



Norwegian People's Aid  
Iraq

**D MAD – IRAQ - 237**

Invitation to tender (ITT) for supply of Medical insurance coverage for NPA national employees in Iraq

Reference number ITT-237-22-002

Open local competition

## **TENDER DOCUMENT**

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## **TABLE OF CONTENTS**

### **INTRODUCTION**

#### **SECTION 1: INSTRUCTION**

- 1.1 BID SUBMISSION
- 1.2 CONTENT OF BID

#### **SECTION 2: SPECIAL TERMS AND CONDITIONS**

- 2.1 BIDS
- 2.2 VALIDY OF BID
- 2.3 TECHNICAL SPECIFICATION OF REQUIREMENT
- 2.4 NO COMMITMENT
- 2.5 NEGOTIATIONS
- 2.6 PAYMENT TERMS
- 2.7 BIDS EVALUATION

#### **SECTION 3: STATEMENT OF REQUIREMENTS & BID SUBMISSION FORMS**

- 3.1 ITB DATA SHEET
- 3.2 STATEMENT OF REQUIREMENTS AND COMPARATIVE DATA FORM
- 3.3 BID SUBMISSION FORM
- 3.4 SUPPLIER REGISTRATION FORM
- 3.5 ACKNOWLEDGEMENT FORM

#### **APPENDICES:**

- 1. NPA'S ETHICAL STANDARDS FOR PURCHASING, INVESTMENT AND FUNDRAISING
- 2. CODE OF ETHICAL CONDUCT FOR NPA SUPPLIERS
- 3. NPA'S STANDARD PROCUREMENT TERMS

## INTRODUCTION

Norwegian People's Aid is a humanitarian organization rooted in the Norwegian Labor Movement. We work with International Development Partnerships, Mine Action and Disarmament (MAD), Rescue Service and First Aid, and Asylum and Integration. Norwegian People's Aid has more than 12,000 members in Norway and 2,400 staff worldwide. We work in 39 countries around the world.

Norwegian People's Aid (NPA) has been involved in mine action operations since 1992 and is one of the leading humanitarian demining organizations worldwide. Together with national authorities and other stakeholders we are working to resolve problems faced by local communities caused by landmines and other explosive remnants of war.

### **Norwegian People's Aid (NPA) MAD programme in Iraq invites sealed offers from eligible bidders for the supply of the following goods:**

Subject of ITT:	PROCUREMENT OF MEDICAL INSURANCE FOR NATIONAL EMPLOYEES
Procurement reference number:	ITT-237-21-002
Procurement method:	OPEN LOCAL COMPETITIVE TENDER
Bid submission system:	Two -envelope system - technical and financial components of a bid are combined in one document.
Basis for the award:	The lowest cost among bids meeting specified requirements.
Date of issue:	21 November 2022
Questions/clarification end date:	5 December 2022
Bid submission end date:	10 December 2022
Bid opening date:	11 December 2022
NPA contact person:	Ahmad Jaafar and Yasmeen Ghareeb
Contact details:	<a href="mailto:ahmjaa947@npaid.org">ahmjaa947@npaid.org</a> and <a href="mailto:yasgha767@npaid.org">yasgha767@npaid.org</a>

# 1 INSTRUCTION

## 1.1 BID SUBMISSION

- 1.1.1 Bids that are not filled on NPA tables that provided within this tender document **will not be accepted (Ref Appendix 5).**
- 1.1.2 Bids are required to be submitted to NPA *MAD Iraq* no later than **16.00 on 10 December 2022.**  
Bids must be submitted in the English language in two complete sets. Two complete set of originals in a sealed envelope marked “Original”, and one complete set of copies in a sealed envelope marked “Copy”.
- 1.1.3 The original and the copy of the bid shall be typed or hand written in indelible ink and shall be signed by a person duly authorised to sign on behalf of the bidder. All pages except for unamended printed literature shall be initialled by the person signing the bid.
- 1.1.4 Any alterations, erasures or over writing shall be initialled by the person signing the bid.
- 1.1.5 The sealed envelopes containing the original and the copy of the bid shall then be enclosed in a sealed single outer envelope/package.
- 1.1.6 Both the inner and outer envelopes shall be marked clearly with (see more under 3.1 ITT Data Sheet):
- The ITT number.
  - The name of the NPA reference person.
  - The NPA delivery address for bid submissions.
  - The name and address of the bidding company.
- 1.1.7 It is the exclusive responsibility of the bidder to ensure that the sealed envelope/package containing the bid reaches the NPA delivery address for bid submissions before the bid submission end time and date.
- 1.1.8 All prices, costs, charges, discounts and other financial aspects of the bid shall be indicated in USD.
- 1.1.9 Bids delivered to any other NPA office other than specified will not be accepted.
- 1.1.10 Bids received after the bid submission end date and bids submitted by email will not be accepted.
- 1.1.11 Bids that are incomplete or illegible will not be accepted.
- 1.1.12 Bids may be modified or withdrawn in writing, prior to the bid submission end time and date as specified in the ITT. Bids may not be modified or withdrawn after that time.
- 1.1.13 A closed opening of bids will take place on the indicated bid opening date by the appointed NPA *MAD Iraq* opening and evaluation committee (OEC). No price or award will be announced at the time of the opening.

## 1.2 CONTENT OF BID

### 1.2.1 Acknowledgement form

The acknowledgement form is required to be completed by the bidder and returned to the NPA contact persons by email (preferably), postal service or by hand upon receipt of the ITT documents.

### 1.2.2 Statement of requirements form

The statement of requirement form shall be returned by the bidder as part of the bid.

**1.2.3 Bid submission form**

The bid submission form shall be completed by the bidder and returned as part of the bid. The values entered into the bid submission form shall be the same as indicated in the official company pro forma invoice accompanying the bid.

**1.2.4 Supplier registration form**

The supplier registration form shall be completed by the bidder and returned as part of the bid.

**2 SPECIAL TERMS AND CONDITIONS****2.1 BIDS**

2.1.1 Bidders must provide all requisite information under this ITT and clearly and concisely respond to all points set out in this ITT.

2.1.2 Any Bid which does not fully and comprehensively address this ITT may be rejected.

2.1.3 NPA MAD Iraq reserves the right to keep unsuccessful bids after the evaluation process is complete.

2.1.4 It is the bidder's responsibility to clearly identify any confidential information contained in the bid so that it may be handled in the proper manner.

**2.2 VALIDITY OF BID**

2.2.1 The bid shall be valid for a minimum of 30 days.

**2.3 TECHNICAL SPECIFICATION OF REQUIREMENT**

2.3.1 Bidders must adhere strictly to all requirements of this ITT. No changes, substitutions or other alterations to the requirements specification stipulated in this ITT document will be accepted unless approved in writing by NPA MAD Iraq.

**2.4 NO COMMITMENT**

2.4.1 This ITT does not commit NPA MAD Iraq to award a contract or to pay any costs incurred in the preparation or submission of bids.

2.4.2 NPA MAD Iraq reserves the right to reject any or all bids received in response to this ITT.

2.4.3 In cases where more than one lot is indicated in the ITT, NPA MAD Iraq reserves the right to award any subsequent contract either jointly for all lots or individually per lot.

2.4.4 NPA MAD Iraq reserves the right to increase or decrease the unit quantity in any subsequent order.

**2.5 NEGOTIATIONS**

2.5.1 NPA MAD Iraq reserves the right to negotiate further with any or all of the bidders in the event that only one compliant bid has been received and the price is not deemed competitive, that bids are for exactly the same price and it is not possible to identify a winner, or that offers received barely meet the minimum threshold and no clear winner is identified.

## 2.6 PAYMENT TERMS

- 2.6.1 The NPA Financial Rules and Regulations preclude advance payments or payment by Letters of Credit. Such provisions in a bid will be prejudicial to its evaluation by NPA MAD Iraq.
- 2.6.2 The normal terms of payment by NPA are 30 (thirty) days, upon satisfactory delivery of goods or performance of services. Bidders must therefore clearly specify in their bid the payment terms being offered. NPA will only utilise bank transfers for payments to banks that are based in Iraq, are not on any international or national sanction's lists, or is under investigation by governmental authorities.

## 2.7 BIDS EVALUATION

The evaluation of bids shall be conducted in three sequential stages:

### 2.7.1 Stage one - Preliminary evaluation

Bids will be checked for their compliance with formal and eligibility criteria stated in this Tender Document. Preliminary evaluation will determine the eligibility of the bidder and the administrative compliance and responsiveness/completeness of the bids received. The preliminary evaluation is determined on pass/fail basis and only bids that meet the mandatory criteria will be accepted for further evaluation.

### 2.7.2 Stage two – Technical evaluation

Bids that pass the preliminary evaluation are subjected to a technical evaluation against the technical and qualification evaluation criteria derived from the requirements specification, as well as from any qualification conditions as specified in this Tender Document. The technical evaluation is determined on pass/fail basis and only offers that meet the requirements are considered further. An offer that greatly exceeds the requirements will be ranked the same as one that just meets that same requirements.

### 2.7.3 Stage three – Financial evaluation

Offers that have reached this stage are subjected to financial assessment which assesses the price (/cost) and any related commercial terms. The lowest priced offer that meets the minimum technical requirements is considered as the one that offers best value for money. However, it is not necessary that the evaluation will be based solely on the stated item price. Commercial terms such as stock availability and discounts will also be considered in the financial evaluation process. Additionally, the evaluation will consider, but is not limited to the following:

- Compliant with NPA requirement
- Experience in the same field

### 3 STATEMENT OF REQUIREMENTS & BID SUBMISSION FORM

#### 3.1 ITT DATA SHEET

Procurement Reference Number:	<b>ITT-237-22-002</b>
Name and address of procurement entity:	<b>Norwegian People's Aid-Al Jamia district 913/48, Al Jaderiya, House 15, Baghdad-Iraq</b>
Subject of ITT:	<b>Procurement of Medical Insurance for NPA national employees</b>
Lots:	<b>N/A</b>
Questions/clarifications:	<i>Ahmad Jaafar and Yasmeen Ghareeb</i>
Mode of communication:	<a href="mailto:ahmjaa947@npaid.org">ahmjaa947@npaid.org</a> -Mobile# 07818786404 and <a href="mailto:yasgha767@npaid.org">yasgha767@npaid.org</a> Mobile# 07818786399
Bid language:	<b>English</b>
Bid currency:	<b>USD</b>
Tax & import duties:	<b>N/A</b>
Additional documentation required:	<b>Terms and Conditions of services</b>
Bid validity:	<b>30 Days</b>
Authorisation:	<b>The written confirmation of the authorisation to sign on behalf of the bidder shall consist of Power of Attorney or equivalent.</b>
Delivery address for bid submissions:	<i>Attention to: BID Committee</i> <b>Norwegian People's Aid- Al Jamia district 913/48, Al Jaderiya, House 15, Baghdad-Iraq</b>
Legal:	<b>Any disputes arising from this process shall be settled according to and by means of the Laws and judicial system of Iraq.</b>

3.2 BID SUBMISSION FORM

ITT Ref No: ITT23722002

Bid Submission Date.....

To: Norwegian People’s Aid, MAD Iraq

We, the undersigned, declare that:

- (a) We understand and accept without reservation all terms, conditions and instruction as described within this ITT.
- (b) We undertake to abide by the Code of Ethical Conduct for NPA Suppliers during the ITT process and the execution of any resulting contract.
- (c) Neither ourselves nor any affiliates are involved in the manufacture or distribution of Landmines.
- (d) Neither ourselves nor any affiliates are engaged in the exploitation of child labour.
- (e) We understand that NPA MAD Iraq is not bound to accept any bid resulting from this process.

Name: ..... Position held: ..... Signature: .....

Duly authorised to sign the bid for and on behalf of:

.....

Dated on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_



**3.3 SUPPLIER REGISTRATION FORM**

<b>Section 1: Company details and general information</b>	
1. Name of company:	
2. Street address:  City: <span style="margin-left: 150px;">Post code:</span>  Country:	3. PO Box and mailing address:
4. Tel:  5. E-mail:	6. Fax:  7. Website:
8. Contact person/details:  9. Position held within company:	
10. Parent company legal name:	
11. Subsidiaries, associates, and or representatives (list to be attached if required):	
12. Type of business:	
13. Nature of business:  Manufacturer _____ Authorised agent/trader _____ Consultants _____  Other (pls specify) _____	
14. Year established:	15. Number of full-time employees:

16. Company registration No:	17. VAT No/Tax ID:
18. Working languages:	
19. Additional information:	

<b>Section 2: Company financial information:</b>	
20. Bank name:	Address:
Swift/BIC/address	
Bank account number:	Account name:

<b>Section 3: Information on goods and services offered:</b>
21. Quality assurance information (e.g. copy of latest ISO certification or equivalent):
22. Please list any international offices /representation:
23. For goods only: do those offered for supply comply with international quality standards: Yes _____ No _____ Comment _____

24. List below up to ten of your core goods and or services offered:		
Product/Service category:	Description:	National/International Quality Standards Compliance:

**Section 4: Information on prior experience:**

25. Recent major contracts with NGOs or UN:

Organisation:      Value/Currency:      Year:      Goods/Services:      Destination:

**Section 5: Other:**

26. Does the company have a written statement of its environmental policy? If yes please attach copy.

Yes\_\_\_\_\_ No\_\_\_\_\_

27. Does the company have a written statement of its ethical and anti-corruption policy? If yes please attach copies.

Yes\_\_\_\_\_ No\_\_\_\_\_

28. List any National or International trade or professional organisations of which the company is a member.

29. Certification:

I the undersigned hereby accept the NPA standard procurement terms as provided and confirm that the information provided in this form is correct. In the event of major changes new details will be provided as soon as possible.

Name:

Position held within the company:

Signature:

Date:

Note:

Please be informed that Norwegian Peoples Aid has decided not to do business with companies or any of their affiliates or subsidiaries, which engage in practice inconsistent with the rights set forth in the UN and ILO convention as stated in the Ethical Trade Initiative. Any supplier or sub-contractor to NPA accepts by signing this document the right for NPA to conduct unexpected inspections or audits to ensure the follow up of the principles.

**3.4 AKNOWLEDGEMENT FORM**

Authoritative representative for company: .....

Position held within company: .....

Contact number: .....

Mobile number: .....

Email address: .....

Company name: .....

Address: .....

Tel No ..... Fax No ..... Website .....

I hereby declare that .....will submit a proposal based on the requirements laid out in ITT237-22-002.

Signature

Date

Company stamp

## APPENDIX 1

**NPA'S ETHICAL STANDARDS FOR PURCHASING, INVESTMENT AND FUNDRAISING****1. Forced/slave labour (*ILO Conventions nos. 29 and 105*)**

- 1.1 No form of forced labour, slave labour or involuntary labour is to take place.
- 1.2 Workers shall not have to hand in deposits, identity papers or passports to the employer and shall be free to terminate the employment with a reasonable period of notice.

**2. Labour unions and collective bargaining (*ILO Conventions nos. 87, 98 and 135 and 154*)**

- 2.1 Workers shall, with no exceptions, have the right to join or establish labour unions of their own choice, and to engage in collective bargaining.
- 2.2 The employer shall not discriminate against labour union representatives, or prevent them from engaging in work for the labour union.
- 2.3 If these rights are limited by law, the employer shall facilitate, and under no circumstances prevent, parallel mechanisms for free and independent organising and bargaining.

**3. Child labour (*UN Convention on the Rights of the Child, ILO Conventions nos. 138, 182 and 79 and ILO Recommendation no. 146*)**

- 3.1 Children below the age of 18 shall not perform work that endangers their health or safety, including working at night.
- 3.2 Children below the age of 15 (14 or 16 in some countries) shall not perform work that may harm their education.
- 3.3 New recruitment of child workers in violation of the above-mentioned conventions is unacceptable. If such child labour is already taking place, efforts must be made to phase this out quickly. At the same time, conditions must be put in place to give the children the opportunity to meet their subsistence requirements and to get an education until the child has reached the statutory school-leaving age.

**4. Discrimination (*ILO Conventions nos. 100 and 111 and the UN Convention on the Elimination of Discrimination against Women*)**

- 4.1 No form of discrimination based on ethnicity, religion, age, disability, gender, marital status, sexual orientation, labour union membership or political affiliation shall take place in the labour market.
- 4.2 Protection must be established against sexually intrusive, threatening, abusive or exploitative behaviour and against discrimination or dismissal on unjustifiable grounds such as marriage, pregnancy, parenthood or HIV status.

**5. Brutal treatment**

- 5.1 Physical abuse or punishment, or the threat of physical abuse, shall be prohibited. The same applies to sexual or other abuse, and various forms of humiliations.

**6. Health, safety and the environment (ILO Convention no. 155 and Recommendation no. 164)**

- 6.1 Work must be undertaken to ensure that workers have a safe and healthy working environment. Necessary measures must be implemented to prevent and minimise accidents and negative health effects as a result of, or related to, conditions in the work place.
- 6.2 Workers must receive regular and documented training in health and safety. Health and safety training must be repeated for new employees.
- 6.3 Workers must have access to clean sanitation facilities and safe drinking water. If relevant, the employer must also ensure access to facilities for safe food storage.
- 6.4 If the employer provides accommodation, this must be clean, safe and adequately ventilated, with access to clean sanitation facilities and safe drinking water.

**7. Wages (ILO Convention no. 131)**

- 7.1 Workers' wages must at minimum comply with national minimum wage provisions or industry standards, and must always be sufficient to cover basic needs and a bit extra for savings or unforeseen expenses.
- 7.2 Wage conditions and the payment of wages must be stipulated in writing before work commences. The agreement must be understandable to the worker.
- 7.3 Wage deductions as a disciplinary reaction shall not be permitted.

**8. Working hours (ILO Conventions nos. 1 and 14)**

- 8.1 The working hours shall comply with national law or industry standards, and shall not exceed the working hours stipulated in applicable international conventions. It is recommended that the working hours per week do not exceed 48 hours (8 hours per day).
- 8.2 Workers must have at least one day off a week.
- 8.3 Overtime must be limited. It is recommended that maximum 12 hours of overtime a week be permitted.
- 8.4 Workers must receive overtime pay, at minimum in accordance with applicable law.

**9. Ordinary employment**

- 9.1 Obligations to workers stipulated in international conventions and/or national laws and regulations about ordinary employment, shall not be circumvented by the use of short-term contracts (such as the use of contract workers, casual workers and day labourers), subcontractors or other employment relationships.
- 9.2 All workers are entitled to an employment contract in a language they understand.
- 9.3 Apprenticeship programmes shall be clearly defined in terms of their duration and content.

**ISSUES OUTSIDE OF THE WORKPLACE****10. Indigenous and tribal peoples (ILO Convention 169) and marginalised groups**

- 10.1 The production, and the extraction of raw materials for production, shall not contribute to the destruction of the resource and income basis for indigenous and tribal peoples and other marginalised groups, by for instance occupying large areas of land or other natural resources on which these people and populations depend.
- 10.2 In their production, actions, investments or commercial projects, any business partner, subcontractor or subsidiary shall respect the principle of free, prior and informed consent (FPIC), which states that indigenous and tribal communities have the right to give or withhold consent to proposed projects that can affect the land they usually own, occupy or otherwise use.

## **11. The environment**

- 11.1 Environmental measures must be considered for the entire production and distribution chain, from the production of raw materials to the sale of the final product. The goal shall be to protect the local, regional and global environment. The local environment at the place of production shall not be overexploited or harmed by pollution.
- 11.2 National and international environmental legislation and regulations must be complied with.
- 11.3 Relevant emission permits must be obtained where necessary.
- 11.4 Hazardous chemicals and other substances must be handled in a responsible manner.

## **12. Supplier routines and follow-up**

Management systems are central to the implementation of standards for ethical trade. The Norwegian People's Aid encourages our suppliers to establish systems and routines that support the implementation of these:

- The supplier appoints a person central in its organisation to be responsible for the implementation of the ethical guidelines in the supplier's own enterprise and its supply chain.
- The supplier makes the guidelines known to all relevant sections of its enterprise.
- Unless agreed upon in advance, the supplier obtains consent from the Norwegian People's Aid before subcontracting its production or parts of its production.
- The supplier must know where goods ordered by the Norwegian People's Aid are produced.

## **13. Respect for human rights and international humanitarian law**

On 16 June 2011, the UN Human Rights Council adopted the Guiding Principles for the implementation of the UN's "*Protect, Respect and Remedy*" framework. The UN Principles provide an authoritative global standard to prevent and handle the risk of negative human rights effects from business activities.

Guiding Principles detail the significance of the enterprise's responsibility to respect human rights, which is also an important part of Principle 1 of the Global Compact, which encourages enterprises to support and respect the protection of internationally recognised human rights.

In line with these principles, the Norwegian People's Aid expects all suppliers to respect internationally recognised human rights. The guiding principles specifically state that: "Moreover, in situations of armed conflict enterprises should respect the standards of international humanitarian law", and the Norwegian People's Aid expects our suppliers to respect the standards of international humanitarian law in situations where these apply.

#### **14. Corruption**

All forms of bribery are unacceptable, including the use of alternative channels to secure illegitimate private or work-related advantages for customers, agents, contractors, suppliers or their employees, as well as for civil servants.

#### **Auditing and monitoring**

In order to assess suppliers' compliance with this standard, the Norwegian People's Aid will perform audits, which will be carried out either by our own employees or by a third party. We reserve the right to monitor compliance with the standards by performing systematic, unannounced or announced inspections, carried out by Norwegian People's Aid staff or by independent auditors.

#### **Corrective measures and failure to comply**

The Norwegian People's Aid expects all of our suppliers and business partners to respect these ethical standards in their operations and production. We are fully aware that all of our expectations cannot be met immediately, but we expect that the supplier will follow up any deviations identified at start-up with concrete corrective measures. If deviations or repeated violations of the standards continue without corrective measures being completed by the supplier, we consider the Norwegian People's Aid to have the right and duty to terminate the cooperation with the supplier.



## APPENDIX 2

### CODE OF ETHICAL CONDUCT FOR NPA SUPPLIERS

Suppliers, when competing and executing NPA contracts, shall be expected to uphold to the following requirements of ethical conduct:

#### ETHICAL PRINCIPLES

- Maintain integrity and independence in their professional judgement and conduct.
- Comply with this policy and internationally accepted ethical standards in procurement.
- Avoid associations with businesses and organisations which are in conflict with this Code.

#### STANDARDS

- Strive to provide goods, services and works of high quality and accept full responsibility for all goods, services or works that they provide.
- Comply with the professional standards of their industry or of any professional body of which they are members.

#### NO CONFLICT OF INTEREST

- Not accept contracts which would constitute a conflict of interest with any prior or current procuring entity.
- Disclose to all concerned parties those conflicts of interest that cannot reasonably be avoided or escaped.

#### CONFIDENTIALITY AND ACCURACY OF INFORMATION

- Information given during the procurement processes or the performance of contracts shall be true, fair and not designed to mislead.
- Respect the confidentiality of information received during performance of a contract and do not use such information for personal gain.

#### NO GIFTS AND HOSPITALITY

- Not offer gifts or hospitality, directly or indirectly, to any NPA employee.

#### NO FRAUDULENT PRACTICES

- Not collude with other businesses and organisations with the intention of depriving a procuring entity of the benefits of free and open competition.
- Not enter into business arrangements that might prevent the effective operation of fair competition.
- Not engage in deceptive financial practices, such as bribery, double billing or other improper financial practices.

If breach of the Ethical Code of Conduct is discovered, NPA may:

- Reject a proposal to award a contract.
- Declare a supplier ineligible, either indefinitely or for a stated period, to be an NPA registered supplier.
- Cancel or terminate a contract.
- Refer the matter to national authorities through the legal procedure.

## APPENDIX 3

### **NPA'S STANDARD PROCUREMENT TERMS**

#### 1. GENERAL

These standard procurement terms are applicable for all forms of supply of goods and services rendered to Norwegian People's Aid, unless a different special procurement terms are agreed under the contract entered into and signed by both parties. The supplier is hereby identified as the one to whom the order is addressed to and the contract is entered with. The purchaser is Norwegian People's Aid.

#### 2. BID

Bidding shall be made at no cost to the purchaser. The supplier shall clearly specify any deviation from the invitation to bid. The purchaser has the right to reject or accept any and all bids.

#### 3. PRICE

Unless otherwise agreed, price shall always be quoted in local currency or US Dollar excluding value added tax but can include appropriate packaging cost, customs, tax and other charges; delivery shall be made DDP (Delivery Duty Paid) at the recipients address.

In the event that there is a change regarding tax and other charges, the price can change accordingly, subsequent to an agreement. Any price changes after the signing of the agreement have to be accepted in writing by both parties.

Changes in price due to varying exchange rate between the time of submission of offer, delivery of goods/services and billing for the goods/services will be taken into consideration when it is agreed between the parties and on condition that the supplier has stated in his offer which part of the offer can be affected by exchange variation.

#### 4. FAILURE TO DELIVER

In the event that the supplier fails to deliver the goods or services within the agreed dated, the supplier shall inform the purchaser of the delay in writing within a reasonable time from the date of delivery. The purchaser reserves the right not to be bound by the purchase order, if such information is not given or the purchaser has rejected the delay in writing.

#### 5. DELIVERY

Delivery shall be considered to have taken place when the agreed goods and services are delivered within the time and the terms agreed upon. The supplier shall bear the cost and the risk up to the transfer of the goods in accordance with the agreed terms and conditions. Delivery terms (FOB, FOR etc.) shall be interpreted in accordance with “Incoterms 2020” as provided by the International Chamber of Commerce.

The supplier shall insure that the goods to be delivered are packed with the minimum required packaging in order to avoid damage or deteriorate while transporting to the agreed place of delivery.

The supplied goods shall always be accompanied with all the necessary instruction materials necessary for proper operation and maintenance. It will also include any other documents specified in the purchase order.

The purchaser is obligated to check within reasonable time that the delivered goods/services are delivered in accordance with the purchase order. In case there is a substantial shortage in the delivery or part thereof, the purchaser has the right to reject part of or the whole delivery after giving immediate notice to the supplier.

The part of the delivery reject by the purchaser shall be considered as if the delivery has not taken place. In case the delivery is not rejected in such manner, Para 10. shall be applicable for those items inadequately delivered.

The supplier is obligated to take all the necessary measures in order that the supply/service will be delivered within the agreed time. Where the supplier believes that there will be delay in the delivery of the supplies/services, he will forthwith inform the purchaser the grounds for the delay and the duration of the delay. The Law of Procurement as stated under Para 10.1 shall be applicable.

Unless otherwise agreed and where the supplier, without good cause, fails to deliver the supplies on time, the purchaser shall have the right to claim penalty without justifying lose caused by the delay. The penalty shall be 2 per mil per day of the total value of the purchase order until such time the delivery is made or the service is carried out and can be extended for a period of 15 days. After 15 days, the purchaser is free to cancel the purchase order. The payment of penalty shall not hinder the purchaser from claiming compensation for damages it suffered due to the delay; this is applicable where the damage suffered is higher than the amount paid through the penalty.

## 6. PAYMENT

Unless agreed otherwise, Norwegian People’s Aid effects payment 30 days after delivery of the goods and/or services and receipt of the correct payment voucher along with the agreed attachments. Payment shall not be interpreted as acceptance of the goods and/or services.

In case payment is not affected on due date, interest for late payment shall be paid according to “By-laws regarding interest for delayed payment”.

All other forms of penalties due to delay in payment are presumed to be covered under the above-mentioned Law and any other additional penalty will not be accepted.

The supplier shall remain legally responsible for the goods delivered even where the supplier assigns a third party to collect payments.

## 7. INVOICE ADDRESS

The following points should be clearly stated in the invoice:

- Purchasers purchase order number
- Invoice number
- Invoice date
- Payment due date
- Bank acc. for payment of invoice
- Gross amount
- Swift and/or BIC code (if applicable)
- Name of purchase order contact
- Project number (where given)
- Contract/necessary attachments or product type/number

Unit price; **full breakdown of costs in USD** is required

Invoices that do not fulfil the above requirement shall be returned to the purchaser at his own cost.

## 8. QUALITY

The supplier is responsible that the product delivered or the service rendered confirms to the purchase order given. The purchaser, at his own cost and after giving due notice, has the right to check before the delivery actually takes place.

If the product delivered or the service rendered does not satisfy the requirement or conditions stated in the purchase order, the purchaser has the right to reject all or part of the delivered product or service. In such an event, the supplier shall replace the delivered product or do the necessary correction/change without any extra cost on the purchaser. The fact that the purchaser has accepted the product or service shall not relieve the supplier of his obligations stated in the purchase order. The failure/lack of quality control by the purchaser shall not entail the loss of his rights.

Acceptance by purchaser of delivered product or rendered service shall not be interpreted to include acceptance of hidden defects or shortages in the delivered product or service.

Where the product to be delivered has to fulfil official regulations and/or undergo control and/or obtain approval from the authorities, the supplier has the obligation to fulfil these requirements before delivery takes place in order that the purchaser can put the product directly in use.

## 9. ADVERTISEMENT

The supplier must obtain prior approval from the purchaser in case the supplier intends to use the purchase order for advertisement purpose or for any other public use.

This condition does not apply where the use of the purchase order is only as a general reference.

## 10. RESPONSIBILITY FOR DELAY, DEFECT OR SHORTAGE OF DELIVERY

- 10.1. Unless otherwise agreed regarding breach of contract (delay, shortage or failure), the Iraqi Law on procurement shall be applicable.
- 10.2. Unless otherwise agreed in the purchase order, the supplier shall bear responsibility for any defect or shortage on the delivered product for up to 12 months after the date of delivery. The supplier shall, soonest within the guarantee period and at his own cost, replace or repair the defective part in such a way that the product is without any defect or shortage. The guarantee period for the product should not be agreed to be less than what is the normal guarantee period for such a product under ordinary sales. This guarantee is valid where the product is properly stored and the defect is not due to normal wear and tear.
- 10.3. Where the product is repaired or replaced as provided under paragraph 10.1 and 10.2, the supplier shall bear similar responsibility for the repaired or replaced products as he has for the originally delivered product. The guarantee period starts running from date of repair or replacement. However, the guarantee period shall not be over 24 months after reparation or replacement was made for the first time.
- 10.4. The supplier shall inform the purchaser in writing every item covered under the guarantee. Where the supplier fails to take the appropriate corrective measure to rectify the defect within the time set by the purchaser, the purchaser has the right to take the appropriate measure to rectify the damage at the cost of supplier without affecting the rights the purchaser has in the contract.

## 11. PATENT

The supplier shall hold the purchaser harmless against any and all claims arising from third parties related to rights in regards to patent, trademark or industrial design or any other similar claims that could arise due to the use by the purchaser of the products or part thereof.

## 12. SETTLEMENT OF DISPUTES

In case of dispute between the parties regarding the terms and conditions of this contract, the parties shall settle the dispute amicably. Where the dispute cannot be settled amicably, the case shall be settled in a court of law in accordance to Iraqi Law through arbitration. In case the parties agree to settle the dispute through arbitration, the arbitration body should be set up within 14 days after such decision is reached.

The relevant Iraqi law concerning arbitral settlement of disputes shall be applicable. The decision reached by the arbitration body shall be binding and final on the parties.

## **APPENDIX 4**

### **Other general instructions**

1. One-year contracts (renewable based on availability of funds and/or contract implementation satisfaction);
2. Offer for each type of insurance must be submitted as one package, It is a full package offer. NPA will not accept a partial offer;
3. Company profile along with its experience in providing similar service must be provided;
4. No change in premiums mentioned in the offer during contract period;
5. Insurance Companies should bear in mind that offers provided and evaluation process are confidential and will remain internal and for NPA use only
6. The winning bidder will be informed in writing that its offer has been accepted;
7. Any company that might seek to arrange individual meetings with any NPA staff members might and will be excluded from this process;
8. Network lists (hospitals, labs, pharmacies, doctors, etc.) are to be provided by the insurance company along with the offers;
9. Insurance company should be active in providing services in all of Iraq (networks include physicians, pharmacies, labs, hospitals, etc. from those areas);
10. NPA reserves the right to terminate the contract. A one-month notice will be sent to the insurance company. No cancellation penalty.
11. NPA's claims should be paid within 30 days period of presentation within the contract period (if any)
12. Existing pregnancy cases are to be covered;
13. Prices should be per person per month in USD;
14. This quote will also be the basis for the monthly billing (detailed invoices should use employee resource number as a reference).
15. Any additional discounts or offers should also be clearly indicated in the remarks column below.

**GROUP MEDICAL INSURANCE****In-Patient (Class A) (All bidders must submit their offer including the table below otherwise offer will be neglected)**

#	NPA requirements	Compliant		Remarks
		Yes	NO	
1	100% coverage of all medical expenses incurred due to accident or sickness up to \$50000 per insured person per year			
2	100% coverage for Patient Transportation Service (P.T.S)			
3	Internal prosthesis, valves and stents are covered as follows: \$20000 per insured per year if due to accident and \$10000 if due to sickness			
4	Passive war risks are up to \$500 / insured per case per year			
5	Cost of organ transplantation and bone marrow is covered			
6	Haemodialysis is covered			
7	Sexually transmitted disease including AIDS is covered			
8	Cancer is covered			
9	Physiotherapy is covered 100%			
10	One day treatment: Surgical and endoscopic procedures of covered medical conditions not requiring an overnight stay at a hospital are covered according to the hospital adopted class.			
11	Hospitalization outside Iraq is covered. Cost is paid by insured and is reimbursed by the insurance company against original invoices.			
12	Natural and caesarean delivery expenses covered.			
13	Congenital cases of new born babies are covered up to \$5000 per case			
14	Treatment in non-contracted hospitals are covered against invoices in all Iraq			
15	Car accidents injuries are covered up to policy limit in Iraq			
16	No underwriting after 3 years of chronic disease history			
17	Epidemic/pandemic disease treatment is covered			
18	Continuity is granted from the starting date of the contracts			

19	Waiver of waiting period i.e. pregnancy			
20	Coverage of chronic diseases including Asthma is covered			
21	Eye diseases including sight and vision – Glasses frame and lenses are covered up to \$100			
22	Dental treatment is covered including root canal, filling etc. but excluding crowns, cosmetics and all other similar			
23	Vitamins, dermatological skin care medication is covered			
24	EX-Gratia USD 20,000.00 to be utilized by client for non-covered cases			

**Out-Patient**

**Note:** All bidders must submit their offer including the table below otherwise offer will be neglected

NPA requirements	Compliant		Remarks
	Yes	NO	
<b>1.Laboratory (Medical and Pathology) and Radiology:</b> 100% coverage up to \$3000 per insured per year			
<b>2.Drugs:</b> 100% coverage			
<b>3.Doctors’ visits:</b> 100% coverage per insured per year			

**GROUP LIFE INSURANCE**

#	NPA requirements	Compliant	
		Yes	NO
1	\$15000 per insured (Death: Natural or resulting from accident or sickness; 24 hours/day; 7 days/week)		



**APPENDIX 5**

**FINANCIAL OFFER SUBMISSION FORM:**

<b>Requirements</b>	<i>Age Brackets</i>	<i>Number of Insured</i>	<i>Monthly Premium (USD)</i>
<b>1. In-Hospital plan coverage up to \$50,000.00 per insured</b> <b>2. Out Patient Plan: Laboratory (Medical &amp; Pathology) and Radiology up to \$3000 per insured</b> <b>3. Doctor Fees: 100% covered for all staff</b> <b>4. Drugs: 100% covered for all staff</b>	18-25	62	
	26-35	266	
	36-45	87	
	46-55	33	
	56-60	7	
	61-65	3	

**GROUP LIFE INSURANCE**

<b>Requirements</b>	<i>Coverage/Other Specifications</i>	<i>Number of Insured</i>	<i>Monthly Premium (USD)</i>
<b>\$15000 (natural or resulting from sickness or accident; 24 hours/day; 7 days/week)</b>	Per insured per year	458	