

Name of Tender: Provide Internet Service to CRS Offices in Erbil, Duhok, Kirkuk & Mosul Tender Number : 261023 - CRS Deadline Submission date : 26 October 2023 – 12 :00 PM For further information please contact: iraqprocurement@crs.org	اسم العطاء: تجهيز خدمة انترنت لمكاتب هيئة الاغاثة الكاثوليكية في اربيل, دهوك, كركوك و الموصل رقم العطاء : CRS - 261023 تاريخ انتهاء التقديم: 26 تشرين الاول 2023 – 12:00 بعد الظهر لمزيد من المعلومات يرجى التواصل مع: iraqprocurement@crs.org
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The contractor has the right to apply to any of the four governorates mentioned in the tender, which are Erbil, Duhok, Kirkuk & Ninawa according to his capabilities.

يحق للمقاول التقديم على أي محافظة من المحافظات المذكورة في العطاء و التي هي اربيل, دهوك, كركوك و نينوى حسب امكانياته.

Dear Sir / Madam, CRS Iraq Programs is looking for specialized internet service providers to provide the items/services shown in Attachment 1 at a competitive price and high quality. General Requirements 1. Must be registered to conduct business and be in compliance with federal government tax regulations in Iraq. 2. The supplier cannot provide or use any items with origin in the Islamic Republic of Iran or produced by Iranian companies. 3. Experience supplying International Organizations, Non-Governmental Organizations, or large private companies will be an advantage. 4. CRS retains the right to reject, cancel, negotiate, amend, split, and accept any offer, without consideration of the lowest offer. 5. This is an invitation to vendors and is not a promise or obligation that CRS will contract with suppliers through the submitted offers.	سيدي / سيدتي العزيزة) هيئة الاغاثة الكاثوليكية برامج العراق تبحث عن مهززي خدمة انترنت متخصصين من المهتمين بتوفير المواد/ الخدمات المشار إليها أدناه في الملحق رقم 1 بأسعار منافسة وبجودة عالية. متطلبات عامة: 1 . يجب أن يكون مسجلاً لإجراء الأعمال التجارية مع ما يتوافق ولوائح الضرائب الحكومية في العراق . 2. لا يستطيع المجهز تقديم اي مواد اصلية المنشأ من جمهورية إيران الإسلامية او انتجت من قبل شركات إيرانية. 3 . الخبرة في تزويد المنظمات الدولية، المنظمات الغير حكومية، أو الشركات الكبيرة الخاصة ستكون ميزة. 4 . تحتفظ هيئة الاغاثة الكاثوليكية بالحق في رفض، إلغاء، التفاوض، تعديل، تجزئة وقبول أي عرض، دون النظر الى أدنى عرض . 5. هذه دعوة للموردين وليس وعد أو التزام من هيئة الاغاثة الكاثوليكية للتعاقد مع الموردين من خلال العروض المقدمة
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Bid Requirements Offers that do not meet the following will be automatically rejected regardless of price: 1. Offers must be received before the stated deadline. 2. Offers must include all information requested. 3. Unit prices must be provided for all line items. Offers that only include totals will be rejected. 4. Bids that include mistakes in calculations within the Bill of Quantities will be excluded from the competition.	معلومات ملء العطاء سوف يتم رفض أي عطاء لا يلتزم بالشروط أدناه بغض النظر عن السعر: 1. سيتم رفض أي طلب يقدم بعد التاريخ والوقت المحدد لقبول العطاءات. 2. يجب أن تتضمن العروض جميع المعلومات المطلوبة . 3. جميع الاسعار يجب ان تكتب لكل بند أو فقرة على حدة، ويتم رفض العطاءات التي تحتوي على الإجمالي فقط. 4. سيتم استبعاد العطاء الذي يتضمن خطأ في حسابات جداول الكميات.
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5. Bids must be submitted through the email address for receiving bids. Separate bidding offers must be submitted separately. Any missing documents may cause the entire offer to be rejected.	5. يجب تقديم العروض من خلال البريد الإلكتروني المخصص لاستلام العطاءات. يجب تقديم عروض المناقصات المنفصلة بشكل منفصل. قد تتسبب أي مستندات مفقودة في رفض العرض بأكمله.
6. Offers must be clean & clear. The vendor should sign and stamp next to handwritten corrections or corrections made with whiteout.	6. العروض يجب أن تكون نظيفة وواضحة، يجب التوقيع والختم في مكان أي تصحيح يدوي أو باستخدام قلم التصحيح الأبيض.
7. Offers must be complete, signed on a clear date, and stamped on all pages.	7. يجب أن تكون العروض كاملة من جميع الجوانب، موقعة بتاريخ واضح ومختومة على جميع الصفحات.
8. Proposed prices must be in Iraqi Dinar, otherwise the offer will be excluded from competition	8. الاسعار المقدمة يجب ان تكون بالدينار العراقي وإلا سيتم استبعاد العطاء من المنافسة.

<u>Bid Delivery Instructions:</u> Complete, stamped and signed offers can be submitted by email to CRS-IQ-Tenders@crs.org as a PDF file. Email must indicate the number of tender which is (261023 - CRS) or the offer will be excluded. The file should not exceed 15 MBs and the company biography should not exceed 10 pages.	<u>تعليمات تسليم العطاء:</u> يجب تقديم العطاء الكامل والمختوم و الموقع عن طريق عنوان البريد الإلكتروني CRS-IQ-Tenders@crs.org من خلال تقديم الملف المختوم كاملاً بصيغة PDF . يجب ان يذكر البريد الإلكتروني المرسل على رقم العطاء وهو (CRS - 261023) وإلا سيتم استبعاد العطاء. يجب ان لا يتجاوز حجم المرفق 15 ميجابايت على ان لا تتجاوز السيرة الذاتية للشركة أكثر من 10 صفحات.
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Past Performance / References List					
#	Name of Client	Description of Service Provided	Contact Information of Client (Name, Title)	Contact Information of Client (Email, Phone)	Duration/Period of Service
1					
2					
3					
4					
5					
6					
7					
8					

Please fill in the required information below and sign and stamp this page.
NOTE: Filling this table completely and providing copies of the required documents mentioned is MANDATORY. Offers that do not include this table or have incomplete information or missing attachments will be rejected.

يرجى ملء المعلومات المطلوبة أدناه والتوقيع وختم هذه الصفحة. ملاحظة: ملء هذا الجدول بالكامل وتقديم نسخ من المستندات المطلوبة المذكورة هو إلزامي. سيتم رفض العروض التي لا تتضمن هذا الجدول أو التي تحتوي على معلومات غير كاملة أو مرفقات مفقودة

Company's legal name:	أسم الشركة :
Legal address :	العنوان الثابت :
Telephone Number:	رقم الهاتف :
Email:	عنوان البريد الإلكتروني :
Representative/Owner Name	اسم المالك / الممثل :
Business Certificate Registration Number:	رقم تسجيل شهادة العمل :
Tax Registration Number:	رقم التسجيل الضريبي :
Do you have partnerships with any other entities (such as shared management/staff/office/bank account)? Do you cooperate with any other entities in preparing offers or providing goods or services?	هل لديك شراكات مع أي من الكيانات الأخرى (مثل إدارة / الموظفين / المكتب حساب مشترك / البنك) ؟ هل تتعاون مع أي من الكيانات الأخرى في إعداد العروض أو توفير السلع أو الخدمات ؟
If the answer to the previous question is yes, please provide details here including the names of partner entities.	إذا كان الجواب عن السؤال السابق نعم ، يرجى تقديم التفاصيل هنا بما في ذلك أسماء الكيانات الشريكة
Contract Duration:	مدة العقد :
One year renewable per mutual agreement	سنة واحدة قابلة للتمديد بموافقة الطرفين
Payment Terms: Payment shall be on a monthly basis after service delivery, within 15 working days of receiving the correct & detailed invoice. Payment shall be via bank transfer. Payment shall be made upon verification and acceptance of services per contract and after	Do you accept payment terms? هل تقبل بشروط الدفع ؟ ☐ Yes ☐ No

submission of the correct & itemized invoice by the contractor. شروط الدفع: يتم الدفع على أساس شهري بعد تقديم الخدمة، خلال 15 يوم عمل من استلام الفاتورة الصحيحة والمفصلة. يكون الدفع عن طريق التحويل المصرفي يتم الدفع بعد التحقق من الخدمات وقبولها حسب بنود العقد و بعد تقديم الفاتورة التفصيلية و الصحيحة من قبل المقاول	
The quotation should remain valid for a period of at least ninety (90) days from the submission closing date. يجب ان يكون العرض نافذاً " لمدة تسعين (90) يوماً " على الأقل من تاريخ إغلاق التقديم.	Do you accept quote validity term? هل تقبل بمدة صلاحية العرض؟ ☐ Yes ☐ No
Please ensure that these attachments are included in your submission. الرجاء التأكد من تضمين هذه المرفقات في العرض المقدم من قبلكم	☐ Copy of Company's business registration ☐ Copy of Company's tax registration ☐ Copy of owner's / representative ID Or Passport ☐ Priced, signed & stamped Attachment (1) – Scope of Work & Bill of Quantities ☐ Past Performance / References List ☐ Copy of Company's bank account details ☐ Signed and stamped Attachment (2) - Code of Conduct ☐ Fulfilled, signed & stamped Attachment #3 - REQUEST FOR INFORMATION

Signature التوقيع	
Date التاريخ	

Attachment (1) – Scope of Work & Bill of Quantities for **Erbil Office**

الملحق (1) – نطاق العمل و جدول الاسعار لمكتب اربيل

1. The internet must be **Fiber Optic**
2. The **internet bandwidth is 25 Mbps** upload and download dedicated internet connection, CIR 1:1 – no limit on data download.
3. ISP must complete the Scope of Work to make the installation, activation, and implementation of the needed equipment within the CRS Erbil Office.
4. ISP must ensure the connectivity Service monthly availability by 99.99%.
5. ISP shall provide full bandwidth 24 hours per day and 365 days per year.
6. 24/7 support and maintenance services must be offered post-installation.
7. ISP must have a 24/7 NOC (Network Operations Center) for resolving any internet link issues.
8. ISP shall provide technical assistance, maintenance, and support (24/7). And shall provide a minimum of two updated contact numbers for providing 24-hour support.
9. ISP should provide the NOC contact details post-installation
10. ISP shall provide technical support by email and phone.
11. ISP shall notify CRS within at least 15 minutes of any unplanned disruptions and outages.
12. ISP must have an automatic backup line in case interruptions happen in the service or case one of the ports stops working.
13. ISP must submit the internet source origin country.
14. ISP must provide details about the number of internet backup lines.
15. In case of any internet cutoff in the physical transmission of the network system, the ISP shall send a specialist team to the site to fix the cutoff within 24 hours.
16. ISP must offer an online PRTG tool for monitoring the Internet Service for the CRS office.
17. ISP capacity is guaranteed by the provider and the inability to maintain this capacity causing a cutoff leading to failure would incur penalties.
18. ISP must offer at least 2 Free Public IPs.
19. CRS already has its router, so we just need fiber optic installation equipment and fees.
20. Pricing shall show monthly recurring costs and one-time installation costs.
21. The monthly fees will be deducted if any planned and unplanned outages occur without prior notice in case of a planned outage or within 15 minutes of any unplanned outage or disruption for the number of service outage hours.
22. ISP must submit a Service Level Agreement.
23. ISP must send the details of previous similar work experience.
24. Fiber optic cable must be covered by pipe to protect it against any external factors.
25. **Office Address: Erbil, Ainkawa, 108 Area, GPS coordination for the office is: 36.24748608979642, 43.98417895619752**

Financial Offer for Monthly Internet Fees in Erbil Office					
	Item Description	UOM	QTY	Proposed Unit Price for 1 Mbps per month in IQD	Total Price for 25 Mbps per month in IQD
1	Supply internet service in CRS office in Erbil per the above Scope of Work (SOW)	Mbps	25		

Financial Offer for Fiber Optic Installation Fees in Erbil Office		
Other equipment needed (mention exact equipment with specifications, and offered price)		
	Item description	Price IQD
1		
2		
3		
4		
5		
6		
7		
8		
9		
Total cost for Installation process in IQD		
Total Duration for Installation Process in Days		

Attachment (1) – Scope of Work & Bill of Quantities for **Duhok Office**

الملحق (1) – نطاق العمل و جدول الاسعار لمكتب دهوك

1. The internet must be **Fiber Optic**
2. The **internet bandwidth is 15 Mbps** upload and download dedicated internet connection, CIR 1:1 – no limit on data download.
3. ISP must complete the Scope of Work to install, activate, and implement the equipment needed within the CRS Duhok Office.
4. ISP must ensure the connectivity Service monthly availability by 99.99%.
5. ISP shall provide full bandwidth 24 hours per day and 365 days per year.
6. 24/7 support and maintenance services must be offered post-installation.
7. ISP must have a 24/7 NOC (Network Operations Center) for resolving any internet link issues.
8. ISP shall provide technical assistance, maintenance, and support (24/7). And shall provide a minimum of two updated contact numbers for 24-hour support.
9. ISP should provide the NOC contact details post-installation
10. ISP shall provide technical support by email and phone.
11. ISP shall notify CRS within at least 15 minutes of unplanned disruptions and outages.
12. ISP must have an automatic backup line in case interruptions happen in the service or if one of the ports stops working.
13. ISP must submit the internet source origin country.
14. ISP must provide details about the number of internet backup lines.
15. In case of any internet cutoff in the physical transmission of the network system, the ISP shall send a specialist team to the site to fix the cutoff within 24 hours.
16. ISP must offer an online PRTG tool for monitoring the Internet Service for the CRS office.
17. ISP capacity is guaranteed by the provider, and the inability to maintain this capacity causing a cutoff leading to failure would incur penalties.
18. ISP must offer at least 2 Free Public IPs.
19. CRS already has a router, so we only need fiber optic equipment installation.
20. Pricing shall show monthly recurring costs and one-time installation costs.
21. The monthly fees will be deducted if any planned and unplanned outages occur without prior notice in case of a planned outage or within 15 minutes of any unplanned outage or disruption for the number of service outage hours.
22. ISP must submit a Service Level Agreement.
23. ISP must send the details of previous similar work experience.
24. Fiber optic cable must be covered by pipe to protect it against external factors.
25. **Duhok Office Address: Grebasey Area – Shoresh 99440 – Ararat Str. – House #1 - near Mamozen Statue, GPS coordination for the office is: 36.871023,42.986580**

Financial Offer for Monthly Internet Fees in **Duhok Office**

	Item Description	UOM	QTY	Proposed Unit Price for 1 Mbps per month in IQD	Total Price for 15 Mbps per month in IQD
1	Supply internet service in CRS office in Duhok per the above Scope of Work (SOW)	Mbps	15		

Financial Offer for Fiber Optic Installation Fees in Duhok Office		
Other equipment needed (mention exact equipment with specifications, and offered price)		
	Item description	Price IQD
1		
2		
3		
4		
5		
6		
7		
8		
9		
Total cost for Installation process in IQD		
Total Duration for Installation Process in Days		

Attachment (1) – Scope of Work & Bill of Quantities for **Kirkuk Office**

الملحق (1) – نطاق العمل و جدول الاسعار لمكتب كركوك

1. The **bandwidth is 10 Mbps** upload/download dedicated internet connection, CIR 1:1 – no limit on data download.
2. ISP must complete the Scope of Work to install, activate, and implement the equipment needed within the CRS Kirkuk Office.
3. ISP must ensure the connectivity Service monthly availability by 99.99%.
4. ISP shall provide full bandwidth 24 hours per day and 365 days per year.
5. 24/7 support and maintenance services must be offered post-installation.
6. ISP must have a 24/7 NOC (Network Operations Center) for resolving any internet link issues.
7. ISP shall provide technical assistance, maintenance, and support (24/7). And shall provide a minimum of two updated contact numbers for 24-hour support.
8. ISP should provide the NOC contact details post-installation
9. ISP shall provide technical support by email and phone.
10. ISP shall notify CRS within at least 15 minutes of unplanned disruptions and outages.
11. ISP must have an automatic backup line in case interruptions happen in the service or if one of the ports stops working.
12. ISP must submit the internet source origin country.
13. ISP must provide details about the number of internet backup lines.
14. In case of any internet cutoff in the physical transmission of the network system, the ISP shall send a specialist team to the site to fix the cutoff within 24 hours.
15. ISP must offer an online PRTG tool for monitoring the Internet Service for the CRS office.
16. ISP capacity is guaranteed by the provider, and the inability to maintain this capacity causing a cutoff leading to failure would incur penalties.
17. ISP must offer at least 2 Free Public IPs.
18. CRS already has its router, so we only need internet installation equipment and fees.
19. Pricing shall show monthly recurring costs and one-time installation costs.
20. The monthly fees will be deducted if any planned and unplanned outages occur without prior notice in case of a planned outage or within 15 minutes of any unplanned outage or disruption for the number of service outage hours.
21. ISP must submit a Service Level Agreement.
22. ISP must send the details of previous similar work experience.
23. Internet cable must be covered by pipe to protect it against external factors.
24. **Kirkuk Office Address in Raheem Awa - Al Ikhwan Roundabout - in front of Al-Alwan private school.**
Office Location on Google Maps: <https://goo.gl/maps/1WTE5ffXiwQaaLA57>

Financial Offer for Monthly Internet Fees in Kirkuk Office					
	Item Description	UOM	QTY	Proposed Unit Price for 1 Mbps per month in IQD	Total Price for 10 Mbps per month in IQD
1	Supply internet service in CRS office in Kirkuk per the above Scope of Work (SOW)	Mbps	10		

Financial Offer for Installation Fees in Kirkuk Office		
Other equipment needed (mention exact equipment with specifications, and offered price)		
What is the internet service type proposed from your side:		
☐ Wireless ☐ Fiber Optic		
	Item description	Price IQD
1		
2		
3		
4		
5		
6		
7		
8		
9		
Total cost for Installation process in IQD		
Total Duration for Installation Process in Days		

Attachment (1) – Scope of Work & Bill of Quantities for **Mosul Office**

الملحق (1) – نطاق العمل و جدول الاسعار لمكتب الموصل

1. The bandwidth is 15 Mbps upload/download dedicated internet connection, CIR 1:1 – no limit on data download.
2. ISP must complete the Scope of Work to install, activate, and implement the equipment needed within the CRS Mosul Office.
3. ISP must ensure the connectivity Service monthly availability by 99.99%.
4. ISP shall provide full bandwidth 24 hours per day and 365 days per year.
5. 24/7 support and maintenance services must be offered post-installation.
6. ISP must have a 24/7 NOC (Network Operations Center) for resolving any internet link issues.
7. ISP shall provide technical assistance, maintenance, and support (24/7). And shall provide a minimum of two updated contact numbers for 24-hour support.
8. ISP should provide the NOC contact details post-installation
9. ISP shall provide technical support by email and phone.
10. ISP shall notify CRS within at least 15 minutes of unplanned disruptions and outages.
11. ISP must have an automatic backup line in case interruptions happen in the service or if one of the ports stops working.
12. ISP must submit the internet source origin country.
13. ISP must provide details about the number of internet backup lines.
14. In case of any internet cutoff in the physical transmission of the network system, the ISP shall send a specialist team to the site to fix the cutoff within 24 hours.
15. ISP must offer an online PRTG tool for monitoring the Internet Service for the CRS office.
16. ISP capacity is guaranteed by the provider, and the inability to maintain this capacity causing a cutoff leading to failure would incur penalties.
17. ISP must offer at least 2 Free Public IPs.
18. CRS already has its router, so we only need internet installation equipment and fees.
19. Pricing shall show monthly recurring costs and one-time installation costs.
20. The monthly fees will be deducted if any planned and unplanned outages occur without prior notice in case of a planned outage or within 15 minutes of any unplanned outage or disruption for the number of service outage hours.
21. ISP must submit a Service Level Agreement.
22. ISP must send the details of previous similar work experience.
23. Internet cable must be covered by pipe to protect it against external factors.
24. Mosul office address is in Maliyah neighborhood near Khadijah Al Kubra High School for Girls with Office Location on Google Maps: <https://goo.gl/maps/9E55Pqgn5E6PKC8N9>

Financial Offer for Monthly Internet Fees in Mosul Office

	Item Description	UOM	QTY	Proposed Unit Price for 1 Mbps per month in IQD	Total Price for 15 Mbps per month in IQD
1	Supply internet service in CRS office in Mosul per the above Scope of Work (SOW)	Mbps	15		

Financial Offer for Installation Fees in Mosul Office		
Other equipment needed (mention exact equipment with specifications, and offered price)		
What is the internet service type proposed from your side:		
☐ Wireless ☐ Fiber Optic		
	Item description	Price IQD
1		
2		
3		
4		
5		
6		
7		
8		
9		
Total cost for Installation process in IQD		
Total Duration for Installation Process in Days		

Attachment (2) الملحق (2)

مدونة سلوك الموردين والمقاولين ومقدمي الخدمات:

تلتزم منظمة خدمات الإغاثة الكاثوليكية (CRS) بمبادئ التوريد المسؤول ونتوقع من موردينا ومقدمي الخدمات الالتزام الكامل بالالتزامات التعاقدية السارية لتشمل شروط وأحكام CRS والقوانين المحلية ذات الصلة/المطبقة على خلاف ذلك مع اتباع معايير الحوكمة البيئية والاجتماعية وحوكمة الأعمال المعترف بها دولياً. كما ونتوقع من موردينا تنفيذ هذه المعايير مع مورديهم ومقاوليهم من الباطن، على النحو المستوحى من مبادرة الميثاق العالمي للأمم المتحدة [United Nations Global](#) ، والمبادئ الإرشادية للأمم المتحدة وحقوق الإنسان [United Nations Guiding Principles and Human Rights](#) ، وإعلان منظمة العمل الدولية بشأن المبادئ والحقوق الأساسية في العمل [International Labour Organization's Declaration on Fundamental Principles and Rights at Work](#) ، والمدونة الأساسية لـ [ETI Base Code](#) ، وسياسات وإجراءات ومعايير CRS المعمول بها [CRS' Policies, Procedures and Standards](#) .

(1) الاجتماعية:

- تحريم جميع أشكال التحرش مثل التحرش الجنسي والاستغلال والإساءة [exploitation and abuse](#) ، بما في ذلك الاستغلال والإساءة الجنسية، والاتجار بالبشر [trafficking in persons](#) . أي نوع من أنواع النشاط الجنسي مع طفل يعتبر إساءة جنسية بغض النظر عن العمر المحلي المقبول والذي يُعرف بأنه لشخص يقل عمره عن 18 عاماً .
- وضع آليات لمنع ومعالجة التحرش والتحرش الجنسي والاستغلال والإساءة والتصدي لهم والرد عليهم، بما في ذلك الاستغلال والإساءة الجنسية والاتجار بالبشر .
- دعم حماية حقوق الإنسان المعلنة دولياً وحظر العمل الجبري والسخرة والعمل غير الطوعي وعمل الأطفال .
- لا تقم بتوظيف أو تشغيل الأطفال الذين تقل أعمارهم عن 15 عاماً. لا تقم بتوظيف أو تشغيل الأطفال دون سن 18 عاماً في أعمال تتطوي على مخاطر نفسية أو جسدية أو تتعارض مع التعليم .
- معاملة الموظفين بكرامة واحترام وتوفير مكان عمل آمن وصحي، يتوافق مع القوانين الوطنية، وخال من التمييز على أساس العرق أو الجنس أو العمر أو الدين أو الميل الجنسي أو الثقافة أو الإعاقة ان وجد. توفير آليات إبلاغ سرية يسهل الوصول إليها للموظفين وأصحاب المصلحة الآخرين للإبلاغ عن مخاوف أو شكوك بشأن أي شكل من أشكال التحرش والإساءة والاستغلال الموصوف أعلاه والممارسات غير القانونية المحتملة من قبل الإدارة أو الموظفين.
- الالتزام بحماية المخبرين أو المبلغين عن المخالفات من الانتقام.
- دعم حرية تكوين الجمعيات والحق في المفاوضة الجماعية على النحو المنصوص عليه في القوانين المعمول بها محلياً.
- ضمان الأجور وساعات العمل التي تفي بالمعايير القانونية الوطنية.

(2) الحوكمة :

- الالتزام بجميع قوانين ولوائح التجارة الوطنية والدولية المعمول بها بما في ذلك على سبيل المثال لا الحصر مكافحة الاحتكار والضوابط التجارية وأنظمة العقوبات.
- النظر في نزاهة العمل كأساس للعلاقات التجارية .
- حظر كافة أنواع الرشوة والفساد وغسيل الأموال وتمويل الإرهاب .
- حظر تقديم الهدايا للمسؤولين الخاصين أو العموميين بهدف التأثير على قرارات العمل أو تشجيعهم بطريقة أخرى على التصرف بما يتعارض مع التزاماتهم .
- احترام الخصوصية والمعلومات السرية لجميع موظفيك وشركائك في العمل وكذلك حماية البيانات والملكية الفكرية من سوء الاستعمال.
- وضع معايير لحماية البيانات وإدارتها والتي تتناول جمع البيانات وحمايتها والتخلص منها. على مالِك البيانات إدراك شروط وأحكام ومبادئ توفير البيانات وفقاً لقيم ومبادئ البيانات المسؤولة لـ CRS [CRS Responsible Data Values and Principles](#) .

Attachment (2) الملحق (2)

- تنفيذ سياسة وإجراءات مناسبة لإدارة الامتثال، مما يسهل الامتثال للقوانين واللوائح والمعايير المعمول بها.

(3) البيئة :

- اتباع جميع لوائح البيئة والصحة والسلامة المعمول بها.
- تعزيز التطوير والتصنيع والنقل والاستخدام والتخلص الآمن والسليم بيئيًا لمنتجاتك.
- التأكد من استخدام سياسات وإجراءات الإدارة المناسبة التي تلبى جودة المنتج وسلامته والتي تعادل المتطلبات المعمول بها .
- قم بحماية حياة وصحة موظفيك وجيرانك، وكذلك حماية الجمهور من المخاطر الكامنة في عملياتك ومنتجاتك • استخدام الموارد بكفاءة، وتطبيق تقنيات موفرة للطاقة وصديقة للبيئة وتقليل النفايات، وكذلك الانبعاثات في الهواء والماء والتربة.
- نظرا لأن منظمة خدمات الإغاثة الكاثوليكية هي مستفيد من العديد من المنح أو العقود المقدمة من الجهات المانحة الحكومية العامة والخاصة يتم إخطار جميع الموردين ومقدمي الخدمات بموجب هذا بأنه يمكن تضمين إجراءات الامتثال الخاصة بالجهات المانحة في الإدارة القانونية التي يتم من خلالها شراء السلع أو الخدمات.

تحتفظ منظمة خدمات الإغاثة الكاثوليكية بالحق في إجراء عمليات تدقيق أو تقييمات العناية الواجبة لضمان امتثالك وسوف تتخذ خطوات معقولة للتحقيق أو اتخاذ الإجراء المناسب بطريقة أخرى لمعالجة المخاوف. CRS

تحتفظ CRS لنفسها بالحق في إنهاء أي علاقة لعدم الالتزام بالمتطلبات المذكورة أعلاه.

إذا كان لديك أي مخاوف أو شكوك حول أي شكل من أشكال التحرش، المضايقة والإساءة والاستغلال

الموصوفة أعلاه وفي سياسة الصون الخاصة بـ CRS أو السلوك غير القانوني أو غير اللائق، فإن CRS تطلب منك لإبلاغ من خلال أي من القنوات التالية:

- إدارة منظمة هيئة الإغاثة الكاثوليكية.
- الموقع CRS Whistleblower: <http://bit.ly/crshotline>
- البريد الإلكتروني : alert@crs.org
- سكايب / هاتف 1-866-295-2632
- البريد: (علامة "سري") :
- عناية : المستشار العام لخدمات الإغاثة الكاثوليكية

228 W. Lexington Street

Baltimore, MD 21201

يعد ضمان مبادئ التنمية المستدامة في سلسلة التوريد الخاصة بنا أمراً مهماً بالنسبة لمنظمة خدمات الإغاثة الكاثوليكية (CRS) .
(نتمنى منك كشريك لنا أن تظهر التزامك من خلال الامتثال لقواعد السلوك الخاصة بك أو سياسات الشركة التي تتبنى هذه المعايير.

بقبولك للأعمال التجارية من منظمة خدمات الإغاثة الكاثوليكية في شكل أمر شراء أو عقد أو اتفاقية ، فإنك تقبل ضمناً أدوار ومسؤوليات مؤسستك الموضحة في هذا المستند.

SUPPLIER / SERVICE PROVIDER CODE OF CONDUCT

[Catholic Relief Services \(CRS\)](#) has committed to the principles of responsible sourcing and we expect our suppliers and service providers to fully follow the applicable contractual obligations to include CRS terms & conditions, local and relevant/otherwise applicable laws and to adhere to internationally recognized environmental, social, and corporate governance standards. We also expect our suppliers to implement these standards with their suppliers and subcontractors, as inspired by the [United Nations Global Compact initiative](#), the [United Nations Guiding Principles and Human Rights](#), the [International Labour Organization's Declaration on Fundamental Principles and Rights at Work](#), [ETI Base Code](#), and applicable [CRS' Policies, Procedures and Standards](#).

1) SOCIAL

- Prohibit all forms of harassment, sexual harassment, [exploitation and abuse](#), including sexual exploitation and abuse, and [trafficking in persons](#).¹ All sexual activity with a child, defined as person under the age of 18 years, is considered sexual abuse regardless of local age of consent.
- Have mechanisms in place to actively prevent, address, and respond to harassment, sexual harassment, exploitation and abuse, including sexual exploitation and abuse, and trafficking in persons.
- Support the protection of internationally proclaimed human rights and prohibit forced, bonded, and involuntary labor and child labor.
- Do not recruit or employ children under the age of 15 years. Do not recruit or employ children under 18 years for work that is mentally or physically dangerous or interferes with schooling.
- Treat employees with dignity and respect and supply a workplace that is safe and hygienic, complies with national laws, and is free from discrimination on the basis of race, gender, age, religion, sexuality, culture or disability.
- Provide accessible and confidential reporting mechanisms for employees and other stakeholders to report concerns or suspicions of any forms of harassment, abuse and exploitation described above and potentially unlawful practices by management or employees.
- Commit to protecting reporters or whistleblowers from retaliation.
- Uphold the freedom of association and the right to collective bargaining as set out within applicable laws.
- Ensure wages and working hours meet national legal standards.

2) GOVERNANCE

- Abide by all applicable national and international trade laws and regulations including but not limited to antitrust, trade controls, and sanction regimes.
- Consider business integrity as the basis of business relationships.
- Prohibit all types of bribery, corruption, money laundering and terrorism financing
- Forbid gifts to private or public officials that aim to influence business decisions or otherwise encourage them to act contrary to their obligations.
- Respect the privacy and confidential information of all your employees and business partners as well as protect data and intellectual property from misuse.
- Have data protection and managements standards in place that address data collection, safeguarding, sanitation and disposal. The data owner is aware of the data provision terms and conditions and supplies consent as per [CRS Responsible Data Values and Principles](#)
- Implement a proper Compliance Management policy and procedure, which facilitate compliance with applicable laws, regulations, and standards.

¹ Refer to pages 6 and 7 of CRS' Policy on Safeguarding for further details on prohibited exploitative conduct, including procurement of commercial sex, employment practices, and relationships with beneficiaries that are exploitative or abusive.



3) ENVIRONMENT

- Follow all applicable environmental, health and safety regulations.
- Promote the safe and environmentally sound development, manufacturing, transport, use and disposal of your products.
- Ensure by using proper management policies and procedures that product quality and safety meet the applicable requirements.
- Protect your employees' and neighbors' life and health, as well as the public at large against hazards inherent in your processes and products.
- Use resources efficiently, apply energy-efficient and environmentally friendly technologies and reduce waste, as well as emissions to air, water, and soil.

Because CRS is a recipient of numerous grants or contracts provided by governmental, public, and private donors, all suppliers and service providers are hereby notified that other donor-specific compliance measures may be included in the legal instrument through which goods or services are procured.

CRS reserves the right to conduct due diligence audits or assessments to ensure your compliance and will take reasonable steps to investigate or otherwise take appropriate action to address concerns. CRS reserves the right to terminate any relationship for non-adherence to the above mention requirements.

Should you have any concerns or suspicions of any forms of harassment, abuse and exploitation described above and in CRS' Safeguarding Policy, illegal or improper conduct, CRS requires you to report through any of the following channels:

- CRS Management
- CRS Whistleblower site: <http://bit.ly/crshotline>
- Email: alert@crs.org
- Phone/Skype: 1-866-295-2632
- Mail: (mark "Confidential")
Attention: General Counsel
Catholic Relief Services
228 W. Lexington Street
Baltimore, MD 21201

Ensuring the principles of sustainable development in our supply chain is important to CRS. We hope that as our partner you show your commitment via compliance with your own code of conduct or company policies that embrace these standards.

In accepting business from CRS in the form of a purchase order, contract, or agreement, you are implicitly accepting your organization's roles and responsibilities outlined in this document.

ATTACHMENT #3 - RFP # 261023 - CRS

REQUEST FOR INFORMATION -TELECOMMUNICATION PROVIDERS (TPS) & INTERNET SERVICE PROVIDERS (ISPS)



Service Provider Name:

Type of Service being provided:

Land Line Telephone Number:

Mobile Number:

Email:

Physical Address:

The Service Provider represents and warrants that its written response to this Attachment: Supplier Disclosure Request is accurate and complete in all respects. In the event the Supplier Disclosure Information is no longer accurate and complete in all respects:

(i) the Vendor agrees to notify CRS immediately in writing and

(ii) CRS is authorized to terminate the contract with the Vendor immediately and without penalty.

Company Name	Answer				Comments (If any)
Huawei Technologies	YES	☐	NO	☐	
ZTE Corporation	YES	☐	NO	☐	
subsidiary or affiliate of such entities (Huawei / ZTE)	YES	☐	NO	☐	
Hytera Communications Corporation	YES	☐	NO	☐	
Hangzhou Hikvision Digital Technology Company	YES	☐	NO	☐	
Dahua Technology Company	YES	☐	NO	☐	
or any subsidiary or affiliate of such entities (Hytera, Hangzhou, Dahua)	YES	☐	NO	☐	

Form Completed by Supplier Representative:

Full Name:

Title: s

Signature:

Date: