

PROCUREMENT MANUAL

July 2012

Revised in December 2016

Reviewed by :



ACNABIN
Chartered Accountants



**NGO FORUM
FOR PUBLIC HEALTH**

4/A Block-F, Lalmatia, Dhaka-1207, Bangladesh

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Chapter 1: Introduction

1. Purpose

- 1.1. The purpose of this manual is to provide an established policy guideline for the procurement of goods and services in consonance with Bangladesh Government and Donors rules and regulations. It also purports at widest dissemination amongst all employees of NGO Forum for Public Health's (NGOForum) policies and procedures for procurement of goods and services.
- 1.2. Procurement plays an integral part in Supply Chain Management. This manual sets forth the policies and procedures which NGO Forum has established to guide the procurement process with the intent of ensuring compliance, consistency and transparency throughout the procurement process.
- 1.3. This Manual shall be applicable to all Departments/ Regional/ Project offices in relation to the procurement of NGO Forum for Public Health.

2. Policy Statement

- 2.1. The Organization shall procure goods and services essential for the effective and efficient operation of its activities by the most expeditious measures.
- 2.2. All procurement transactions shall be conducted in a manner to provide, to the maximum extent practical, open and free competition.
- 2.3. All concerned will put in their best effort to achieve the organizational efficiency through procurement of right materials in right quantity at right price, at right place and time in accordance with the policies laid down.
- 2.4. Where appropriate, an analysis is to be made of lease and purchase alternatives to determine economically justified option of procurement.
- 2.5. The basis for all procurements awards is the best value for money. The best value is a combination of fair and lowest cost, ability to meet exact requirement, reputation, and quality of goods, country of origin of goods, delivery capability, payment terms and competitive review.
- 2.6 The employees of NGO Forum shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to sub-agreements.

3. Procurement Conduct & Ethics

The procurement process should be executed by following the general ethical principles and compliances –

3.1. Code of Conduct

- a) Behave honestly and in a way that upholds the values and the good reputation of NGOForum.
- b) Know and comply with all policies, procedures and guidelines that relate to procurement process.
- c) Treat everyone with respect, courtesy and fairness.
- d) Comply with relevant lawful and organizational directions.
- e) Take reasonable steps to avoid conflicts of interest, report those that cannot be avoided.
- f) Not make improper use of information or resources.



3.2. Conflict of Interest

No employee shall participate in the selection, award, or administration of a contract if a real or apparent conflict of interest would be involved. Such conflict would arise when the employee or any member of the employee's immediate family, the employee's partner or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award.

3.3. Transparency, Confidentiality and Fairness

All suppliers should be treated fairly and even-handedly at all stages of the procurement process. This means being open with all those involved, so that everyone, especially suppliers, understand the elements of the process, that is, the procedures, timescales, expectations, requirements, criteria for selection and so on. Supplier confidentiality should be safeguarded.

4. Process for updating the Manual

The policies and procedures included in this manual intended to be a living and evolving document that is expected to change over time. Important policy matters regarding Procurement continue to be addressed through circular letters from time to time. When it becomes necessary to update the manual, all proposed changes will be reviewed and ratified by the Executive Director in consultation with the management team (Team formed for updating the manual). Approved changes will be incorporated along with the circulated policy matters into the manual, and updates will be produced by the Head of HR & Admin over a certain period of time. On demand the updated manual may be reviewed by the professional reviewer.



Chapter 2: Directions

5. Procurement Responsibilities

Procurement under NGO Forum must follow the rules and regulation that exists in the country as well as NGO Forum procurement policy. In applicable cases legal opinion may be solicited before finalization of agreement signing or any other legal issues.

Procurement staffs are responsible for:

- a) Initiating and maintaining professional relationships with all vendors, both current and potential.
- b) Making final delivery schedule in conjunction with **Procurement Committee** and other departments.
- c) Developing wide range of sources to provide sufficient competitive bids of similar quality and cost.
- d) Compiling the data, check market availability, lead time and market cost, after completing the forecast plan.
- e) Delivering the Request for Quotation (RFQ)/ Invitation for Tender Bidding (ITB)/Request for Proposal (RFP) for any kinds of technical assistance (TA) or consultancy to the entire enlisted agency with cover letter seeking technical proposal & financial proposal.
- f) In relevant cases, receiving technical & financial proposal in separate envelop and circulate the technical proposal to **Technical Evaluation Committee** and Financial proposal to **Financial Evaluation Committee**.
- g) Arrange signing of Purchase order/Task order/Agreement.
- h) Maintain liaison and follow up with the awarded vendor to ensure timely completion & delivery of the specific task.
- i) Procurement staff or the person specified in the Purchase Order/ Work Order may be done physical inspection during the production process and before delivery of the materials/goods to ensure the quality.

6. Procurement Committee

6.1. Central Procurement Committee at Central Office comprises the following members -

- a. Convener: Head of HR and Admin/ Competent Senior Management member
- b. Procurement Manager/Focal Person- Member Secretary
- c. Representative from indenting Department/project
- d. Representative from program department
- e. Member with technical background

One staff from Finance & Accounts department will be act as Member Observer in the committee. The Central Procurement Committee may co-opt any other members as deemed necessary.



6.2. Regional/ Field level Procurement Committee comprises by the following members

- a. Regional Manager/ PC/ PM/ Focal Person -Convener
- b. Field Engineer/ Procurement and Logistic Officer/ Admin Officer - - Member Secretary
- c.
- d. Asst./ Associate/ Accounts Officer/ Project Accountant
- e. Program Personnel/ Other competent staff

Member from Central Procurement Committee may be co-opted in case of short fall of members in Regional/Field Level Procurement Committees as well as of any procurement exceeding the limit of authorized amount.

6.3. Responsibilities of Procurement Committees

The procurement committees will ensure the following issues -

- a. Vendor enlistment process as per policy and forwarded for approval.
- b. Setting criteria for weighted scoring of ITB/RFP's response.
- c. Review the technical and financial proposal including the evaluation report.
- d. Make final recommendations of CS for Approval.
- e. Provide support to resolve the critical issues related to procurement.
- f. Central Procurement Committee will review and evaluate the decision of Regional/ Field Level Procurement Committee on sample basis.

7. Selection of Suppliers/Contractors/Vendors

7.1 Enlistment of Suppliers/ Contractors/ Vendors: NGO Forum initiates at its central and regional level for enlistment of potential Suppliers/ Contractors/ Vendors (hereinafter vendors) for those areas where procurement is frequent or on regular interval with a validity of two years period following open circular process as described under Clause 18.

7.2 Extension of Enlistment validity: Upon satisfactory performance and updating the necessary documents the eligible vendors' enlistment validity period may be extended for next one year period. This kind of extension may further be extended for another one year based on satisfactory performance and updating of necessary documents.

7.3 Inclusion: During the process of 7.2 new vendors may be included subject to fulfilling the criteria/ requirement mentioned in Clause 18.3 to 18.6.

7.4 Case to Case vendor selection: In case of purchase through Limited Tender Enquiry or Spot Tender Enquiry enlisted vendors of respective category is to be considered.

If the Limited Tender Enquiry fails to get sufficient response, re-tender process may include non-enlisted vendors of relevant category.

If nature of purchase items does not match with the enlisted vendors, offer from non-enlisted vendors of relevant category will be collected. In this circumstance relevant and minimum documents regarding evaluating the suppliers/ Contractors/ vendors performance and essential compliances (Tax, VAT etc.) must be accompanied with the submitted proposal/ offer.

8. Cancellation of Enlistment

Enlistment may be cancelled for the following reasons:

- a) If a vendor fails to submit offer against 10 (ten) successive tender enquiries, or
- b) If the vendor fails to fulfill his contractual obligations satisfactorily for the 2nd time in a year, or
- c) If a vendor makes a written request for cancellation of his enlistment, or
- d) If retention of a vendor's name in the list of enlistment is not considered desirable by the management in the public interest.
- e) If the Supplier/Contractor refuses to execute the work after he has been awarded the task for the 2nd time in a year; in this case the Performance Guarantee (PG)/ security deposit will be forfeited.
- g) If any fraudulent activity/document is unearthed, enlistment will be canceled.

9. Ineligible Suppliers/Contractors/Vendors

For any procurement with Donors funding, contracts shall not be made with firms or individuals or vendors whose name appears on the "Lists of parties Excluded" from the particular Donors procurement list.

10. Raising of Indent(s)/Requisition(s)

All indents for purchase shall be sent to the Procurement Focal Person through the concerned Head of the Department/ Region/ Project and respective supervisor as per routing system (Annexure-A) mentioned in the Purchase Requisition (PR, Annexure-B).

11. Specification of Purchase

The Specification is the key component in any contract and its importance cannot be overstated. It sets the description of the product, quality and performance standards for the contract and defines what the organization wishes to buy and what the supplier must provide.

11.1. Technical Specification (TS)

The purpose of the Technical Specification is to define the technical characteristics of the goods and related services required.

11.2. Element of TS

The concerned department/Regions/Projects will be responsible for the preparation of TS considering the following issues:

- a) The TS constitute the benchmarks against which the purchaser will verify the technical responsiveness of tender and subsequently evaluate the tenders.
- b) Technical specifications should be broad enough to avoid restrictions on similar kinds of goods.



- c) Specify all essential technical and performance characteristics and requirements, including guaranteed or acceptable maximum or minimum values, as appropriate and reference to brand names and catalogue number should be avoided as far as possible.
- d) Standard of materials and workmanship required for the production and manufacturing of the goods.
- e) Users should develop correct and balanced specifications derived on the basis of relevant international standards and/ or on the basis of collaboration with the vendor and/ or in-house interaction between departments. This should be provided to procurement department at the time of request. The specification form may also be provided by users pro-actively for the case of new category or change of existing specifications or change of variants. Following are some indicative parameters for specification preparation:
 - 1. Specifications and specific requirements
 - 2. Qualified products
 - 3. Market grades
 - 4. Sample
- f) Specification will be sent to technical committee by user department, for verification/modifications.
- g) Approved specifications will be kept as standard specifications and will be referred to next.
- h) Indenting Department in consultation with IT Department should develop standard specifications for computer and IT related equipment/ accessories. Current market information on specifications should be assessed while making specifications for tenders to select IT vendors.
- i) In case of requirement of a specific model of a brand justification along with alternative should be mentioned. The alternative will be applicable if the specific model is not available in market.

11.3. Technical Assistance: Technical expertise may be hired from outside in case of such requirement.

12. Approval Authority Limit of Purchase Requisition(s), Purchase Commitment(s) & Disbursement(s)

12.1. Purchase Requisition: Authority to accord purchase requisition approval shall be exercised as per delegation of power defined below –

Authorized Person	Capital item (BDT)	Non-capital item (BDT)
Executive Director	Above 100,000	Above 500,000
Directors	Up-to 100,000	Up-to 500,000
Head of Finance & Accounts/Assigned Finance & Accounts Manager	Up-to 50,000	Up-to 50,000
Regional Manager/Field-based Project Focal	Up-to 50,000	Up-to 500,000



12.2. Purchase Commitment(s)& Disbursement(s): Authority to issue purchase commitment and Disbursement Approval shall be exercised as per delegation of power defined below –

Authorized staff (title)	Authorization limit in BDT	Purchase commitments	Disbursement approval	Sample signatures
Central Office				
Focal Person, Procurement	Any amount	Yes	No	
Head / Manager, Finance & Accounts	Up to 50,000	No	Yes	
Director	50,001 – 100,000	No	Yes	
Execution Director	Above 100,000	No	Yes	
Region/Field office				
Focal Person, Procurement	Up to 500,000	Yes	No	
Regional Manager/ Project Manager/ Project Coordinator/ Project Focal	Up to 500,000	No	Yes	
Focal Person, Procurement, Central Office	Above 500,000	Yes	No	
Execution Director	Above 500,000	No	Yes	

13. Types of Tender Enquiries

No purchase except cash purchases and emergency purchase shall be made without making proper tender enquiry.

The recommended minimum number of vendors invited to bid for each tender is outlined in the table below.

Value of Tender (BDT)	Solicitation document required	Minimum number of vendors to be invited
Up to 10,000	No written document	Two
10,001 – 30,000	RFQ	Three
30,001 – 200,000	ITB or RFP	Five
200,001 – 800,000	ITB or RFP	Eight
Above 800,000	ITB or RFP	Open/press tender (In case of field level procurement the issue to be done in consultation with Central Management)

Tender enquiry shall be as follows:

- 13.1. Single tender enquiry:** This type of tender enquiry shall be issued exclusively to the manufacturers or their authorized agents when the items are purely of proprietary nature. Tender enquiry with detailed terms and conditions will be sent to the manufacturer or their authorized agent free of cost inviting quotation from them within a specified period of time.
- 13.2. Spot tender enquiry:** This type of tender enquiry (RFQ) shall be issued to the genuine and bonafide dealers/stockiest/traders in specific and exceptional cases of extreme urgency of the item and/or if the estimated value of requisition/ item or service to be procured is in between BDT 10,001 to BDT 30,000 or when response against a limited tender enquiry is very poor and/or the quoted rates are abnormally high through a team of 3 (three) officials one from Procurement, one from Finance & Accounts department and one from indenting department. Minimum 3 quotations are to be collected against Spot Tender Enquiry in all cases.



- 13.3. Limited tender enquiry:** This type of tender enquiry in the form of ITB/RFP shall be issued to the enlisted Suppliers/ Contractors only when the items are of non-proprietary nature or estimated value in between BDT.30,001 to 800,000. Tender enquiry with detailed terms and conditions will be sent to the enlisted Suppliers/ Vendors/contractors allowing a specific time for submission of sealed quotation. Minimum response from three bidders for estimated value up to BDT 200,000 and five for estimated value up to BDT.800,000 is generally expected.
- 13.4. Press Tender:** This type of tender inquiry will be made through publishing at least in two national dailies and/or online media if the estimated value is above BDT.800,000 or if the nature of item is irregular/rear.

14. Performance Guarantee or Security Deposit

The Performance Guarantee (PG) money should be deposited to NGO Forum in the form of pay order/ bank draft/Bank Guarantee drawn on any schedule bank in Bangladesh (in case of international tender foreign bank may be accepted) at the time of issuing work order. The Performance Guarantee should be refunded without interest after the contract/ warranty period is over, provided all contract/ PO conditions are met successfully by the vendor. PG will be applicable for work order value above BDT.800,000 (Eight lac) except installation of hardware options. For installation of hardware options PG is applicable for all cases irrespective of any work order value.

- 14.1.** Amount of Performance Guarantee should be maximum 10% of Purchase/Work order value.
- 14.2.** Focal Person, Procurement should keep a list of Purchase Order/Work Order(s) requiring PG showing the reference number and date of Purchase/Work Order, name of the local agent, amount of the Purchase Order/Work Order and required amount of performance BG/ Pay order/ Bank draft number/name of the bank issued these instruments, date of issue, and date of expiry. PG may be extended up to completion of contract obligation.
- 14.3.** Once PG in the form of Bank Guarantee (BG) is received, Manager, Procurement should forward the same to the Finance & Accounts department with a forwarding letter for verification that the BG is authentic. Manager, Finance & Accounts should inform Focal Person, Procurement within five working days in written that the BG is either authentic or false and Procurement Manager will communicate with the vendor for explanation of providing false Bank guarantee and based on the reply from the entity Procurement Committee may initiate suspension/ blacklisting of the entity within three working days.
- 14.4.** 10% PG/ Security Deposit is to be deducted from the total payable amount from the successful bidder who awarded to install hardware options. The amount will be kept for minimum six months period from the date of completion of the work and refunded without interest to the bidder based on satisfactory performance of the hardware options and prayer from the vendor.

15. Tender Opening Committee Composition

- 15.1.** The composition of the tender opening committee shall be as below
- a) Procurement Focal Person - Convener
 - b) One member from Finance & Accounts Department/Internal Audit Department
 - c) One member from Indenting Department
- 15.2.** Regional /Field Level Procurement Committee will perform the role of tender opening committee at Regional Offices.



16. Suppliers'/Contractors'/Vendors' Performance Management

In the event that a vendor is unable to fulfill its obligations as per terms and conditions stated in the Purchase/Work Order/ tender document, the vendor would be notified to fulfill its obligations within stipulated time from the date of identification of failure of obligation and a time limit of maximum 20 days will be given for fulfillment.

The conditions upon which the penalty would be initiated are non-delivery, partial delivery, rejection due to quality and failing of the given time limit. In the occurrence of any of these deviations the vendor will be penalized by 0.5% of the ordered value per day of default up to a maximum of 10% of the ordered value for a maximum of 20 days of delay.

For major cases of more than 50% quality rejection, the order would be terminated and a penalty of 10% of the order value would be levied.

Depending on more than one such default, Manager Procurement can initiate process for suspension/ blacklisting of the vendor.

For the purpose of suspension/ blacklisting an assessment should be carried out by Technical Evaluation Committee (TEC) and findings placed to the concerned authority for review and approval.

17. Annual Procurement Plan (APP)

NGO Forum will prepare an Annual Procurement Plan (APP) on the basis of Annual Work Plan and Annual Budget. Procurement Department will prepare the Plan on getting necessary inputs from all the departments who will have annual procurement requirements of goods and services. It is expected that APP will be prepared on the basis of the Project/Program expenditure budget, Capital expenditure budget and Admin expenditure budget along with the relevant procurement demand of the Departments/Regional/Project offices.

17.1. Procurement Requirements

Procurement Requirements is applicable both for Regional/ Project offices and for all Departments of Central office irrespective of Capital, program and recurring items. Well ahead of the beginning of the Fiscal Year (FY), all relevant program of NGO Forum will prepare Procurement Requirements and forward the same to the respective person at the Central Office through proper channel. Project/Department Heads will justify the need of the requirements of respective project/department.

17.2. Approval of Annual Procurement Plan

Executive Director approves the final Annual Procurement Plan (APP) in consultation with all relevant departmental heads. To implement the APP, case to case approval of Purchase Requisition (PR) is required as per Clause 12. Any subsequent procurement plan is to be placed for consideration and approval of the concerned management before inclusion in APP.

Annual Procurement Plan is a dynamic thing and it may be changed depending on logical and changed circumstances. So, APP may be reviewed and, if necessary can be revised.

The approved final APP is to be circulated to all concerned departmental heads so that they are informed about their approved procurement plan and accordingly they will participate in the achievement of the plan.



Chapter 3: Procurement Process

Procurement department will start the process of procurement after getting approved procurement requisition from the concerned department(s). Major procurement is done by the Central Office but sometimes Regional/ Project offices also procure project elements, goods and services for program and administrative use. To start the procurement process, following steps should be fulfilled:

18. Enlistment/Pre-qualification of Suppliers/Contractors/Vendors

18.1. Enlistment Process will be followed by open circular using notice/national/local daily newspaper etc. In this process existing successful vendors will be enlisted inevitably if provide updated documents.

18.2. In case of selecting **vendor(s) for foreign purchase**, pre-qualification of manufacturers/suppliers can also be made taking into consideration such matters as contractor integrity, record of past performance, financial and technical resources, or accessibility to other necessary resources.

18.3. Enlistment of different **category of suppliers** will be made based on the nature of the procured items and frequency of purchase. Such as:

- a. Advertising Firm/Media Agency
- b. Audit & Tax Firm
- c. Courier Service and Carrier of Goods
- d. Electrical & Electronics Items
- e. Furniture & Furnishing
- f. General Suppliers, Stationeries, Promotional Items
- g. Information Communication Technologies
- h. Medicine & Medical Equipment
- i. Printing & Packaging
- j. Reagent, Water testing equipment & Lab Materials
- k. Repair and Maintenance Service of Fixed Assets
- l. Garage/ Workshop/ Automobile/Construction Firm/Contractor

18.4. Application for enlistment shall have to be made by the supplier/ vendor mentioning the group or groups of items along with the following documents –

- a) Current Trade License
- c) Income Tax Certificate (updated)
- d) Press declaration certificate (for printing & packaging)
- e) Bank Solvency certificate (if applicable)
- f) Performance certificate from 3 organizations (if applicable)
- g) VAT registration Certificate
- h) Organization profile (If applicable)
- i) List of machinery (If applicable)
- j) List of manpower (If applicable)
- K) List of clients

18.5. Verification of submitted documents

Verifying all the submitted documents mentioning in clause 18.4 and applying best judgment, reputed Agency/ Vendor/ Firm/ NGOs will be selected for enlistment for two years term. It is



expected that all documents submitted by the concerned Agency/ Vendor/ Firm/ NGOs are correct and from genuine source.

Procurement Department will verify the information and particulars furnished by an applicant and if found genuine and acceptable, will take necessary steps for enlistment of the firm.

The verification of information/ particulars furnished by an applicant and the physical verification of the firms shall be done by a **Verification Committee** constituted by the Executive Director. The committee will be headed by Procurement Manager and will work under the supervision of Head of HR & Admin. The other two members of the committee, one should be from Finance &Accounts/Internal Audit Department and another from any other department.

The Verification Committee produces a report and submits to the PC.

18.6. Vendor Evaluation

The participated vendors who have relevant experience and performance (as assessed by testimonials, quality inspection), reasonable physical facility, adequate manpower and technical support (as assessed through physical inspections), financial soundness (as assessed through bank statements) would be evaluated by the Procurement department and forwarded to ED for central office and respective Regional Manager for field and regional office with due recommendations of the PC.

Tender winning firms or enlisted firms/ registered firm(s) and in addition to the enlisted firm beyond this would be required to follow the procurement policies of NGO Forum as specified in the terms & conditions specified in the tender schedule/ PO/ Work Order/ Contract.

18.7. Enlistment Validity

Enlistment once made shall remain valid for a period of two years and may be extended for further two years, subject to satisfactory performance and up gradation of relevant documents.

18.8. Acknowledge

Suppliers/Contractors enlisted should be informed in writing and duly acknowledged.

19.Determination of Need

Need of any goods or services is identified by the Head of the Department/ Regional/Project and approved by the respective approving authority depending on procurement size and financial involvement.

The need:

- a) must relate to the activities of the concerned department for efficient and effective running of the departmental/project activities;
- b) must be in line with the Organization's approved policies and procedures;
- c) must be within the sanctioned budget before the indent is sent for procurement. It is to be noted that merely having a budgetary sanction should not qualify for procurement of particular goods or services. There should be proper justification and reasoning in favor of the procurement at the time of raising indent.



20. Procurement Requisition (PR)

Once a need for goods and services has been established, the originating Head of Department/Region/ Project must send an approved written request as per format to Procurement Department through his/her supervisor to procure the goods and services as needed. Purchase request must be specific and description of the product/requisition should be in details. Pre-established budget sanction and approval is to be ensured before such requests are sent to Procurement Department. Validity of Procurement Requisition will be six months (maximum) from the date of approval of requisition for placing work order. Before sending Procurement Requisition (PR) to Procurement Department (PD), indenting department should get the budget clearance from Finance & Accounts Department in writing.

21. Determining Source of Supply

In case of regular used items, respective departments will check with store for the availability of the required items. If not available only then the store officer will place PR to Procurement Department. Procurement Department may require lead time to meet the requirement of store.

Each purchase evaluation shall take measures for competitive review which includes, but is not limited to, the following:

- a) Costs of the goods or services,
- b) Availability of goods or services,
- c) Quality,
- d) Stability, reputation and performance history of Vendor,
- e) Brand name and similar specification as required

22. Types of Purchases

Purchase shall be altogether of 6 (six) types as detailed below:

- 22.1 Purchase against Proprietary items
- 22.2 Purchases against Limited Tender
- 22.3 Purchases against Spot Tender
- 22.4 Purchase against press/ open tender
- 22.5 Emergency procurement
- 22.6 Cash Purchase

22.1 Purchases against Proprietary items

Only proprietary item or items available with a particular source of supply/brand items may be purchased directly from the manufacturer or their authorized agents. The purchase will be processed as usual. Any available published rate is acceptable and required for this type of purchase.

22.2. Purchases against Limited Tender

Purchases of general items will be made through limited tender enquiry when the goods are purely of non-proprietary nature. Tender enquiry with detailed terms and conditions will be sent to the enlisted Suppliers/Vendors/Contractors allowing a specific time for submission of sealed quotations. Minimum three tender are to be collected and qualified against limited tender.

On receipt of the quotations, purchase will be processed following all necessary formalities such as preparation of comparative statement, scrutiny/ evaluation by Technical Evaluation Committee, Financial Evaluation Committee etc.



22.3. Purchases against Spot Quotation

In specific cases an item or a group of items may be made through spot tender enquiry if the estimated value of requisition is in between BDT. 10,001 to 30,000 generally.

If project nature is contract basis and short term (maximum three months), if no response or very poor response is received against a limited tender enquiry, if the quoted price appears to be exorbitant and if re-tendering is likely to cause delay in procurement, Spot tender enquiry will be made for any amount to the bonafide manufacturer/ dealers/ stockiest/traders through a team of three officials - one from Procurement, one from Finance & Accounts department/Internal Audit department and one from indenting department.

Minimum three quotations are to be collected against Spot Tender Enquiry. Purchase against spot tender will be processed in the same way as is required to be done in the case of Limited Tender.

22.4. Purchase against Press/ open Tender

Press tender is necessary to get a fair price when procurement activities will be an extensively exceptional nature, or when enlisted vendor is not supposed to provide the service, or nature of procurement is unusual or the estimated amount of procurement is above BDT. 800,000/- (eight lac).

22.5. Emergency procurement

Procurement in the event of critical situation (such as natural calamities, political unrest, riot, blockade, and so on) which could result in heavy loss or hamper the normal operations or regular activities of NGO Forum and where normal purchase procedures cannot be resorted to as time is the most critical factor - Such situations are termed as "Emergencies" in the sense that time is the critical factor and adherence to the standard purchasing procedure is not possible. Emergency procurements would require the approval of ED in all cases. Spot quotation and spot decision will be taken by the **Emergency Procurement Team** if time is limited otherwise Spot quotation method will be followed.

The Emergency Procurement Team may be formed comprising 5 (five) officials as follows – Indenting Department-1, Finance & Account department/Audit department-1, Technical Person-1, PC member-1, Staff from concerned Region/Field Office-1. ED will form the Emergency Procurement Team in all cases.

The team will submit the Spot decision in written form with the bill.

22.6 Cash Purchase

NGO Forum discourages cash purchase. However, in unavoidable situation, procurement department as well as the Regional/ project offices with due diligence are allowed to buy materials or services amounting up to BDT. 10,000 with the approval of Head of Finance & Accounts/ Manager Finance & Accounts for Central Office and Taka 10,000 with the approval of Regional Manager/ PC/ PM/ Focal Person for regional/ field office duly cleared by approved requisitions.

In very exceptional cases, if the item is irregular or vendor is limited and not willing to participate in formal tendering process, or not ready to accept payment by A/C payee cheque, then irrespective of the value of the item a **Cash Purchase Committee** comprised of minimum three members will be formed by ED for this type of purchase.

All cash procurements are to be completed within seven working days and bills are to be submitted to the Finance & Accounts department for immediate adjustment or reimbursement.

The Cash Purchase Committee will submit a summary document related to the cash purchase along with the bill.



23. Conditions where Tender Enquiry not required

- a) All goods & services purchased under bi-lateral or multilateral agreement.
- b) For the following goods and services:
 - i) Travel of staff/ consultant/ delegate
 - ii) Legal expenses
 - iii) Participation in Overseas Training
 - iv) Purchase of foreign exchange
 - v) Rental of Office accommodation/ store
 - vi) Utility expenses
 - vii) Any government fees
 - viii) Entertainment/ Refreshment
 - ix) Seminar/ Conference Venue
 - x) Oil & Petroleum products
 - xi) Participate/ organize Training/ Workshop/ Seminars/ Different types of Meeting
 - xii) Hiring/ contracting Resource Persons/ Consultant
 - xiii) Emergency Repair & Maintenance
 - xiv) Vehicle Registration/ Tax/ VAT
 - xv) Project Registration/ Approval
 - xvi) Food stuff*
 - xvii) Food supplies*

* Due diligence should be applied in case of procuring these and event management etc.

* Food items like bottled water, soft drinks should go under BOA.

* However, in case of bulk food stuff/ food supplies which estimated cost is more than BDT.30,000 (thirty thousand), it is advisable to supervise the job by the Procurement Committee.

24. Conditions where Waiver of Competitive bidding is required

Single source procurement or procurement through without competitive bidding process may be done in applicable cases or items listed below subject to obtain approval from competent authority with mentioning proper justification using appropriate format (Annexure -C).

- a. Prices or rates are fixed pursuant to national legislation or by regulatory bodies;
- b. The proposed contract relates to procurement from a sole supply source of goods or services (e.g. sole authorized vendor) or to procurement of a proprietary product or service;
- c. Offers for identical products or services have been obtained competitively within a reasonable prior period, and prices and conditions remain competitive;
- d. The formal solicitation (Invitation to Bid or Request for Proposals) will not give satisfactory results, or when a formal solicitation done within a reasonable prior period has not produced satisfactory results;
- e. The procurement contract relates to services that cannot be evaluated objectively;
- f. Exigencies of service do not permit any delay due to waiting for the result of a formal solicitation. This applies to circumstances where goods or services are required immediately to prevent harm to life, health or well-being of refugees/ targeted community and other persons of concern in situations of true emergency.



25. Preparation of RFQ/ ITB/ RFP

Tender documents shall be the basis of evaluation and selection of any offer. So, tender documents shall be prepared in such a way that all technical details and commercial terms and conditions are clearly understandable to the bidders.

- 25.1. Full details of technical specifications supported with design/drawing or any other information that may be helpful in identifying the materials are to be furnished.
- 25.2. All-important terms & conditions required to be incorporated in the Purchase/Work Order/ contract should be clearly spelt out.
- 25.3. All categories of tender enquiry should contain the bid evaluation criteria and predetermined weight of individual factors for evaluation and basis of selection will be mentioned. The factors and their corresponding weights may vary depending on types of goods and services to be procured.
- 25.4. Tender enquiry should keep provision for variance (such as order quantity may increase or decrease by a pre-determined percentage or number depending on the actual requirement) and splitting of awards (award may be given to one or more bidder) if so deemed necessary for timely supply of goods and services.

26. Opening of Tender

It is very important that the integrity of procedures for receiving and opening tenders should be preserved. The tender opening time is inserted in the tender schedule form. Representatives of tender dropping agencies are allowed to be present at the tender opening.

- 26.1. Tender Box will be locked and sealed well ahead of the closing time of tender. The key of the tender box shall remain with the tender Opening committee member under HR and Admin Department.
- 26.2. Tenders shall be opened strictly on a definite date and time as specified in the tender documents.
- 26.3. Any tender offer received after closing time, whether through bidders' representative or by post will be treated as LATE TENDER and be returned to the bidders unopened immediately.
- 26.4. Tender Box will be opened in public and the offers be taken out in presence of the bidders' representatives, if any, at the date and time specified in the tender documents.
- 26.5. Tenders will be opened by the tender opening committee. The offers will be entered in the tender opening register. Thereafter, signature of the bidders' representatives, if any, will be obtained on the tender opening register.
- 26.6. In case of insufficient response, less than three offers, the committee should not open the offer but maintain register marked as 'Un Opened' and send it to Procurement Department.
- 26.7. All present members of the tender opening committee will sign on each page of the offers. In case of insufficient response the tender opening committee will sign on each envelop only.
- 26.8. In case of separate technical and financial offer, TOC will submit the Technical Proposal to the Technical Evaluation Committee and the Financial Proposal to the Financial Evaluation Committee.



27. Insufficient Offer

- 27.1.** Because of lack of competition, less than 3 offers (due to insufficient response or rejection through technical/ financial evaluation) should not be normally accepted. In this case there is a provision for re-tender. However, if the quoted price is reasonable and competitive in comparison with last/previous price and if time does not permit procurement through re-tendering, less than three offers may be considered.
- 27.2.** If re-tender (2nd attempt) again fails to obtain sufficient response, combining of the two responses may be taken into account for processing the next steps or spot tendering method will be followed.
- 27.3.** All usual formalities are to be maintained for purchasing against single offer like technical evaluation, CS preparation, obtaining approval etc.

28. RFP for Services/Creative Works

RFP for services/ creative works like Auditing, Research, Evaluation, Material Development, Documentary, Drama etc. which will be floated among the potential firms/agencies/individuals prepared by the Program/communication department of NGO Forum must include the relevant/applicable issues of followings –

- a) Detailed scope of work
- b) Proposal Format
- c) Marketing/Communication brief key issues such as: historical sales, brand objectives packaging, pricing strategy, current pricing, target profile, primary target group, secondary target group, positioning, media focus, materials expected with the proposal, major distribution strategies, award of the study, other applicable procurement clause and evaluation criteria is to be mentioned in the RFP.

28.1. Proposal of the agency must include the following:

- a) Background and experience of the agency in relevant area
- b) Creative ideas
- c) Strategy
- d) Staffing plan to manage the account (enclosed CV of the key staff).
- e) Media plan
- f) Financial proposal in line with segregation
- g) 2 copies of each technical & cost proposal
- h) Sub-party list with details address
- i) Agency supervision cost must be mentioned in the proposal

Agency has to communicate with NGO Forum, if any changes happen in given list to NGO Forum.

29. Evaluation of Proposals

- 29.1.** In relevant cases submitted technical proposal of RFQ/ITB/RFP will be evaluated by the relevant **'Technical Evaluation Committee'** and cost proposal will be evaluated by the **'Financial Evaluation Committee'**. Both the committee will send their evaluation report(s) to Procurement Focal Person for preparing CS and considering the reports and the CS the **Procurement Committee** will recommend for next course of action.



- 29.2.** Technical and financial scrutiny/evaluation of offers will be done by the respective committees. Technical Evaluation Committee and the Financial Evaluation committee will be constituted by the ED. To accomplish the job, assistance of competent technical personnel may be hired where necessary.
- 29.3.** Technical details as mentioned in the tender documents shall be the basis of scrutiny/evaluation.
- 29.4.** Evaluation of the RFQ/ITB/RFP will be done following weighted criteria fixed by Procurement committee on case to case basis.
- 29.5.** The 'Technical Evaluation Committee' and 'Financial Evaluation Committee' will submit their evaluation report to the Procurement department and copies of all members' of evaluation committee. The Procurement Committee will recommend for award the technically and financially qualified firms/ agencies/ individuals for accomplishing the job/task.
- 29.6.** In relevant cases where the issue Basic Ordering Agreement (BOA) is mentioned in the RFQ/ITB/RFP, the highest scoring firms/ agencies/ individuals will be selected for the period of 2 years to handle the specific job/task and a BOA will be signed between NGO Forum (Procurement department) and agency within fifteen (15) days from the date of approval is recommended. Sample of the BOA is given in Annexure-D. Upon satisfactory performance BOA may be extended for another one year period.

30. Preparation and Approval of Comparative Statement (CS)

- 30.1.** Comparative Statement (Annexure-E) of offers is to be completed immediately after opening of the tender or receiving the technical and financial evaluation report if applicable.
- 30.2.** Comparative Statement will reflect all the basic and relevant information like specifications, quantity, price, delivery schedule, validity of offer, country of origin, packing, increase/decrease over last purchase price, etc.
- 30.3.** Soon after the finalization of the Comparative Statement, the purchase approval process is to be initiated by the Procurement Focal Person and the file to be routed as per annexed Routing System which will form integral part of the Procurement Policy.
- 30.4.** Authority to accord purchase approval shall be exercised as per delegation of power defined by Executive Committee from time to time.
- 30.5.** Purchase Committee will make its final recommendations on CS for Approval to the concerned authority.

31. Purchase Order/ Work Order(Purchase Commitment) Authority Limit

Using the information provided in the quotations, a Purchase Order/Work Order proposal is initiated by Procurement Focal Person. During the review process, the initial request or the indent is compared with the items being procured, the competitive quotations are compared against one another, and the overall documents are checked for accuracy. Geographical procurement restriction and restricted items are also taken into consideration while making a foreign purchase.



After making a competitive review, Procurement Focal Person shall initiate the purchase order to the concerned authorities (as per Annexure-A) for their review and approval. Purchase order/Work Order is issued as per the following table –

Authorized Person	Authority Limit in BDT.
Central Office	
Focal Person, Procurement	Any amount
Region/Field office	
Focal Person, Procurement	Up to 500,000
Focal Person, Procurement, Central Office	Above 500,000

In case of budget limitation, found in the middle of the procurement process consignee will be responsible to ensure the additional budget or any other adjustment.

32. Award of Contract/ Purchase Order/ Work Order

- 32.1. Contracts shall be made to the bidder whose offer is responsive to the solicitation and is most advantageous in terms of price, quality, and other factors considered. Solicitations shall clearly establish all requirements that the bidder or bidder shall fulfill in order to be evaluated. Any and all offers may be rejected when it is needed in the Organization's interest to do so.
- 32.2. Contract shall be made only with responsible contractors who possess the potential ability to perform successfully under the terms and conditions of the proposed procurement. Consideration shall be given to such matters as contractor's integrity, record of past performance, financial and technical resources, or accessibility to other necessary resources.
- 32.3. Formal Purchase Order (PO)/Work Order (WO)/contract shall be issued to the successful bidder only after obtaining purchase approval from competent authority.
- 32.4. The PO/ WO shall reflect all terms&conditions e.g. specifications, transportation, payment terms, delivery time, quality etc. explicitly written in conformity with the tender enquiry and the selected offer.
- 32.5. Total financial involvement of the purchase will be distinctly mentioned in figures as well as in words in the PO/ WO.
- 32.6. In case of work or service that will be continued for a longer period, a BOA (Annexure-D) may be signed with the supplier/vendor outlining the broad framework of the work or service. Individual work orders shall be issued in favor of the supplier/vendor under the BOA. The BOA has to be executed, after due bidding process, for an initial period of two years. The performance of the supplier/vendor will be evaluated and based on the performance; the BOA may be extended for another 1 year period. Under no circumstances, the BOA shall be extended beyond four years. At the end of four years the account will be opened for re-competition observing the process as mentioned in this chapter.
- 32.7. Any sub-agreement that is executed by prime supplier/vendor against individual work order under BOA shall also contain and apply all the terms and conditions of the original BOA and work/task order. However, NGO Forum will not undertake any liability whatsoever for non-performance of the work done by the sub-contractor.
- 32.8. No advance payment is to be made to any supplier/vendor. However, reasonable initial payment may be made in specific applicable cases on submission of specified deliverables.



- 32.9.** Partial payment may be made on the basis of actual performance and/or specified deliverable as per the approved work plan.
- 32.10.** The PO/ WO should specify the person at NGO Forum as the point of contact and inspection. The PO/ WO should also include the specific standards for acceptance of goods and services from vendors and suppliers.
- 32.11.** Tender schedule will be the integral part of PO/WO/Agreement.
- 32.12.** The concerned awarded bidder must receive the issued work order from NGO Forum preemies.

33.Cancellation/ Amendment of PO/ WO

- 33.1.** For Cancellation of Purchase Order/Work Ordersame authority limitwill be followed as stated in clause 31.

A report should be generated by Procurement Department on quarterly basis showing total numbers of PO/WO issued and cancelled.

- 33.2.** For Amendment of PO/ WO -
Concerned Head of the Department (Indenting Department) >Concerned Project Manager/Focal Person/Head of the Department> Head of HR & Admin/ Procurement Focal Person> Head/Manager of Finance & Accounts > Concerned Director > Executive Director.

34.Time Extension of PO/ WO

Time extension will be allowed in case the vendor cannot complete the work within the scheduled time due to delay at Organization's end. The time may be extended completing the following route:

Focal person Procurement >Concerned Head of the Department (Indenting Department) >Concerned Project Manager/Focal Person/Head of the Department > Head of HR & Admin > Head/Manager of Finance & Accounts > Concerned Director > Executive Director.

If the request for time extension comes from vendor, it may be extended if the delay does not incur loss or damage to the Organization and the Procurement Department is satisfied with reason for delay. Procurement Department will take the matter to the indenting department and should make the extension with or without charging penalty depending on individual case of extension.

35. Repeat PO/ WO

In case a material is urgently required and its procurement through tendering is not likely to yield fruitful result, repeat order system may be adopted and provided:

- a) the supplier agrees in writing to accept a repeat order,
- b) the repeat order is placed within 6 months from the date of original order,
- c) terms, conditions and price of the repeat order are the same as those of the original order,
- d) Price of material in the repeat order is not above the original order,
- e) a particular item is not purchased more than twice by repeat order.
- f) The repeat order should be approved as per delegation of authority.



36. Letter of Credit/ Foreign Purchase

- 36.1.** Before processing of any import, confirmation about availability of fund is to be obtained from Finance Department.
- 36.2.** Before processing for establishment of Letter of Credit, the pro-forma invoice/contracts are to be thoroughly checked in all respects by the Logistics & Procurement department.
- 36.3.** A purchase agreement/Purchase/Work Order has to be issued as per prescribed format (Annexure-F) in favor of the supplier/ vendor before opening the Letter of Credit which is to include all the term and conditions negotiated with the supplier/vendor. This purchase agreement/Purchase/Work Order shall then be signed or accepted by the supplier/vendors or their authorized representatives.

37. Material Receipt

- 37.1.** Supplier/Vendor will deliver the goods/items to the respective office/place as mentioned in the Work Order/ Purchase Order within the Office working hours.
- 37.2.** Central Store/Regional store/Field Store will receive the items/goods from the suppliers'/vendors as per Purchase/Work Order mentioning date and time of receipts in the delivery challan/invoice and shall inform the Procurement Department.
- 37.3.** Goods must be received against invoice/ delivery challan from the supplier/vendors.
- 37.4.** The person receiving the items/goods shall write "Goods received subject to acceptance of quality" and sign, putting date and time of receipt of goods, in the challan and give a copy of the challan to the supplier/vendor which has to be submitted with the bill.
- 37.5.** After receiving of the goods/items, Central Store/Regional store/ Field Store must inform the respective person/department for the quality check. Quality check of the goods will be conducted within 5 days after receiving the goods.
- 37.6.** If the supplied goods are not acceptable, then it should be notified to the Procurement Manager in writing immediately by the person checking the quality mentioning specific reason for rejection and the quantity rejected. Procurement Manager will inform the Vendor in writing about this rejection along with a date for the replacing the rejected quantity.
- 37.7.** Rejected goods are to be kept in a separate place duly marked.
- 37.8.** Rejected goods is to be returned to the supplier through proper document (Gate pass/challan, Annexure-G) with a copy to Procurement Department.
- 37.9.** Material Receiving Report (MRR) will be raised only for store items after obtaining the quality check as per format given at Annexure-H.
- 37.10.** Central Store/Regional Store/ Field Store will provide a monthly status of receiving materials to Procurement Department.
- 37.11.** In case of services receipt, indenting department will certify quality, quantity and timeliness of the received services.



38. Payment Terms

- 38.1** Payment will be made upon satisfactory completion and acceptance of work and based on bill submission including relevant documents.
- 38.2** In principle, no advance payment is to be made to any supplier/ vendor. However, reasonable initial payment may be made in specific applicable cases as per the obligation of contract.
- 38.3** Partial payment may be made on the basis of actual performance and/or specified deliverable as per payment terms considering the nature of work/ assignment.
- 38.4** Acknowledgement of payment should be collected from the vendor.

39. Documents & Registers to Maintain

- 39.1.** The following documents should be accompanied with a procurement action –
- a) Procurement Requisition with Specification
 - b) RFQ/ ITB/ RFP
 - c) Tender Invitation Letter with list of invited vendors
 - d) Evaluation Report(s)
 - e) Approved Comparative Statement
 - f) Work Order/ Purchase Order
 - g) Contract Agreement (if applicable)
 - h) Quality Inspection/ Challan
 - i) Bill/Invoice
 - j) Other relevant documents and correspondence
- 39.2.** The following registers (records/ soft form) are to be maintained by the Procurement Department-
- a) Enlistment list/Register
 - b) WO/PO Register
 - c) Tender Document Issue Register
 - d) Bill Register
 - e) L/C Opening Register

40. Quality Assurance for Contract Manufacturing

In case of Contract Manufacturing, NGO Forum will ensure the following step after completion of the Technical Evaluation by reviewing documents.

- NGO Forum will carry out technical assessment/ audit to ensure the quality of product service by the Technical Evaluation Committee.



Chapter 4: Compliances for Vendor(s)/Supplier(s)

41. Code of Conduct

Scope of Application: The provisions of this Code of Conduct set forth the NGO Forum's expectations for all suppliers that are enlisted with NGO Forum. These principles apply to vendors, suppliers and their employees, subsidiary or affiliate entities, and subcontractors. NGO Forum also expects suppliers to ensure that this Code of Conduct is communicated to their concerned in a manner that is understood by all.

The vendor must, in performance of work under the contract, fully comply with all applicable laws, rules and regulations, including the Human Rights Act, the Civil Rights Act, the Age Discrimination Act, the Disabilities Act, etc. Any subletting or subcontracting by the contractor subjects to the same provision.

Labour -

- 41.1. Freedom of Association and Collective Bargaining:** NGO Forum expects its suppliers to recognize the freely-exercised right of workers, without distinction, to organize, further and defend their interests and to bargain collectively, as well as to protect those workers from any action or other form of discrimination related to the exercise of their right to organize, to carry out trade union activities and to bargain collectively.
- 41.2. Forced or Compulsory Labour:** NGO Forum expects its suppliers to prohibit forced or compulsory labour in all its forms defined by GoB rules.
- 41.3 Child Labour:** NGO Forum expects its suppliers not to employ children as defined by GoB rules.
- 41.4. Discrimination:** NGO Forum expects its suppliers to ensure equality of opportunity and treatment in respect of employment and occupation without discrimination on grounds of race, colour, sex, religion, political opinion, national extraction or social origin and such other ground as may be recognized under the law of the country.
- 41.5. Wages, Working Hours and Other Conditions of Work:** NGO Forum expects wages, hours of work and other conditions of work provided by suppliers should be not less favorable than the fair conditions prevailing by local laws.

Human Rights -

- 41.6. Health and Safety:** NGO Forum expects its suppliers to ensure working environment, so far as is reasonably practicable, safe and without risk to health.
- 41.7. Human Rights:** NGO Forum expects its suppliers to support and respect the protection of legally bound human rights issues and to ensure that they are not complicit in human rights abuses.
- 41.8. Harassment, Harsh or Inhumane Treatment:** NGO Forum expects its suppliers to create and maintain an environment that treats all employees with dignity and respect and will not use any threats of violence, sexual exploitation or abuse, verbal or psychological harassment or abuse. No harsh or inhumane treatment coercion or corporal punishment of any kind is tolerated, nor is there to be the threat of any such treatment.



- 41.9. Mines:** NGO Forum expects its suppliers not to engage in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

Environment –

- 41.10. Environmental:** NGO Forum expects its suppliers to comply with existing minimum level of legislation and regulations regarding the protection of the environment. Suppliers should wherever possible support a precautionary approach to environmental matters, undertake initiatives to promote greater environmental responsibility and encourage the diffusion of environmentally friendly technologies implementing sound life-cycle practices.
- 41.11. Chemical and Hazardous Materials:** Chemical and other materials posing a hazard if released to the environment are to be identified and managed to ensure their safe handling, movement, storage, recycling or reuse and disposal.
- 41.12. Wastewater and Solid Waste:** Wastewater and solid waste generated from operations, industrial processes and sanitation facilities are to be monitored, controlled and treated as required prior to discharge or disposal.
- 41.13. Air Emissions:** Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from operations are to be characterized, monitored, controlled and treated as required prior to discharge or disposal.

Ethical Conduct -

- 41.14. Corruption:** NGO Forum expects its suppliers to adhere to the highest standards of moral and ethical conduct, to respect local laws and not engage in any form of corrupt practices, including but not limited to extortion, fraud, or bribery.
- 41.15. Conflict of Interest:** NGO Forum's suppliers are expected to disclose to NGO Forum any situation that may appear as a conflict of interest, and disclose to NGO Forum if any NGO Forum staff under contract with NGO Forum may have an interest of any kind in the supplier's business or any kind of economic ties with the supplier.
- 41.16. Gifts and Hospitality:** NGO Forum has a "zero tolerance" policy and does not accept any type of gift or any offer of hospitality. NGO Forum will not accept any invitations to sporting or cultural events, offers of holidays or other recreational trips, transportation, or invitations to lunches or dinners. NGO Forum expects its suppliers not to offer any benefit such as free goods or services, employment or sales opportunity to a NGO Forum staff member in order to facilitate the suppliers' business with NGO Forum.
- 41.17. Post-employment restrictions:** Post-employment restrictions may apply to NGO Forum staff in service and former NGO staff members who participated in the procurement process, if such persons had prior professional dealings with suppliers. NGO Forum's suppliers are expected to refrain from offering employment to any such person for a period of one year following separation from service.

42. Tax and VAT Obligations

To prove the obligations relating to the payment of taxes, NGO Forum may ask the Bidders agency for a certificate issued by the competent authority of Bangladesh or in the case of foreign Bidders, from the competent authority in that country. The tax certificate shall state:

- Tax registration number or Tax-payer's Identification Number (TIN);
- VAT registration number;
- Up dated income tax/VAT assessment; and
- Confirmation that tax /VAT has been paid regularly.

Some or all of the above mentioned criteria will be applied in determining whether a business has the required capability to be an enlisted supplier of NGO Forum. This list of criteria or procedure described here is not exhaustive.

NGO Forum procurement department will always have to exercise judgment to determine business capability and suitability of a supplier and deal with agencies that may arise from time to time.

NGO Forum has also the obligation to deposit the deducted Tax or VAT from the vendors/consultants as a deducting authority.

43. Others

- 43.1. Anything required addressing the Government of Bangladesh request/order such as observance of any national/ International day or any other event etc. usual procurement procedure may be skipped because of non-availability of proper documents.
- 43.2. Some of NGO Forum projects are designed in such a way that is required other NGO Forum's core activity support to accomplish the task i.e. Training, Advocacy, Development communication, Water quality testing, Resource center's services and so on.

In these cases, such activities need to be performed from this relevant expertise of NGO Forum to ensure right quality, standard and uniformity. NGO Forum will perform those activities to ensure cost effectiveness and timely completion that will also be beneficial for the project.

In these circumstances, NGO Forum may perform the job charging for its professional services.

- 43.3 In addition to the NGO Forum's policies, case to case purchase can be dealt following the policy of concerned donor or Government or party in case of issues that cannot be resolved by this policy or because of mandatory precondition agreed upon.

Chapter 5: Definition & Abbreviation

44. Definition

Advance Payment: Payments are made at the stage of contract signing or issuing work order.

Best Value for Money: The most advantageous combination of cost, quality and sustainability to meet a particular requirement.

Bi-lateral Agreement: It's a reciprocal arrangement between two parties (NGO Forum and a supplier/vendor) where each promises to perform an act in exchange for the other party's act. Each party has its own promise and an obligation on the other party's promise.

Competitive Bidding: Process of bidding to be employed by the vendors in compliance with the tender documents.

Contract: Legally-binding agreement between NGO Forum and one or more competent persons/parties to perform or not to perform a specific assignment/work.

Emergency: Unexpected situation that is so compelling that, if not addressed immediately, it would endanger life, property or adversely affect essential operations. The emergency situation is such that it precludes requisitioning through normal supply channels, use of normal contracting methods and obtaining advanced approvals normally required to respond to the situation.

Food Stuff: The raw material of food before or after processing.

Invitation for Tender Bidding: Solicitation document for procurement of goods or services with standard and firm specifications, in which the requirements for formal competitive bidding are specified.

Multilateral agreement: It's an agreement among NGO Forum and two or more parties to fulfill a specific need of NGOs in terms of goods or services.

Partial Payment: Payment made part by part before completion of work based on actual progress of contract.

Procurement Process: Process which includes specification of requirements, sourcing, evaluation of offers/ proposals, contract award, inspection, delivery, installation and commissioning resulting with the provision of goods and/or services.

Purchase Order: Legally binding document which serves as an agreement for the procurement of goods or services.

Request for Proposal (RFP): Solicitation document designed to obtain proposals for goods and services to satisfy a requirement that cannot be described in a quantitative or qualitative manner. An RFP leads to the selection of the proposal that offers the best value in accordance with the pre-defined evaluation criteria. Where appropriate, the RFP will indicate that negotiation may be undertaken in respect of the preferred proposal.

Request for Quotation (RFQ): Solicitation document designed to obtain proposals for goods and services that describe the requirements both quantitatively and qualitatively. An RFQ requests prices and commercial terms from vendors, for goods and/or services that meet neutral specifications and are usually readily available on the market.

Requisition: Standardized form containing detailed specifications, which is completed by the Requestor and duly authorized, in order to initiate the procurement process by the Procurement Department.

Vendor/ supplier: Provider of goods or services.



46. Abbreviation

AC	Account
APP	Annual Procurement Plan
BG	Bank Guarantee
BOA	Basic Ordering Agreement
CO	Central Office
CS	Comparative Statement
CV	Curriculum Vitae
ED	Executive Director
FY	Fiscal Year
GoB	Government of Bangladesh
HFA	Head of Finance & Accounts
H-FO	Head of Field Operations
H-HR & A	Head of Human Resource & Admin
HO	Head Office
H-R & M/E	Head of Research, Monitoring & Evaluation
H-Trg	Head of Training
IOU	I Owe to You
IT	Information Technology
L/C	Letter of Credit
M-Admin	Manager, Administration
M-FA	Manager, Finance &Accounts
M-IA	Manager, Internal Audit
MRR	Material Receipt Report
NGOF	NGO Forum for Public Health
NOAL	Notification of Award Letter
PBG	Performance Bank Guarantee
PC	Procurement/Purchase Committee
PD	Procurement Department
PG	Performance Guarantee
PM	Project Manager
PO	Purchase Order
PP	Procurement Plan
PR	Procurement/Purchase Requisition
RFP	Request for Proposal
RFQ	Request for Quotation
RM	Regional Manager
RO	Regional Office
SD	Security Deposit
TA	Technical Assistance
TEC	Technical Evaluation Committee
TIN	Tax Identification Number
BDT.	Taka
TOC	Tender Opening Committee
TS	Technical Specification
VAT	Value Added Tax
VEF	Vendor Evaluation Form
WO	Work order



Annexure

Annexure – A: Routing System for Movement of Proposals/Indents

Annexure – B: Purchase Requisition (different type: service, repair etc.)

Annexure – C: Waiver of Competitive Bidding

Annexure – D: Basic Ordering Agreement (BOA)

Annexure – E: Comparative Statement (CS)

Annexure – F: Work Order

Annexure – G: Gate Pass/Challan

Annexure – H: Material Receipt Report (MRR)





ROUTING SYSTEM FOR MOVEMENT OF PROPOSALS/INDENTS

A ISSUANCE OF PURCHASE/WORK ORDERS:

- 1.0 Indents for commodities or Request for Proposal (RFP) will be raised by indenting Department > Concerned Manager/Head of the Department > Head of Finance & Accounts > Concerned Director > Executive Director > Focal Person, Procurement after budget tracking.

2.0 ROLE OF SIGNATORIES TO THE ROUTING PROCESS

In the routing process each signatory has a separate role. After signing, it will be assumed that each signatory has taken the responsibility of the transaction to the extent of his part in the process with due diligence. The role of the signatories in general, has been outlined below:

Initiator:

He/she is to initiate the proposal complete in all respect i.e., necessity of the work, estimated expense and probable sources (in appropriate cases), ensure that it was in approved budget, probable date of getting the work etc.

He/she is to certify the bills for payment if he/she is satisfied that work has been completed as per the original indent.

Departmental Head:

He/she is to check that the proposal raised by the department is correct.

Procurement Focal Person:

To put up the procurement proposal after all the due diligence i.e., selecting the mode of procurement, determining the terms of procurement and recommending the appropriate source with competitive cost. He is to initiate his proposal completing negotiation with vendor. In case any committee is formed for procurement he is to co-ordinate the activities of the committee. He/she is to process the bill for payment as per the terms of Purchase/Work Order. He/she is to ensure that the procurement proposal conforms to the Procurement Policy of the Organization and does not deviate from Donors agreement relating to procurement guideline.

Finance & Accounts Department:

He/she is to ensure that the proposed transaction is within the budgetary limit. Also to see that figures are correct and the terms of the procurement do not contradict the financial rules of the Organization.

He/she is to ensure the payment within reasonable time if the bill is complete in all respect, in accordance with agreement/Purchase/Work Order and financial policy of the Organization.



Annexure-B

PURCHASE REQUISITION

Project Name			Submission Date		Completion Date	
Submitted by:						
Name:					Signature	
Designation: _____						
Working Place: _____						
Comments & Recommend by the Supervising Officer:					Signature	
Name: _____ Designation: _____						
Comments by the PC/ PM/ Focal Person:					Signature	
Comments by the Logistic & Procurement Focal Person					Signature	
Comments by Finance & Accounts:					Signature	
Sl. No.	Name and Specification of Items	Quantity	Expected		Approved Quantity	Remarks
			Unit price	Total price		

Approved by



Waiver of Competitive Bidding

NGOForum's Logo

Address
4/6, Block-E, Lalmatia, Dhaka-1207
Dhaka, Bangladesh

To: Mr. Stephen Ingles, Head of Procurement Service (PS) Budapest, UNHCR

From S. M. A. Rashid, Executive Director,
NGO Forum for Public Health

Signature

Subject: FPH regulation on waivers of competitive bidding when using UNHCR funds

Date

1. SUMMARY

The indenter/NGOForum may only use waivers of competitive bidding after the prior approval.

2. DETAILS

Exceptions to the requirement of competitive bidding:

- a) Prices or rates are fixed pursuant to national legislation or by regulatory bodies;
- b) The proposed contract relates to procurement from a sole supply source of goods or services (e.g. sole authorized vendor) or to procurement of a proprietary product or service;
- c) Offers for identical products or services have been obtained competitively within a reasonable prior period, and prices and conditions remain competitive;
- d) The formal solicitation (Invitation to Bid or Request for Proposals) will not give satisfactory results, or when a formal solicitation done within a reasonable prior period has not produced satisfactory results;
- e) The procurement contract relates to services that cannot be evaluated objectively;
- f) Exigencies of service do not permit any delay due to waiting for the result of a formal solicitation. This applies to circumstances where goods or services are required immediately to prevent harm to life, health or well-being of refugees and other persons of concern in situations of true emergency.

3. ACTIONS

In cases of procurement cases listed in Procurement Policy of NGOForum, clause 24 for using UNHCR/Donor's funds, NGOForum's Central Office/ Regional Office/ Field Office will provide a valid justification in writing and submit all these procurement cases to UNHCR/Donors/Management of NGO Forum for prior approval.



Annexure-D

Basic Ordering Agreement (BOA)

This deed of agreement is made on _____

Between

NGO Forum for Public Health, 4/6 Block-E, Lalmatia, Dhaka-1207 represented by its _____ to be referred as the **1st party**.

And

(Name), (Address), as the **2nd party**.

Whereas the 1st party has intended _____ and accordingly the 2nd party submitted proposal to do the job.

After thorough evaluation, the 1st party has agreed the proposal of _____, under following terms and conditions:

1. That the contract amount for the services has been fixed as per the approved proposal in the list below:

Serial No.	Name of Work	Specification	Quantity	Unit Price	Total Price

2. This deed of agreement shall be deemed to have commenced on _____
3. That the 2nd party should respond promptly as and when needed by 1st party and provide service instantly.
4. That the 2nd party will fully be responsible for any unlawful activities committed by their workers / employee assigned for providing the service to NGO Forum during service period or at work site.
5. That the 2nd party will ensure all standard safety and security measures to serve the boarders safely. The 1st party will not be responsible in the event of any injuries, death or casualties occurred during servicing period.
6. That the 2nd party will strictly follow the terms & condition mentioned in the tender schedule, specification and submitted quotation as approved by the Management of NGO Forum in entire period of this agreement.
7. Bill will be paid against 2nd party on the basis of the actual work done through assessment.
8. The 1st party will deduct **VAT, TAX & other Govt. charges** from each bill as preexisting rules and regulations of GoB.
9. Payment will be made through **A/C Payee Cheque Only** in favor of the _____
10. That in the event of any dispute and disagreement between the 1st party and 2nd party, settlement will be made through negotiation and arbitration in accordance with the Arbitration Act, 1940 as adopted in Bangladesh.
11. That the cancellation of this deed of agreement will be made by either party giving 01 (one) month prior notice due to non- compliance of the terms and conditions as mentioned in this Framework Agreement.

In witness whereof the 1st party and the 2nd party execute this Framework Agreement and put their respective signature herein to on the date mentioned above.

Signature of the 1st party

Signature of the 2nd party

(_____)
Manager, HR & Admin
Director
NGO Forum for Public Health

(_____)
Proprietor / Author / Managing

Witnesses:

1. (Name), (Designation), NGO Forum
2. (Name), (Designation), NGO Forum
3. (Name), (Address)

Signed:



Annexure-E

NGO Forum for Public Health

Central Office, 4/6 Block-E, Lalmatia, Dhaka-1207

Comparative Statement

Name of Work:
Date: _____

Serial No.	Name of Item	Specification	Quantity	Participants					
				A		B		C	
				Unit Price (BDT)	Total Price (BDT)	Unit Price (BDT)	Total Price (BDT)	Unit Price (BDT)	Total Price (BDT)
Grand Total Price=				BDT 0.00		BDT 0.00		BDT 0.00	
Selection Indicator				<i>Lowest</i>					

(Narration of comparative statement)

Signature of the members of the Procurement Committee:

Convener, PC Member Secretary, PC Indenter

Member, PC

Approved
Executive Director



Annexure-F

Work Order

Form Number

Purchase Order	Purchase/Work Order No.	Date
	Contract No.	Date:
Purchaser: NGO Forum for Public Health		
Vendors: M/s.		
Order is hereby placed with the above named and address of vendor for the articles or services described-below:		

Item No.	Articles or Services	Qty.	Unit	Unit price	Amount in Taka
	<p>Arrange to print and supply the following items as per your estimate attached.</p> <p>PROOF OF APPROVAL: Please get the final proof approved from Procurement Department of NGOForum.</p> <p>DELIVERY: Free delivery to our _____ office during office hour _____</p> <p>PENALTY: 5% penalty, for delayed quantity, will be deducted in the event of failure to supply within the specified time unless time is extended and penalty is waived by the authority (NGOForum) on genuine ground. Inordinate delay will make the order liable for cancellation.</p> <p>PAYMENT: After acceptance of quality of your total supply. If applicable, taxes will be deducted as per government rules and circular at the time of payment.</p>				
Total : Taka					
	<p>Signature for NGO Forum for Public Health</p> <p>_____</p> <p>Authorized Signature</p>			Date:	



Annexure-G

GATE PASS/CHALLAN

(Copy for Gate)

Date of Receiving the Material(s): _____

<input type="checkbox"/> Returnable	Not	<input type="checkbox"/> Returnable	Date of Return: _____
Sl. No.	Particulars of Goods	Identification Number(s)	Quantity
Cause of Issue: _____			
Signature of Issuer: _____			
Name of Issuer: _____, Designation: _____			
Signature of Receiver: _____,			
Name of Receiver: _____, Designation: _____,			
Mobile No: _____, Name of Company: _____			

Annexure-G

GATE PASS/CHALLAN

(Copy for Supplier)

Date of Receiving the Material(s): _____

<input type="checkbox"/> Returnable	<input type="checkbox"/> Not Returnable	Date of Return: _____	
Sl. No.	Particulars of Goods	Identification Number(s)	Quantity
Cause of Issue: _____			
Signature of Issuer: _____			
Name of Issuer: _____, Designation: _____			
Signature of Receiver: _____,			
Name of Receiver: _____, Designation: _____,			
Mobile No: _____, Name of Company: _____			



Annexure-H

MATERIAL RECEIVING REPORT

Office _____ Location: _____ Date: _____

Supplier :	Local//Imported :
Address of Supplier:	Sl. No.
Challan/Invoice:	MRR. No.
Purchase/Work Order No:	Date:

Sl. No.	Code	Description	Unit	Quantity	Unit price	Value	Remarks

Prepared by: _____

Posted by: _____

Quality checked and
certified by

Approved by:

Received by:

