



Norwegian People's Aid

Ukraine - 193

Invitation to the tender (ITT) for supply of

HEALTH INSURANCE FOR EMPLOYEES

Reference number ITT-193-26-003

Open International competition

TENDER DOCUMENT

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INTRODUCTION

Norwegian People's Aid is a humanitarian organization rooted in the Norwegian Labor Movement. We work with International Development Partnerships, Humanitarian Disarmament, Rescue Service and First Aid, and Asylum and Integration. Norwegian People's Aid has more than 12000 members in Norway and 2400 staff worldwide. We work in 39 countries around the world, and in 2015 we will have an expected turnover of 920 MNOK.

Norwegian People's Aid (NPA) has been involved in mine action operations since 1992 and is one of the leading humanitarian de-mining 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) in Ukraine invites sealed offers from eligible bidders for the supply of the following goods:

Subject of ITT:	HEALTH INSURANCE FOR EMPLOYEES
Procurement reference number:	ITT-193-26-003
Procurement method:	OPEN INTERNATIONAL TENDER
Bid submission system:	One-envelope system - technical and financial components of a bid are combined in one document.
Basis for the award:	The best evaluated bid meeting NPA requirements.
Date of issue:	03.04.2026
Questions/clarification end date:	21.03.2026
Bid submission end date:	30.04.2026
Bid opening date:	4.05.2026
NPA contact person and contact:	Mrs. Nataliia Klymenko, natkly513@npaid.org , Mr. Yaroslav Lytvynenko, yarlit227@npaid.org

1 INSTRUCTION

1.1 BID SUBMISSION

- 1.1.1 Bids shall be received electronically in PDF format in the NPA restricted electronic mailbox with the email address ukr-logistics@npaid.org no later than **30.04.2025**.
- 1.1.2 The email Subject Line shall indicate: “Bid submission to ITT-193-26-003”.
- 1.1.3 Body of email must include company name, contact name and phone number of individuals sending email in case that NPA requires clarification.
- 1.1.4 Late submissions will not be considered. It is recommended that emailed submissions are prepared and transmitted with sufficient time for receipt. The NPA is not responsible for delays or issues causing a submission to be received late. The time the submission is received by NPA, in its entirety (if multiple emails are required) is considered the time received.
- 1.1.5 Bidders will not have the opportunity to resubmit after the closing time due to late submissions or corrupted files.
- 1.1.6 If file size exceeds 35Mb, multiple emails will be required. If multiple emails are required, it must be indicated in the Subject Line (i.e., Email 1 of 2, Email 2 of 2, etc.).
- 1.1.7 Zip files are not accepted. Zip files are detected as spam and will be rejected.
- 1.1.8 Submissions (file attachments) will not be opened in advance of the bid submission closing date therefore the NPA will only be able to confirm whether the email has been received, not if the files are accessible.
- 1.1.9 If confirmation of receipt of email is required, indicate such in the body of the email. Email confirmation to confirm receipt of email does not constitute acceptance of Bid Submission; the email confirmation confirms receipt of email to the correct inbox.
- 1.1.10 Bids delivered in any other way than electronically to the specified email address 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 date. Modifications are not accepted by email. A new bid submission is required. Bids may not be modified or withdrawn after the submission end date.
- 1.1.13 By submitting a bid electronically, the Bidder acknowledges and accepts the risks in doing so. Risks associated with submitting electronic bids are such as but not limited to:
 - delays between servers,
 - rejection of email due to size or incorrect procedure,
 - rejection due to suspected spam, virus or malware,
 - email not clearly identified as a Bid Submission,
 - bid arriving late or not at all.
- 1.1.14 A closed opening of bids will take place on the indicated bid opening date by the appointed NPA opening and evaluation committee (OEC). No price or award will be announced at the time of the opening.

1.1.15 For queries or questions related to this ITT, please contact the NPA contact person as indicated in the Introduction section.

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 person by email (preferably), fax, 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 Ukraine 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 *Ukraine*.

2.4 NO COMMITMENT

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

- 2.4.2 NPA *Ukraine* 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 *Ukraine* reserves the right to award any subsequent contract either jointly for all lots or individually per lot.
- 2.4.4 NPA *Ukraine* reserves the right to increase or decrease the unit quantity in any subsequent.

2.5 NEGOTIATIONS

- 2.5.1 NPA *Ukraine* 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 *Ukraine*.
- 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.

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 those 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.

3 STATEMENT OF REQUIREMENTS & BID SUBMISSION FORM

3.1 ITT DATA SHEET

Procurement Reference Number:	ITT-193-26-003
Name and address of procurement entity:	Norwegian People's Aid Oleksandra Konyskogo Str. 15 Post box No.12 01054 Kyiv Ukraine
Subject of ITT:	HEATH INSURANCE FOR EMPLOYEES
Lots:	N/A
Questions/clarifications:	Mrs. Nataliia Klymenko, natkly513@npaid.org , Mr. Yaroslav Lytvynenko, yarlit227@npaid.org
Mode of communication:	<i>Email</i>
Bid language:	English
Bid currency:	UAH
Tax & import duties:	N/A
Additional documentation required:	Specifications.
Bid validity:	30 Days
Authorisation:	The written confirmation of the authorisation to sign on behalf of the bidder shall consist of Power of Attorney or equivalent.

Delivery address for bid submissions:	Attention to: <i>Logistics department / “OEC”</i> Norwegian People’s Aid <i>Oleksandra Konyskogo Str. 15</i> <i>Post box No.12</i> <i>01054 Kyiv</i> <i>Ukraine</i>
Legal:	Any disputes arising from this process shall be settled according to and by means of the Laws and judicial system of Norway.

3.2 STATEMENT OF REQUIREMENTS

Item No.	Item name	Requirements specification	Evaluation method
1.	GEOGRAPHICAL COVERAGE & PROVIDER NETWORK	<ul style="list-style-type: none"> • Insurance Coverage Area: Ukraine; • Key Locations: Special consideration shall be given to the insurer's provider network in the organisation's key locations: Kyiv, Mykolaiv, Sumy (including Romny), Kryvyi Rih (including Shyroke), and their respective regions. • The Insurer must ensure availability of contracted medical facilities in the following minimum quantities: <ul style="list-style-type: none"> - Kyiv - not less than 40 different medical facilities available to insured persons (including medical facilities, dentistry, ophthalmology, diagnostic centers); - Mykolaiv - not less than 30 different medical facilities available to insured persons (including medical facilities, dentistry, ophthalmology, diagnostic centers); Kryvyi Rih - not less than 40 different medical facilities available to insured persons (including medical facilities, dentistry, ophthalmology, diagnostic centers). Sumy - not less than 30 different medical facilities available to insured persons (including medical facilities, dentistry, ophthalmology, diagnostic centers). Romny - not less than 2 different medical facilities available to insured persons (including medical facilities, dentistry, ophthalmology, diagnostic centers). • Network Requirements: insurer must maintain an established network of contracted medical providers (all types, classes and ranks of clinics and doctors) in these areas, ensuring immediate access to outpatient, inpatient, diagnostic, and emergency services. • Provider Availability: In locations where a direct contract is not yet established, the Insurer must ensure medical care through a Letter of Guarantee (LoG) to any 	<ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply

	<p>SCOPE OF MEDICAL SERVICES</p>	<p>licensed medical provider chosen by the employee or via full reimbursement of expenses.</p> <ul style="list-style-type: none"> • Insurance sum per person: not less than 350 000,00 UAH • Coverage principle (anti-exclusion foundation); • Outpatient care (planned care), diagnostics; • Inpatient care; • Emergency care; • Medication coverage; • Dental care; • Mandatory preventive care • Medical check-ups (pre-employment, periodic, and unscheduled examinations) • Maternity coverage • Psychological services 	<ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply
	<p>OUTPATIENT CARE (PLANNED CARE)</p>	<ul style="list-style-type: none"> • Consultations with general practitioners and medical specialists of all levels without limitations on the number of visits. • Follow-up visits and monitoring of treatment plans initiated during the policy period, including cases of chronic disease management. 	<ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply

	<p style="text-align: center;">INPATIENT CARE</p>	<ul style="list-style-type: none"> • Treatment of chronic conditions during exacerbations without limits. • Treatment of chronic conditions – up to 14 days per course, two cases • Procedures performed in outpatient settings; • Comprehensive diagnostic services prescribed by a physician, including but not limited to: laboratory tests (hormonal, biochemical, etc.), ultrasound, X-ray, MRI, and CT scans. • Prescribed medications related to covered conditions; • Monitoring and continuation of treatment plans initiated during the policy period; • Access to a second medical opinion for complex diagnoses • Physiotherapy and rehabilitation services, provided by licensed medical professionals and facilities. Services should include, but are not limited to: <ul style="list-style-type: none"> -Rehabilitation after injuries or surgeries -Manual therapy -Ultrasound therapy -Electrotherapy -Therapeutic exercises and training -Aerobic and cardio exercises • Coverage shall include 10 therapeutic massage sessions prescribed by a physician and 10 preventive massage sessions. • Coverage shall include diagnostics and treatment of helminth infections, • The insurance package shall provide vaccination coverage upon the insured person’s request, including annual influenza vaccination and other recommended immunisations, administered at accredited medical facilities. <ul style="list-style-type: none"> • Accommodation in hospitals of all levels (state, departmental, and private of all types). • Surgical treatment; • Full coverage of ICU services, including life support and constant monitoring where medically required. 	<ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply <ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply <ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply <ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply <ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply
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	<p>DIAGNOSTICS</p>	<ul style="list-style-type: none"> • 100% coverage of all medications, consumables, and medical supplies administered during hospitalisation. • All laboratory and instrumental diagnostics (MRI, CT, etc.) performed during the hospital stay. • Monitoring and initial rehabilitation (physiotherapy, etc.) directly related to the inpatient episode • Coverage for both planned (scheduled) and emergency inpatient treatment based on medical necessity without "waiting periods." • The insurer shall ensure that inpatient coverage is not limited by restrictive hospital lists or unreasonable administrative barriers. • The insurance shall cover all diagnostic services prescribed by a licensed physician, including laboratory, instrumental, and functional diagnostics necessary for primary diagnosis, treatment adjustment, and clinical monitoring. • Full coverage of laboratory tests, including but not limited to: hormonal diagnostics (full panels), immunological tests, biochemical markers, and basic oncology screenings. • 100% coverage for high-tech diagnostics, such as MRI, CT scans, and angiography, when medically indicated, without unreasonable administrative delays • Coverage shall include repeat diagnostics where medically justified to monitor treatment efficacy or disease progression. • All diagnostic services must be covered based on the physician's prescription alone, without requiring the employee to prove the "acute" nature of the condition for every single test. 	<ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply
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	<p>EMERGENCY CARE</p>	<ul style="list-style-type: none"> • Coverage of all diagnostic procedures (until the diagnosis is established) required to clarify or confirm a diagnosis that is initially uncertain or provisional, even if the suspected diagnosis is listed among exclusions. • Emergency medical care shall be covered without prior approval from the Insurer where immediate treatment is required to prevent a threat to life or health. • Coverage shall include emergency consultations, ambulance services, urgent diagnostics, stabilisation and emergency hospitalisation. • Coverage must continue seamlessly from the emergency phase to the inpatient or outpatient treatment phase until the condition is fully stabilized. 	<ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply
	<p>MEDICATION COVER</p>	<ul style="list-style-type: none"> • The insurance shall cover prescribed medications related to covered conditions, including medications required for outpatient and inpatient treatment. • Medication coverage shall not be limited to short essential lists where broader treatment is clinically required. • Coverage shall include supportive medications (e.g., vitamins, probiotics, or enzymes) when they are an integral part of the prescribed treatment for a covered condition. 	<ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply

<p>FINANCIAL & ADMINISTRATIVE TERMS</p>		<ul style="list-style-type: none"> • The insurer must provide access to psychologists of various specializations • The insurer must maintain a comprehensive and verified network of clinics and qualified psychologists, ensuring wide geographical coverage and a sufficient number of practitioners • The choice of psychologist (clinic or individual specialist) shall remain solely with the insured person • All psychologists within the network must hold recognized professional qualifications, relevant certifications, and proven experience in their specialization • The insurer must ensure strict compliance with confidentiality standards and data protection regulations. No personal or sensitive information may be shared without the insured person’s consent. • A 0% deductible (zero franchise) shall apply to all medical services, including outpatient consultations, diagnostics (including hormonal and high-tech), inpatient care, and medications on all locations • The Insurer shall provide options for staged payments (e.g., quarterly or semi-annual installments) • The organization reserves the right to modify the list of insured persons monthly. This includes adding new hires and removing terminated employees. • In cases where direct billing is unavailable, the Insurer shall reimburse the employee’s out-of-pocket expenses within 5–7 business days upon submission of digital copies of documents. • The Insurer must provide a Personal Account Manager and a 24/7 Medical Assistance service accessible via phone, mobile app, and messengers • The Insurer shall provide comprehensive statistical data on a regular basis (e.g., quarterly or upon request), including utilization rates, types of services claimed, 	<ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply
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		<p>and financial summaries, while ensuring full compliance with data protection laws.</p> <ul style="list-style-type: none"> • Completion of treatment for an insured event after the expiration of the insurance contract. • The list of exclusions should not include musculoskeletal disorders, sexually transmitted diseases. • Each insured person can receive 3 consultations and 3 diagnostic/ laboratory services of choice OR a cash limit to cover policy exclusions. • The insurer shall provide a Corporate Exclusion Limit that may be used to cover medically necessary services falling under the exclusions list, subject to prior approval by the organization's management. • No Age-Related Exclusions: The Insurer shall not deny coverage for diagnostics or treatment based on "age-related changes" (e.g., degenerative changes, vision correction, etc.) if such conditions lead to a decrease in the quality of life or require medical intervention according to current clinical protocols. • Providing all offices with first aid kits • Option to add family members to the insurance plan at the corporate rate 	<ul style="list-style-type: none"> • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply • Comply / Non-comply
CONTRACT DURATION	12 MONTHS FRAMEWORK AGREEMENT WITH POSSIBLE EXTENSION BASED ON PERFORMANCE		<ul style="list-style-type: none"> • Comply / Non-comply

Bid Validity _____	TOTAL in ***	
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OTHER INFORMATION (IF ANY)	
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3.3 BID SUBMISSION FORM

3.3.1 PART ONE

Item No.	Item name	Specification	Warranty	Unit price	Qty	Quote
1						
Bid Validity _____				TOTAL in		

DELIVERY TIME (SPECIFY IN DETAIL)	
DELIVERY TERMS	

3.3.2 PART TWO

ITT Ref No: ITT-193-26-003ⁱ

Bid Submission Date.....

To: Norwegian People’s Aid, *Ukraine*

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 *Ukraine* 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 _____, _____

3.4 SUPPLIER REGISTRATION FORM

Section 1: Company details and general information	
1. Name of company:	
2. Street address: City: _____ Post code: _____ 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:	

Section 2: Company financial information:

20. Bank name: _____ Address: _____

Swift/BIC/address _____

Bank account number: _____ Account name: _____

Section 3: Information on goods and services offered:

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 policy? If yes, please attach copy.

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.

3.5 **ACKNOWLEDGEMENT 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 thatwill submit a proposal based on the requirements laid out in ITT-193-25-003.

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 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 effected 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
- Organization and/or VAT number
- Invoice number
- Invoice date
- Payment due date
- Bank acc. for payment of invoice
- VAT amount
- 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; foreign exchange specification in accordance with ISO 3166 (Country and currency codes)

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 Norwegian Law on procurement dated 13 May 1998 nr. 27 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 Norwegian 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 law concerning arbitral settlement of disputes Chapter 32 of Laws on Arbitration shall be applicable. The decision reached by the arbitration body shall be binding and final on the parties.

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