided ____ Not provided: ____ Reasons: ____
*Tax ID (W9, Tax exempt certificate. etc.)	Provided ____
US Vendors only *Do you require a Form 1099?	Yes ____ No ____

References (optional)

Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>
Client Name:	<u>Contact Name, Phone, Email Address:</u>

Annex D: Response Format

- All attachments to this RFP, duly signed and stamped.
- Profile of the company
- A certificate of business registration or trade license
- The tax registration
- Cover letter outlining interest
- Detailed presentation of references on the performance of similar tasks in the last three years (the day on which the bid deadline ends is decisive for the calculation).

The relevant representations must include a sufficiently detailed description of the content of the assignment and the scope of the assignment in terms of man-days. In addition, the address and telephone number of the contact person at the respective client of the orders mentioned as reference as well as the role he/she has assumed in the respective order must be stated.

Appendix E: Supplier conflict of interest and code of conduct certification

Vendor Self-Certification of Eligibility

Company certifies that:

1. They are not debarred, suspended, or otherwise precluded from participating in major donor (e.g. European Union, European and United States Government, United Nations) competitive bid opportunities.
2. They are not bankrupt or being wound up, are having their affairs administered by the courts, have entered into arrangements with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
3. They have not been convicted of an offense concerning their professional conduct.
4. They have not been guilty of grave professional misconduct proven by any means that the contracting authority can justify, or been declared to be in serious breach of contract for failure to comply with their contractual obligations towards any contracts awarded in the normal course of business.
5. They have fulfilled obligations related to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country where the contract is to be performed.
6. They have not been the subject of a judgment for fraud, corruption, involvement in a criminal organization or any other illegal activity.
7. They maintain high ethical and social operating standards, including:
 - Working conditions and social rights: Avoidance of Child Labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom

- from exploitation, abuse, and discrimination; protection of basic social rights of its employees and the IRC's beneficiaries.
 - Environmental aspects: Provision of goods and services with the least negative impact on the environment.
 - Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.
 - Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.
8. Company warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Company's business activities, nor is any IRC employee related to principals or owners of the company. Discovery of an undisclosed Conflict of Interest situation will result in immediate revocation of the Company's Authorized Vendor status and disqualification of Company from participation in future IRC procurement.
 9. Vendor hereby confirms that the organization is not conducting business under other names or alias's that have not been declared to IRC.
 10. Vendor hereby confirms it does not engage in theft, corrupt practices, collusion, nepotism, bribery, or trade in illicit substances.

By signing the Vendor Information Form you certify that your Company is eligible to supply goods and services to major donor funded organizations and that all of the above statements are accurate and factual.

IRC Conflict of Interest and Vendor Code of Conduct

Vendor hereby agrees that Vendor and Vendor's employees and subcontractors, if any, shall abide by and follow all established written policies of IRC related to work conduct, including, but not limited to, The IRC Way: Standards for Professional Conduct ("The IRC Way"), the IRC's code of conduct, which can be found at: <https://www.rescue.org/page/our-code-conduct> and IRC's Combating Trafficking in Persons Policy, which can be found here: <https://rescue.app.box.com/s/h6dv915b72o1mapxg3vczbqxjtboyel>.

The IRC Way provides three (3) core values - Integrity, Service, and Accountability – and twenty-two (22) specific undertakings. Vendor acknowledges that all IRC employees and independent contractors are expected to apply these core values and follow these undertakings in carrying out work on behalf of IRC. It is a point of pride for IRC to apply these behavioral standards in IRC's everyday operations.

Integrity - At IRC, we are open, honest and trustworthy in dealing with beneficiaries, partners, co-workers, donors, funders, and the communities we affect.

- We work to build the trust of the communities in which we work and sustain the trust earned by our reputation in serving our beneficiaries.
- We recognize that our talented and dedicated staff are our greatest asset and we conduct ourselves in ways that reflect the highest standards of organizational and individual conduct.
- Throughout our work, IRC respects the dignity, values, history, religion, and culture of those we serve.

- We respect equally the rights of women and men and we do not support practices that undermine the human rights of anyone.
- We refrain from all practices that undermine the integrity of the organization including any form of exploitation, discrimination, harassment, retaliation or abuse of colleagues, beneficiaries, and the communities in which we work.
- We do not engage in theft, corrupt practices, nepotism, bribery, or trade in illicit substances.
- We accept funds and donations only from sources whose aims are consistent with our mission, objectives, and capacity, and which do not undermine our independence and identity.
- We support human rights consistent with the UN Universal Declaration of Human Rights and The Convention on the Rights of the Child.
- We rigorously enforce the UN Secretary General's Bulletin on the Protection from Sexual Exploitation and Abuse of Beneficiaries.
- IRC recognizes its obligation of care for all IRC staff and assumes their loyalty and cooperation.

Service - At IRC, our primary responsibility is to the people we serve.

- As a guiding principle of our work, IRC encourages self-reliance and supports the right of people to fully participate in decisions that affect their lives.
- We create durable solutions and conditions that foster peace, stability and social, economic, and political development in communities where we work.
- We design programs to respond to beneficiaries' needs including emergency relief, rehabilitation, and protection of human rights, post-conflict development, resettlement, and advocacy on their behalf.
- We seek to adopt best practices and evidence-based indicators that demonstrate the quality of our work.
- We endorse the Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief.

Accountability - At IRC, we are accountable – individually and collectively – for our behaviors, actions and results.

- We are accountable and transparent in our dealings with colleagues, beneficiaries, partners, donors, and the communities we affect.
- We strive to comply with the laws of the governing institutions where we work.
- We maintain and disseminate accurate financial information and information on our goals and activities to interested parties.
- We are responsible stewards of funds entrusted to our use.
- We integrate individual accountability of staff through the use of performance evaluations.
- We utilize the resources available to our organization in order to pursue our mission and strategic objectives in cost effective ways.
- We strive to eliminate waste and unnecessary expense, and to direct all possible resources to the people we serve

Conflict of Interest and Legal Compliance

- Vendor hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Vendor's business activities.
- Vendor hereby warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a family relationship with the vendor's owners.

- Discovery of an undisclosed conflict of interest will result in immediate termination of any Agreement and disqualification of Vendor from participation in current and future IRC activities.
- Vendor hereby warrants that the organization is not conducting business under other names or alias's that have not been declared to IRC.
- Vendor hereby warrants that it does not engage in theft, corrupt practices, collusion, nepotism, bribery, trade in illicit substances, or terrorism or support of terrorism.
- Vendor hereby warrants that it complies with all applicable laws, statutes and regulations, including, but not limited to, export controls, import controls, customs regulations, trade embargoes and other trade sanctions and laws governing unlawful boycotts and payments to foreign government officials.

Vendor hereby agrees to maintain high ethical and social standards:

- Working conditions and social rights: Avoidance of child labor, bondage, or forced labor; assurance of safe and reasonable working conditions; freedom of association; freedom from exploitation, abuse, and discrimination; protection of basic social rights of its employees and IRC's beneficiaries; prohibition of trafficking in persons.
- Environmental aspects: Provision of goods and services with the least negative impact on the environment.
- Humanitarian neutrality: Endeavoring to ensure that activities do not render civilians more vulnerable to attack, or bring unintended advantage to any military actors or other combatants.
- Transport and cargo: Not engaged in the illegal manufacture, supply, or transportation of weapons; not engaged in smuggling of drugs or people.

Disclosures of conflict of interest shall be made in writing to the IRC Supply Chain Coordinator or Deputy Director of Operations in your country. For global procurement, please write to GSCQA. Email: GSCQA@rescue.org.

These IRC officials shall then determine whether a conflict exists and is material, and whether the contemplated transaction may be authorized as just, fair, and reasonable. If conflict exists, then the vendor with such a conflict shall be prohibited from participating in the transaction.

If you believe that any IRC employee, volunteer or intern is acting in a manner that is inconsistent with these Standards, please notify a supervisor or the confidential helpline Ethicspoint, irc.ethicspoint.com or call Ethicspoint toll-free (866) 654-6461 in the U.S./call collect (503) 352-8177 outside the U.S. There will be no retaliation against any person who raises concerns that are based on good faith belief of improper conduct. An intentionally false report or a failure to report conduct that is known to violate these standards may result in disciplinary action.

By signing this statement vendor acknowledges any violation of the above IRC policies will result in immediate termination of any agreement in place and disqualification from participation in future IRC activities.

Vendor Name:
Signature:
Title:
Print Name:
Date: