

Date: 13.02.2018 **TENDER REF: HAD/2018/FWA/001**

**Subject : EXPRESSION OF INTEREST FOR FRENCH, ENGLISH OR ARABIC SPEAKING CONSULTANTS**

**Sujet : APPEL A MANIFESTATION D'INTERET POUR CONSULTANTS FRANCOPHONES, ANGLOPHONES OU ARABOPHONES**

**FEBRUARY 2018**

Dear Sir/Madam,

You are invited to submit a quotation for the above tender in accordance with the documents attached.

In the event of any query relating to this tender, quotation process or awarding of contract, please contact the **Procurement department at** [uk.tendering@irworldwide.org](mailto:uk.tendering@irworldwide.org) **.**

If posting your quotation – it should be *sealed and delivered to:* ***Islamic Relief Worldwide, Procurement Department, 19 Rea Street South, Birmingham B56LB*** **not later than 09.00 am (UK time) on the Monday March 26th 2018**. You may submit via email to [uk.tendering@irworldwide.org](mailto:uk.tendering@irworldwide.org) but the same deadline applies. Quotations received after that time may not be considered. Islamic Relief Worldwide office opening times are 8.45 am – 6.00pm Monday to Friday.

**Project Timetable:**

*“Any supporting documents sent electronically should not be more than 9MB. If you are sending videos and other files above 9MB, please send the download link to* [uk.tendering@irworldwide.org](mailto:uk.tendering@irworldwide.org)*.”*

**Provisional Timetable** *(subject to change depending on number of applications received)*

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Issue Tender Notice | 14 February 2018 |
| Return of tenders (the closing date) | 26 March 2018 |
| Tender opening by the Committee | 28 March 2018 |
| Bid clarifications as required | 30 March 2018 |
| **Selection - Stage one (short listing):**   * Assessment of CV, supportive documents and track record * Assessment of sample of relevant work | Mid April 2018 |
| **Selection - Stage two (interview F2F or skype)**   * Assessment of suitability of relevant experience with the required job * Assessment of linguistic requirements * Checking references (we may contact some of your previous clients) | End April 2018 |
| Framework Agreement Awards | Early May 2018 |

**Contacts:**

|  |  |  |
| --- | --- | --- |
| Content related queries including process and awarding of contract | **Procurement** | [uk.tendering@irworldwide.org](mailto:uk.tendering@irworldwide.org) |

Kind regards,

Procurement Team

**REQUIREMENTS AND GUIDELINES FOR SUBMITTING A QUOTATION**

1. Islamic Relief Worldwide (“IRW”) invites quotations in accordance with the documents provided.
2. Companies providing quotations also referred to as quotation providers are advised to ensure that they are fully familiar with the nature and extent of the obligations to be accepted by them if their quotation is accepted.
3. It is the responsibility of quotation providers to obtain for themselves, at their own expense, all information necessary for the preparation of their quotation.
4. If you are in doubt as to the interpretation of any part of the process, the IRW’s nominated personnel are **The Procurement Department** for issues relating to the contents of the quotation, the quotation process and awarding of contract. The department will endeavour to answer written enquiries prior to quotations being submitted. The answer may be circulated to other companies submitting quotations, where appropriate.
5. Quotation providers should not rely on any information received other than that supplied by IRW’s Procurement department. IRW will not accept responsibility for any information obtained otherwise.
6. Quotations must be submitted for ONE OR SEVERAL LOTS/CATEGORIES PRESENTED. IRW retains the right to invite or permit variations or alterations to the terms of the documents.
7. All information supplied by IRW in connection with this quotation document shall be regarded as confidential by the quotation provider (except that such information as is necessary may be disclosed for the purposes of obtaining sub-quotations necessary for the preparation of the quotation).
8. No employee or agent of IRW has authority to vary or waive any part of these documents, other than the CEO or his nominated officer (Supply Chain Manager) who shall do so in writing.
9. Any quotation provider that directly or indirectly canvasses any member, agent or officer of IRW concerning the award of the contract for the provision of the services will be disqualified.
10. The insertion of any conditions qualifying the quotation or any unauthorised alteration to any of the quotation documents shall not affect the framework agreement and may cause the quotation to be rejected.
11. No employee or agent of IRW can submit a proposal for any commercial contract as long as they are in employment with Islamic Relief.
12. All conflicts of interests must be declared prior to or along with the proposal, failure to do so may result in the proposal being rejected.
13. If the quotation provider informs IRW immediately after submission that there is an error in any of the prices or rates contained in the submitted quote then IRW will afford the quotation provider an opportunity to confirm or withdraw its quotation. However, the amount quoted will be adjusted to correct arithmetic errors evident within the quotation document.
14. All documents requiring a signature must be signed:-
15. Where they are submitted by an individual, by that individual.
16. Where they are submitted by a partnership, by two duly authorised partners.
17. Where they are submitted by a company, by two directors or by a director and the secretary of the company, such persons being duly authorised for that purpose.
18. The quotation document must be delivered to the IRW **not later than 09.00 am (UK time) on the Monday March 26th 2018**  either by post or electronicallyin accordance with paragraph 16 or 17.
19. The completed quotation document:
20. be sealed in an envelope and together with all supporting documentation, be delivered to **Islamic Relief Worldwide, Procurement Department, *19 Rea Street South, Birmingham B56LB*** not later than the date and time notified above in paragraph 15, and in the letter of invitation to submit a quote; **or**
21. In relation to quotations submitted by email:
22. Quotations and all related correspondence must be submitted from an email address or domain notified to IRW in the quotation provider's acknowledgement of receipt of this quotation document and to the authorised recipient at the following email address: [uk.tendering@irworldwide.org](mailto:uk.tendering@irworldwide.org)
23. The email title (i.e. subject field) must contain the quotation reference in the subject as follows:

### HAD/2017/FWA/002 [Name of Quotation Provider]

No other information relevant to the quotation should be included in the body of the email.

If the attachments exceed **9mb** in total, then the quotation provider should split the email into an appropriate number of parts.

NO INDIVIDUAL EMAIL SHOULD EXCEED 9MB AS THIS WILL BE BLOCKED BY OUR SERVER. THERE IS NO LIMITS AS TO HOW MANY EMAILS A SUPPLIER CAN SUBMIT THEIR QUOTATION IN.

*“Any supporting documents sent electronically should not be more than 9MB. If you are sending videos and other files above 9MB, please split it onto various emails or send us a download link to* [uk.tendering@irworldwide.org](mailto:uk.tendering@irworldwide.org)*.”*

1. Quotations must be in a Microsoft office compatible format.
2. The time of receipt of the quotation or any other correspondence sent by email in accordance with this quotation document will be the time of its delivery to IRW’s server as shown in the routing information attached to the email.
3. IRW accepts no liability for any losses suffered by the quotation provider as a result of computer viruses. It is the quotation provider's responsibility to ensure that files delivered to IRW are free from viruses and IRW may reject a quotation which is submitted in a file or files which are or IRW reasonably suspects are infected with a virus and may also delete such file or files.
4. It is the quotation provider's responsibility to ensure that files delivered to IRW are complete and fully accessible by IRW and are not corrupted and IRW accepts no liability for corrupted files or data.
5. The authorised recipient or his nominated officer will ensure the integrity of the quotation process and in his or her sole discretion may allow quotations to be re-submitted.
6. IRW may at its own absolute discretion extend the closing date and time specified for the receipt of quotations.
7. IRW is not bound to accept the lowest or any quotation. IRW reserves the right to reject quotations which do not comply with these instructions.
8. IRW prefer to be invoiced in GBP or Euros but may accept quotations in any currency unless specified.
9. The service provider undertakes to comply with all applicable laws and to ensure that it does not engage in any kind of criminal activity including but not limited to bribery, fraud, corruption, terrorism and to maintain ethical business practices as well as not to commit any Prohibited Acts defined as:-

(i) to offer, promise or give any person a financial or other advantage;

(ii) to request, agree to receive or accept any financial or other advantage

not expressly provided for as an inducement or a reward for the performance of any function or activity in connection with this Agreement;

**and/or**

committing any offence which creates offences relating to corruption and related fraudulent acts in in the performance of this Agreement.

**EVALUATION OF QUOTATIONS**

1. The proposal of the quotation provider must meet the required quality standards as detailed in this documentation.
2. The proposal of the quotation provider will be assessed on the basis of the following criteria, which is subject to change at any time:

**Award Criteria**

|  |  |
| --- | --- |
| **Essential Criteria** | **YES** |
| Bidder provides documentations to prove that they are legally registered | **A “NO” answer in any of these boxes will result in immediate disqualification.** |
| Bidder’s confirmation of compliance with the attached Guidelines | **A “NO” answer in any of these boxes will result in immediate disqualification.** |
| **Preferred Criteria** | **85** |
| Bidder skills & experience\* | 26 |
| Competitive price | 45 |
| Financial sustainability of the Bidder | 7 |
| Bidder provides satisfactory client references | 7 |
| **Desirable Criteria** | **15** |
| Bidder’s responsiveness in emergency situations | 7 |
| Bidder demonstrates unique selling points and additional benefits or services that are of value to Islamic Relief’s HAD | 8 |

**\* Applicants’ skills & experience**

**Applicants should be able to demonstrate the following skills and experience:**

* Identification and analysis of learning and development needs
* Design and development of bespoke programmes/solutions to meet needs
* Ability to deliver dynamic Learning & development (L&D) solutions/interventions
* Validation and evaluation skills and use of methodologies
* Proven analytical and problem solving abilities
* Strong attention to detail, but equally able to plan and work in a global context
* Good interpersonal skills, along with excellent oral and written communication skills
* Written and spoken fluency in English alongside another language such as Arabic or French (other languages desirable)

Please note, this criteria is subject to change

1. Price;
   1. Clear breakdown of costs including currency and any indirect additional costs that may be due later.
   2. Additional services that the service provider would be willing to provide IRW at no cost.

**All other costs which will be covered and or reimbursed directly by Islamic Relief as per our financial regulations should not be factored into the EOI (such as hotel, flight tickets etc)**

1. Customer references – please provide up to three customers who will be willing to act as referees.
2. **Right to reject all quotations. The Organisation is under no obligation to accept any quotation.**

**SUPPLIER CODE OF CONDUCT**

**Code of conduct for Suppliers – Islamic Relief Worldwide requires all suppliers to adhere to Code of Conduct developed by the Inter Agency Procurement Group (IAPG).**

Suppliers and manufacturers to Non Governmental Organisations (NGO’s) should be aware of the Code of Conduct initiatives that the Inter-Agency Procurement Group (IAPG) supports.

This information is to advise you, our suppliers of the Corporate Social Responsibility (CSR) element in our supplier relationships.

* Goods and services purchased are produced and developed under conditions that do not involve the abuse or exploitation of any persons.
* Goods produced and delivered by organisations subscribe to no exploitation of children
* Goods produced and manufactured have the least impact on the environment

Code of Conduct for Suppliers:

Goods and services are produced and delivered under conditions where:

* Employment is freely chosen
* The rights of staff to freedom of association and collective bargaining are respected.
* Living wages are paid
* There is no exploitation of children
* Working conditions are safe and hygienic
* Working hours are not excessive
* No discrimination is practised
* Regular employment is provided
* No harsh or inhumane treatment of staff is allowed.
* Environmental Standards:

Suppliers should as a minimum comply with all statutory and other legal requirements relating to environmental impacts of their business. Areas to be considered are:

* Waste Management
* Packaging and Paper
* Conservation
* Energy Use
* Sustainability

Business Behaviour:

Islamic Relief will seek alternative sources where the conduct of suppliers demonstrably violates anyone’s basic human rights, and there is no willingness to address the situation within a reasonable time-frame.

Islamic Relief will seek alternative sources where companies in the supply chain are involved in the manufacture of arms or the sale of arms to governments which systematically violate the human rights of their citizens.

Qualifications to the statement:

Where speed of deployment is essential in saving lives, IAPG members will purchase necessary goods and services from the most appropriate available source.