**REQUEST FOR PROPOSAL FOR FRAMEWORK SERVICES**

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|  |  | **Date of issue:**  | 11 September 2023 |
|  | **Reference no.:** | 1818 |
|  | **Contract title:** | Translation Services for DCA Globally |
|  | **Closing date:** | 29th September at noon DK time |
|  | **Contracting Authority:** | DanChurchAidMeldahlsgade 3Copenhagen, 1613DenmarkContact person: Grethe Rosenberg NørgaardTel: +45 5051 5623Email: grn@dca.dk |

**DAnchurchaid invites candidates to submit a proposal for translation Services**

**under a Framework Contract for 36 months**

Dear Sir/Madam,

The Service is required for DCA headquarters in Copenhagen and its 20 country offices. The activity is supported by a broad donor base. Please find enclosed the following documents which constitute the Request for Proposal:

**A – Instructions**

**B – Draft Contract including annexes**

 **Annex 1: Terms of Reference**

 **Annex 2: Organisation and Methodology Form** (to be completed by the Candidate)

 **Annex 3: Proposal Submission Form** (to be completed by the Candidate)

 **Annex 4: Candidate’s translation of Sample Texts** (to be completed by the Candidate)

 **Annex 5: Purchase Request / Contract Template**

 **Annex 6: How-to-Order Guide**

 **Annex 7: General Terms and Conditions for Service Contracts – Ver3 2020**

 **Annex 8: Code of Conduct for Contractors**

It is forbidden to make alterations to the text. We should be grateful to be informed by email of the intention to submit a proposal.

## A. Instructions

In submitting a proposal, the Candidate accepts in full and without restriction the special and general conditions including annexes governing this Contract as the sole basis of this procedure, whatever his own conditions of services may be, which the Candidate hereby waives. The Candidates are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this Request for Proposal.

1. **Scope of services**

The Services required by the Contracting Authority are described in the Terms of Reference in Annex 1. While all Lot 1 sub-lots must be offered, the Candidate **may offer one, several or all lots** of the Services described in the Terms of Reference.

1. **Cost of proposal**

The Candidate shall bear all costs associated with the preparation and submission of his proposal and the Contracting Authority is not responsible or liable for these costs, regardless of the conduct or outcome of the process.

1. **Eligibility and qualification requirements**

Candidates are not eligible to participate in this procedure if they are in one of the situations listed in article 33 of the General Terms and Conditions for Service Contracts – Ver3 2020.

Candidates shall in the Proposal Submission Form attest that they meet the above eligibility criteria. If required by the Contracting Authority, the Candidate whose proposal is accepted shall further provide evidence satisfactory to the Contracting Authority of its eligibility.

As a rule, the timely arrival of a proposal with the Contracting Authority is the Candidate’s responsibility. Irrespective of the reason, proposals arriving after the deadline for the submission of proposals, will be considered late and thus rejected.

Candidates are also requested to certify that they comply with the Code of Conduct for Contractors.

1. **Exclusion from award of contracts**

Contracts may not be awarded to Candidates who, during this procedure:

1. are subject to conflict of interest,
2. are guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the Contract procedure or fail to supply this information.
3. **Documents comprising the Request for Proposal**

The Candidate shall complete and submit the following documents with this proposal:

1. Proposal Submission Form (Annex 3) duly completed and signed by the Candidate
2. Organisation and Methodology using the structure in Annex 2
3. Candidate’s translation of sample texts (Annex 4)
4. Declaration where the Candidate guarantees to assign and use professional translators, only
5. Candidate’s Code of Conduct.
6. Candidate’s ISO 17100:2015 Certification or another accreditation.

The proposal and all correspondence and documents related to the Request for Proposal exchanged by the Candidate and the Contracting Authority must be written in the language of the procedure, which is English.

1. **Financial proposal**

The Financial Proposal shall be presented as an amount in DKK or EUR in the Proposal Submission Form in Annex 3. Where the price is offered in EUR, it shall be converted to DKK for comparison reasons based on the [fixed rate of 1 EUR = DKK 7.46](https://www.nationalbanken.dk/en/what-we-do/stable-prices-monetary-policy-and-the-danish-economy/exchange-rates).

The Contracting Authority would like to receive the best price, possible. To this end the Candidates will present two prices. One price valid and guaranteed for 36 months. A second price valid and guaranteed for 12 months and regulated every 12 months according to the [Statistics Denmark Net Price Index.](https://www.dst.dk/en/Statistik/emner/oekonomi/prisindeks/nettoprisindeks)  This set-up will allow the Contractor a reduction in their risk considering the shorter price validity and the tie to the price index. The Contracting Authority will base the Contract on one of the prices offered.

The remuneration of the Candidate under the Contract shall be determined as follows: The Candidate shall indicate in his/her proposal his/her proposed global remuneration for the performance of the Services. The Candidate shall be deemed to have satisfied himself as to the sufficiency of his/her proposed global remuneration, to cover both his/her fee rate, including overhead, profit, all his/her obligations, sick leave, overtime and holiday pay, taxes, social charges, etc. and all expenses (such as transport, accommodation, food, office, etc.) to be incurred for the performance of the Contract. The proposed global remuneration shall cover all obligations of the successful Candidate under the Contract (without depending on actual time spent on the assignment) and all matters and things necessary for the proper execution and completion of the Services and the remedying of any deficiencies therein.

If the Contractor can offer the Contracting Authority a discounted price on placement of bulk contracts and repeated sentences, the unit price shall be reduced for those specific contracts.

**The Contract is subject to 25% Danish value added tax.**

1. **Candidate’s proposed personnel**

In the Organisation and Methodology Form, Annex 2, the Candidate shall include a description of the role and duties of the Candidate’s proposed personnels, which the Candidate proposes to use for the performance of the Services. The Candidate shall provide a declaration where the Candidate guarantees to assign certified translators, only. The Candidate whose proposal is accepted shall provide, if requested by the Contracting Authority, copies of diplomas and employers’ certificates or references proving the education, professional experience and language proficiency of the candidate’s proposed personnel.

1. **Subcontractors**

If the Consultant intends to use subcontractors such as professional freelancers, the Consultant shall state in the Organisation and Methodology Form, Annex 2, their role, and duties in the performance of the Contract and the Consultant shall specify the parts of the Services which will be executed by the subcontractors. Provisions of article “Candidate’s proposed personnel” concerning the Candidate’s personnel and the article concerning eligibility and qualification requirements shall apply to the subcontractors or the subcontractor’s personnel.

The Consultant may use subcontractors without further approval from the Contracting Authority and the text *"the Consultant shall not subcontract to nor engage another independent contractor to perform any part of the services without the prior written consent of the Contracting Authority"* in clause 14 of the General Terms and Conditions is hereby waived.

1. **Validity**

Proposals shall remain valid and open for acceptance for 60 days after the closing date.

1. **Submission of proposals and closing date**

Proposals must be received at the e-mail address mentioned on the front page by email not later than the closing date and time specified.

1. **Evaluation of Proposals**

The evaluation method will be the quality and cost-based selection. A two-stage procedure shall be utilised in evaluating the Proposals, a technical evaluation, and a financial evaluation.

Proposals will be ranked according to their combined technical (*St*) and financial (*Sf*) scores using the weights of 75% for the Technical Proposal; and 25% for the offered price. Each proposal’s overall score shall therefore be St X 75% + Sf X 25%.

**Technical evaluation**

For the evaluation of the technical proposals, the Contracting Authority shall take the below criteria and weights into consideration.

#### The Contracting Authority reserves the right to discard offers below a technical score of 80 points.

|  |  |
| --- | --- |
| Technical evaluation | Maximum Points  |
|
| **Expertise of the Candidate submitting proposal** |
| 1 | The Candidate has offered translation services for a minimum of 5 years, and guarantees that the translator assigned the task has a minimum of 5 years proven translation experience in the required language(s) and relevant academic qualifications | 15 |
| 3 | The Candidate has a quality assurance set-up meeting the required results outlined in the Terms of Reference, Annex 1. The Candidate makes use of a vocabulary database specific to the sector and custom builds to the Contracting Authority over time. | 25 |
| 4 | The Candidate has experience in translating texts on topics from the humanitarian and development sector including but not limited to the topics listed in the Terms of Refence, Annex 1 | 15 |
| 7 | The Terms of References are addressed in sufficient detail as evidenced in Annex 2 Proposed Organisation and Methodology, and shows that the candidate’s understanding of the tasks | 20 |
| 8 | Quality of sample translations | 25 |
| **Total Technical Score** | **100** |

**Interviews**

The Contracting Authority reserves the right to call to interview the Candidates having submitted proposals determined to be substantially responsive.

**Financial evaluation**

Each proposal shall be given a financial score. The lowest Financial Proposal (Fm) will be given a financial score (Sf) of 100 points. The formula for determining the financial scores shall be the following:

Sf = 100 x Fm/F, in which

Sf is the financial score

Fm is the lowest price and

F is the price of the proposal under evaluation

**Negotiations**

The Contracting Authority reserves the right to contact the Candidates having submitted proposals determined to be substantially and technically responsive, to propose a negotiation of the terms of such proposals. Negotiations will not entail any substantial deviation to the terms and conditions of the Request for Proposal, but shall have the purpose of obtaining from the Candidates better conditions in terms of technical quality, implementation periods, payment conditions, etc.

Negotiations may however have the purpose of reducing the scope of the services or revising other terms of the Contract to reduce the proposed remuneration when the proposed remunerations exceed the available budget.

**A.12. Award criteria**

The Contracting Authority will award a Contract to one or more candidates whose proposal has been determined to be substantially responsive to the documents of the Request for Proposal and which has obtained the highest overall ranked scores.

1. **Signature and entry into force of the Contract**

Prior to the expiration of the period of the validity of the proposal, the Contracting Authority will inform the successful Candidate in writing that its proposal has been accepted and inform the unsuccessful Candidates in writing about the result of the evaluation process.

Within 5 days of receipt of the Contract, not yet signed by the Contracting Authority, the successful Candidate must sign and date the Contract and return it to the Contracting Authority. On signing the Contract, the successful Candidate will become the Contractor and the Contract will enter into force once signed by the Contracting Authority.

If the successful Candidate fails to sign and return the Contract within the days stipulated, the Contracting Authority may consider the acceptance of the proposal to be cancelled without prejudice to the Contracting Authority's right to claim compensation or pursue any other remedy in respect of such failure, and the successful Candidate will have no claim whatsoever on the Contracting Authority.

1. **Cancellation for convenience**

The Contracting Authority may for its own convenience and without charge or liability cancel the procedure at any stage.

#### B. Draft Framework Contract (Service)

**CONTRACT TITLE: Translation Services for DCA Globally**

**Reference no.: 1818**

**Instructions to candidates: At this stage of the Request for Proposals this document is for your information and intended to make you aware of the contractual provisions. The information missing in this document will be filled in when a Contractor has been selected, and the “draft” Contract will then become the “final” Contract” between the Contracting Authority and the successful Contractor.**

DanChurchAid

Meldahlsgade 3,

Copenhagen, 1613

Denmark

Denmark ("The Contracting Authority"),

of the one part,

and

<Name and address of candidate>

(“The Contractor”)

 of the other part,

have agreed as stipulated in the attached document:

The Contract is done in English with an electronic copy for the Contracting Authority and the Contractor.

|  |  |
| --- | --- |
| **For the Contractor** | **For the Contracting Authority** |
| Name: |  | Name: |  |
| Title: |  | Title: |  |
| Signature: |  | Signature: |  |
| Date: |  | Date: |  |

This Contract shall be electronically signed by the Contractor latest within five working days from date of receipt.

**Special conditions**

1. **Scope of services**

The subject of the Contract is Translation Services for DCA Globally. The “Services” are described in the Terms of Reference and further specified in the Organisation and Methodology, Annex 2.

The Contractor acknowledges that:

1. the Contracting Authority is not obligated to place any minimum number of purchase orders with

 the Contractor, pursuant to this contract.

1. the Contracting Authority shall not be liable for any cost in the event that no purchase order is

 placed under this contract; and

1. this contract is non-exclusive, and the Contracting Authority is entitled to procure the same or

 similar supplies from other Contractors, as it sees fit.

1. **Commencement Date**

The Contract shall commence on November 1st, 2023.

1. **Period of implementation**

The period of implementation of the services is 36 months from the commencement date.

1. **Expiry Date**

The Contract expires 31st October 2026. However, the Contract shall remain in force and effect until the end of the warranty liability period as defined in article 15 in the General Terms and Conditions for Service Contracts – Ver3 2020.

1. **Terms and Termination**

The Contract is valid for a period of 36 months and commences on the commencement date and expires at midnight on the expiry date unless earlier termination in accordance with the General Terms and Conditions of this contract.

The Contracting Authority shall be entitled to renegotiate the contract for a further period of 12 months + 12 months on similar terms and conditions, by giving the Contractor written notice of its intention to renegotiate the contract not less than 60 days prior to the expiry date, provided however that in the event of a breach of the Agreement by one of the Parties, the other party may for valid cause terminate the Contract as per General Terms and Conditions article 26 and 27.

1. **Delivery of Services and Contract Management**

The Contracting Authority will issue contracts to the Contractor, during the term of this Contract, marking reference to this Contract, and setting out the services required, the location and timing and other instructions for the delivery of Services.

A template of the Purchase Request / Contract that the Contracting Authority will issue to the Contractor is available in Annex 5 Purchase Request / Contract. A guide on the Contracting Authority’s suggested ordering process is described in Annex 6 How-to-Order Guide.

The Contractor agrees to deliver Services to the Contracting Authority pursuant to the Contract, which shall conform with the Terms of References, Annex 1, Organisation and Methodology, Annex 2 and the price specified in this Contract.

In the event of the Contracting Authority placing a contract, which the Contractor considers it cannot substantially meet because of unavailability of staff or inability to meet the Terms of References, before proceeding to make a partial delivery of the services, the Contractor shall seek further written instructions from the Contracting Authority.

The Contractor shall cover all costs related to the remedy of an unacceptable Service.

The Contractor shall be responsible for providing all the necessary personnel, equipment, materials, and supplies and for making all necessary arrangement for the performance of its obligations under this Contract.

1. **Remuneration**

In consideration for his/her services, the Contractor shall receive an amount as agreed in the price list in Annex 3 Proposal Submission Form. This amount covers the Contractor’s fee rate, including overhead, profit, all his/her obligations, leave, sick leave, overtime and holiday pay, taxes, social charges, etc. and all expenses (such as transport, accommodation, food, office expenses, etc) to be incurred for the performance of the Contract. The global remuneration covers all obligations of the Contractor under the Contract (without depending on actual time spent on the assignment) and all matters and things necessary for the proper execution and completion of the services and the remedying of any deficiencies therein.

Costs and expenses which are not mentioned above shall be deemed covered by the contractor alone.

The Contracting Authority shall pay the Contractor for each contract issued and Services made in accordance with the terms of this Contract, a sum which shall be based on the services ordered by the Contracting Authority and delivered by the Contractor, at the price specified in this Contract.

If the Contractor can offer the Contracting Authority a discounted price on placement of bulk contracts and repeated sentences, the price shall be reduced for those specific contracts.

By signing this Contract, the Contractor certifies that the Contracting Authority, for transactions resulting from this Contract is not being charged more than other clients for similar Services and similar bulk of Services and within similar circumstances.

1. **Reporting and Documentation**

The Contractor shall document each contract as per the Contract Management process suggested in Annex 5 Purchase Request / Contract and Annex 6 How-to-Order Guide as specified in the Terms of Reference, Annex 1.

1. **Payment**

Payments shall be made in DKK or EUR by bank transfer to the following account:

Account Number: (To be completed at time of Contract)

Name of Bank: (To be completed at time of Contract)

Address: (To be completed at time of Contract)

Account name: (To be completed at time of Contract)

Swift Code: (To be completed at time of Contract)

Payment will be made by the Contracting Authority within 30 days from approval of the service by the Contracting Authority and receipt of the Contractor’s invoice.

1. **Tax and social contributions**

The Contracting Authority will comply with the national law in connection with taxes or levies payable for this Contract in its country of establishment.

1. **Order of precedence of contract documents**

The Contract is made up of the following documents, in order of precedence:

1. This Contract
2. Terms of Reference (Annex 1)
3. Organisation and Methodology (Annex 2)
4. Declaration on the use of certified translators, only
5. Proposal Submission Form (Annex 3)
6. Candidate’s translation of sample texts (Annex 4)
7. General Terms and Conditions for Service Contracts – Ver3 2020 (Annex 7)
8. Code of Conduct for Contractors (Annex 8)

The various documents making up the Contract shall be deemed to be mutually explanatory; in cases of ambiguity or divergence, they should be read in the order in which they appear above.

1. **Language**

The language of this Contract, and subsequent contracts issued and of all written communications between the Contractor and the Contracting Authority shall be English.

1. **Entry into force and duration**

The Contract shall enter into force and effect after signature by both parties of this Contract. The Contract shall remain into force and effect until the end of the liability period as defined in the General Terms and Conditions for Service Contracts – Ver3 2020.

1. **Notices**

Any written communication relating to this contract between the Contracting Authority and the Contractor must state the Contract title and Contract number, and must be sent by post, fax, email or by hand to the addresses identified in this Contract.

1. **General Terms and Conditions**

The Contracting Authorities’ General Terms and Conditions attached shall apply to this contract and all contracts subsequently issued pursuant to this contract. In the case of any inconsistencies, the following order of precedence shall prevail:

1. a contract subsequently issued pursuant to this contract
2. this contract
3. **Data Protection**

If DanChurchAid CVR No. 36980214 is recording and processing personal data (such as names, addresses, emails, telephone number and CVs), the data will be processed solely for the purposes of the management and monitoring of the Quotation and the Contract by the Contracting Authority without prejudice to possible transmission to the bodies in charge of monitoring or inspection tasks in application of EU law. In addition, as and when the contract relates to the Contracting Authority’s work outside the EU, transmission of personal data may occur to countries outside of the EU, solely for the purpose of implementing the procurement procedure and the Contract. According to the EU data protection regulation the Candidate has rights related to the information the Contracting Authority processes. Details concerning processing of the Contractor’s personal data and rights are available in the Privacy Policy on <https://www.danchurchaid.org/privacy-policy>

**Annex 1: Terms of reference**

**1. Background**

The Contracting Authority is a Danish humanitarian and development NGO, working with local partners, international networks, churches, and non-religious civil organisations to assist the world’s poorest. The Contracting Authority has a vision of a world without hunger, poverty, and oppression, in which popular and political powers constantly work strongly and actively for a just and sustainable distribution and use of the earth’s resources. To fulfil this purpose, it provides emergency relief in disaster-stricken areas and long-term development assistance in poor regions - to create a more equitable and sustainable world.

The Contracting Authority is an independent organisation and works with more than 200 implementing partners worldwide. The activities are financed via fundraising campaigns, contributions from individuals, companies, and grants from the Danish government (Danida), the UN, the European Union, and other bilateral donors.

The Contracting Authority is a member of the ACT Alliance (Action by Churches Together), which consists of more than 100 churches and humanitarian organisations across the world. Together, it makes up one of the world’s five largest NGOs. The ACT Alliance works with development, humanitarian assistance, and advocacy in more than 120 countries.

The Contracting Authority works with several stakeholders including beneficiaries, partners, donors and it is crucial to the Contracting Authority’s organisation to be able to communicate its activities to them. Furthermore, it is important that the Contracting Authority’s offices receive organisational information in a language of their understanding.

As part of its work the Contracting Authority collects visual content and documentation, along with stories from beneficiaries. Video serves as a central medium for this purpose. Consequently, the Contracting Authority consistently require accurate subtitles that are translated into English and our video editors usually handle the translation from English to Danish themselves.

In addition, there is a need for voice-over artists in connection with the Contracting Authority’s production of content for own and customer’s online learning opportunities.

**2. contract purpose and Expected results**

The nature and geographical spread of the Contracting Authority’s work requires professional translation services of various types and in several languages. The Contracting Authority wishes to provide all departments of Contracting Authority and its Country Offices easy and timely access to written translation with legalisation, subtitles, and voice-over services of the best quality at a fixed and pre-agreed price. Consequently, the Contracting Authority wishes to conclude a framework contract for its global operations for the duration of 36 months with the possibility of extension for another 12 + 12 months.

**Results to be achieved by the Contractor:**

**2.1. Written Translation:**

* Accurate and faithful translation of the source text into the target language.
* The translation should convey the original meaning, tone, and intent of the source text.
* The translation should reflect the organisational language of the Contracting Authority.
* Proper grammar, spelling, and punctuation should be maintained in the target language.
* Cultural nuances and context should be considered for a culturally appropriate translation.
* The translated documents should be submitted in the same original format as received with regards to e.g., fonts, font size and colour.

**2.2 Declaration on Honour:**

A statement that the translation is a true and a complete copy of the original text with the Contractors signature, and with a third-party’s attestation that the Contractor is a professional translation company. The declaration on Honour is needed to legalize documents translated from Danish or English to another language through the Danish Foreign Ministry. The Contracting Authority will handle the legalization process. Contractors offering the written translation must offer a Declaration on Honour.

**2.3. Subtitling:**

* Subtitles should be presented in a correctly formatted .srt file(s).
* Subtitles need to start precisely when the spoken sentence begins.
* Subtitles should be placed back-to-back if they belong to the same word stream, avoiding small gaps.
* Each subtitle should ideally be between 3-7 seconds long and have a maximum of two lines. The translation should be concise enough to fit within the time constraints of each subtitle frame.
* Subtitles should be an accurate translation from the spoken language to the target language. Avoid including context-specific words if they were not spoken. While some languages express ideas differently, strive for a precise translation whenever possible.
* Subtitles should appear on the screen in sync with the audio, allowing viewers to understand the dialogue or narration.
* Subtitles should be clear, readable, and properly timed to ensure a precise post editing process.
* Notes for the editor regarding the translation, should be include within brackets at the end of the sentence: [This is a note to the editor], if relevant.

**2.4. Voice-over:**

* Professionally recorded voice-over in the target language for audiovisual content.
* The timing of the voice-over should match the original audio to maintain synchronization with the video.
* The voice-over artist should deliver the translated script in a clear, natural, and engaging manner.
* The voice-over should accurately convey the emotions and tone of the original content.
* The voice-over artist will match the speaker profile requested.
* The voice-over recordings will be performed with professional studio-quality equipment.

**2.5. Quality of high professional standard:**

* Ensure a two-tier quality assurance of every translated text allowing the Contracting Authority a minimum of corrections.
* The Contractor will use a collection of specialized terms for the translation project provided by the Contracting Authority in the form of a list of key words or sample document already translated.
* To enhance the quality, consistency, clarity, and precision in the translated text and across translations, the Contractor will create and maintain a "vocabulary database" containing a curated list of words, phrases, or terms specific to the Contracting Authorities industry, brand, or subject matter.

**2.6. Contract Management:** The Contract Management system in place includes an online collaboration and documentation set-up between the Contracting Authority and the Contractor. Candidates are welcome to suggest alternative solutions meeting the same requirements. Please refer to Annex 5 & 6.

**3. Scope of the Services**

On average, the Contracting Authority spends DKK 200,000.00 annually on text translations. The historical split between languages is:

* English to Danish (10%),
* Danish to English (30%),
* English to French (45%), and
* English to Arabic (10%)

Subtitling and voice-over services constitutes a minor part of the annual spend, and financial data is not available.

The Contracting Authority uses technical terms and language specific to its industry, and the Contracting Authority’s multiple departments and country offices have different needs in terms of technical terms, languages, and content.

The below table outlines the translation services required, the topics expected for translation and the type of material the translator can expect to receive. The topics are examples and may vary according to department and context and are not exhaustive.

|  |
| --- |
| **Lot 1 Written Translation** |
| 1.1 | English to Danish | **Topics*** Active Citizenship and Advocacy,
* Conflict prevention, resilience, and peacebuilding,
* Disaster Risk Reduction and emergency Preparedness and response,
* Finance,
* Fundraising and Donor relation,
* Gender,
* Human rights,
* Livelihoods and Food security,
* Climate,
* Organizational induction courses,
* Procurement and Logistics,
* Refugee Assistance,
* Technology.
 | **Type and purpose of text*** Social Media,
* Web content,
* Legal documents and contracts,
* Articles,
* Manuals, guidelines and templates
* Fundraising applications, Online training content,
* Employment contracts
* Certificates
* Balance sheets, annual accounts, statements,
* Research papers
* Newsletters
* Marketing and PR material
 |
| 1.2 | Danish to English |
| 1.3 | English to French |
| 1.4 | French to English |
| 1.5 | English to Arabic |
| 1.6 | Arabic to English |
| 1.7 | Declaration on Honour | For legalization purposes |
| **Lot 2** | **Subtitling** |  |  |
|  | The source languages expected for subtitling are Nepalese, Khmer, Russian, Ukrainian, Swahili, Ndebele, Shona, Kurdish and ArabicThe target language is English | An example of a subtitled video by the Contracting Authority is available [here.](https://www.youtube.com/watch?v=5gAMZYbWFY8)The Contracting Authority will provide the raw material to the Contractor in a mp4 file or YouTube link. The Contractor must present the subtitling to the Contracting Authority in a .srt file format.Upon receipt of the .srt file, the Contracting Authority will perform a post-editing process, linking the .srt file with the video.  |
| **Lot 3** | **Voice-over** |  |  |
|  | The target language is Danish or English | The Contracting Authority will provide the raw material to the Contractor in a text file with instructions on tone, speed and division of sound files. The Contracting Authority will usually require the end-result in a mp3 file format. |

**Quality Assurance**

It is paramount that the Contracting Authority receives quality translation from translators with an academic degree in their professional area. This is usually documented by an academic certificate of the translator in question. For a company drawing on a pool of translators, and where it is not practically possible to submit a copy for each individual translator, the Contracting Authority accepts a declaration from the Candidate. The declaration would guarantee that the Candidate only assigns professional translators to the Contracting Authority’s Contracts or a similar assurance that will satisfy the Contracting Authority of the academic background and competences of the translators assigned to do the service.

It is the responsibility of the Contractor to ensure that the services provided has undergone a quality control. As a minimum, the quality control involves a translator who performs the initial translation, and that the initial translation is proofread or validated by a second qualified person. The Candidates will describe the quality assurance set-up in their offer in Annex 2 Organisation and Methodology.

It is central to the Contracting Authority that the quality of the translation results in a minimum of post editing by the Contracting Authority. The Candidate is asked to submit an ISO 17100:2015 Certification or another accreditation. This is not meant as a minimum requirement but merely an opportunity for the Candidate to demonstrate that they operate in a standardized way ensuring the same quality of correct translation across all translations submitted during the Contract, reflecting the sector the Contracting Authority is operating in. Should the Candidate not hold an ISO certification or another accreditation, it will still be considered if a description of the back-stopping quality system is informed in Annex 2, Organisation and Methodology.

**4. Timing, logisitics and facilities**

During the validity period of the Framework Contract, all Contracting Authority’s offices including the 20 Country Offices and other office in Denmark can place a contract directly with the Contractor. The invoice is forwarded to and paid for by the ordering office.

The Contracting Authority wishes to allow its implementing partners to take advantage of this Contract as well. In its proposal in Annex 2 Organisation and Methodology, the Candidate is kindly asked to indicate if this is acceptable.

**5. Collaboration**

Following the signing of the Contact, the Contracting Authority will call for a start-up meeting, where the Contractor will present their services to the users and the Contracting Authority will inform the users of the Contract Management set-up.

In addition, the Contracting Authority will invite for annual status meetings to discuss topics relevant to the successful implementation of the Contract.

The collaboration between the Contracting Authority and the Contractor is managed through the Purchase Request / Contract in Annex 5 and the How-to-Order Guide in Annex 6 as well as the online shared platform where both parties will upload the relevant documentation.

Some documents sent for translation are of a confidential nature. In those instances, the service rendered is documented by the Purchase Request / Contract and Invoice, only, and the translation should be returned to the requestor, and not documented on the shared site / online platform.

**6. QUALIFICATION REQUIREMENTS**

* The candidate and the translator assigned to the Contracting Authorities Contracts has a minimum of 5 years proven translation experience in the required language(s).
* The candidate is a certified translator by academic qualification.
* The candidate has proven experience as evidenced in the list of references, in translating topics from the humanitarian and development sector including the topics listed above.
* The candidate is a well-established business and have been offering translation services for a minimum of 5 years.
* The candidate has a quality assurance set-up allowing the translated text to be proofread/quality assured by another translation professional.
* The candidate is familiar with and has a set-up involving a vocabulary database

**Annex 2: Organisation and methodology**

**To be completed by the Candidates, in compliance with the following instructions:**

|  |  |
| --- | --- |
| **Rationale** | **Candidate’s Comments** |
| Any comments on the Terms of Reference of importance for the successful execution of activities, its objectives, and expected results, thus, (other than those provided below) demonstrating the degree of understanding of the Contract. Any comments contradicting the Terms of Reference or falling outside their scope will not form part of the final Contract. |  |
| **An opinion on the key issues related to the****achievement of the Contract objectives and** **expected results:** |  |
| **Written Translation:** * Accurate and faithful translation of the source text into the target language.
* The translation should convey the original meaning, tone, and intent of the source text.
* The translation should reflect the organisational language of the Contracting Authority.
* Proper grammar, spelling, and punctuation should be maintained in the target language.
* Cultural nuances and context should be considered for a culturally appropriate translation.
* The translated documents should be submitted in the same original format as received with regards to e.g., fonts, font size and colour. The original format shall not be edited in any way.
 |  |
| **Declaration on Honour:** A statement that the translation is a true and a complete copy of the original with the Contractors signature, and with a third-party’s attestation that the Contractor is a professional translation company. The declaration on Honour is needed to legalize documents translated from Danish or English to another language through the Danish Foreign Ministry. The Contracting Authority will handle the legalization process. Contractors offering the written translation must offers Declaration on Honour. |  |
| **Subtitling:** * Subtitles should be presented in a correctly formatted .srt file(s).
* Subtitles need to start precisely when the spoken sentence begins. (Use waveform to adjust)
* Subtitles should be placed back-to-back if they belong to the same word stream, avoiding small gaps.
* Each subtitle should ideally be between 3-7 seconds long and have a maximum of two lines. The translation should be concise enough to fit within the time constraints of each subtitle frame.
* Subtitles should be an accurate translation from the spoken language to the target language. Avoid including context-specific words if they were not spoken. While some languages express ideas differently, strive for a precise translation whenever possible.
* Subtitles should appear on the screen in sync with the audio, allowing viewers to understand the dialogue or narration.
* Subtitles should be clear, readable, and properly timed to ensure a precise post editing process.
* Notes for the editor regarding the translation, should be include within brackets at the end of the sentence: [This is a note to the editor].
 |  |
| **Voice-over:** * Professionally recorded voice-over in the target language for audiovisual content.
* The timing of the voice-over should match the original audio to maintain synchronization with the video.
* The voice-over artist should deliver the translated script in a clear, natural, and engaging manner.
* The voice-over should accurately convey the emotions and tone of the original content.
* The voice-over artist will match the speaker profile requested.
* The voice-over recordings will be performed with professional studio-quality equipment.
 |  |
| **Quality:** * Ensure a two-tier quality assurance of every translated text allowing the Contracting Authority a minimum of corrections.
* The Contractor will use a collection of specialized terms for the translation project provided by the Contracting Authority in the form of a list of key words or sample document already translated.
* To enhance the quality, consistency, clarity, and precision in the translated text and across translations, the Contractor will create and maintain a "vocabulary database" containing a curated list of words, phrases, or terms specific to the Contracting Authorities industry, brand, or subject matter.
 |  |
| **Contract Management:**The Contract Management system in place includes an online collaboration and documentation set-up between the Contracting Authority and the Contractor. Candidates are welcome to suggest alternative solutions meeting the same requirements. Please refer to Annex 5 & 6. |  |
| **Strategy** |
| A description of the Candidates’ process for **written Translation**, hereunder the quality assurance process the Service will undergo. |  |
| A description of the Candidates’ process for **subtitling**, hereunder the quality assurance process the Service will undergo. |  |
| A description of the Candidates’ process for **voice-over**, hereunder the quality assurance processes the Service will undergo.  |  |
| A description of how the Candidates use Artificial Intelligence in their services, and in what way it will benefit the Contracting Authority. |  |
| A description of any subcontracting arrangementsforeseen, with a clear indication of the roles andduties that will be entrusted to a subcontractor in the performance of the Contract and a statement by the Candidate guaranteeing the eligibility of any and allsubcontractor as per article A.3. |  |
| A description of how the Contractor will work with the Contracting Authority on improving a sub-standard quality delivered. |  |
| A description of the Contractor’s suggested ordering process if different to the process suggested by the Contracting Authority in Annex 5 and 6. |  |
| A description of the conditions under which the Contractor will accept the utilization of the contract by the Contracting Authority’s implementing partners? |  |

**Annex 3: proposal submission form**

The Candidate’s financial proposal for the services is as follows:

|  |
| --- |
| **Lot 1 Written translation** |
| **Lot 1.1 English to Danish**  | **Currency** | **Price per word valid 36 months** | **Price per word valid 12 months****[[1]](#footnote-2)** |
| Professional written translation with quality control as per Annex 1. Global price per word excluding VAT |  |  |  |
| For every <please insert number of words> words, we offer a discount of <please insert number> % |  |
| For every additional <please insert number of words> words, we offer a discount of <please insert number>%. |  |
| Delivery time (days) |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot 1.2 Danish to English**  | **Currency** | **Price per word valid 36 months** | **Price per word valid 12 months2** |
| Professional written translation with quality control as per Annex 1. Global price per word excluding VAT |  |  |  |
| For every <please insert number of words> words, we offer a discount of <please insert number> % |  |
| For every additional <please insert number of words> words, we offer a discount of <please insert number>%. |  |
| Delivery time (days) |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot 1.3 English to French** | **Currency** | **Price per word valid 36 months** | **Price per word valid 12 months2** |
| Professional written translation with quality control as per Annex 1. Global price per word excluding VAT |  |  |  |
| For every <please insert number of words> words, we offer a discount of <please insert number> % |  |
| For every additional <please insert number of words> words, we offer a discount of <please insert number>%. |  |
| Delivery time (days) |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot 1.4 French to English** | **Currency** | **Price per word valid 36 months** | **Price per word valid 12 months2** |
| Professional written translation with quality control as per Annex 1. Global price per word excluding VAT |  |  |  |
| For every <please insert number of words> words, we offer a discount of <please insert number> % |  |
| For every additional <please insert number of words> words, we offer a discount of <please insert number>%. |  |
| Delivery time (days) |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot 1.5 English to Arabic** | **Currency** | **Price per word valid 36 months** | **Price per word valid 12 months2** |
| Professional written translation with quality control as per Annex 1. Global price per word excluding VAT |  |  |  |
| For every <please insert number of words> words, we offer a discount of <please insert number> % |  |
| For every additional <please insert number of words> words, we offer a discount of <please insert number>%. |  |
| Delivery time (days) |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot 1.6 Arabic to English** | **Currency** | **Price per word valid 36 months** | **Price per word valid 12 months2** |
| Professional written translation with quality control as per Annex 1. Global price per word excluding VAT |  |  |  |
| For every <please insert number of words> words, we offer a discount of <please insert number> % |  |
| For every additional <please insert number of words> words, we offer a discount of <please insert number>%. |  |
| Delivery time (days) |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot 1.7 Declaration on Honour** | **Currency** | **Price per Declaration****Valid 36 months** | **Price per Declaration valid 12 months2** |
| Global price excluding VAT |  |  |  |
| Delivery time (days) |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot 2 Subtitling** | **Currency** | **Price per minute Valid 36 months** | **Price per Declaration valid 12 months2** |
| Professional subtitling as per Annex 1. Global price per minute excluding VAT |  |  |  |
| For every <please insert number of minutes> minutes, we offer a discount of <please insert number> % |  |
| Delivery time (days) |  |

|  |
| --- |
| **Lot 3 Voice-over** |
| **Lot 3.1 Voice-over in Danish** | **Currency** | **Price per minute Valid 36 months** | **Price per minute valid 12 months2** |
| Professional voice-over as per Annex 1Global price per minute excluding VAT |  |  |  |
| For every <please insert number of minutes> minutes, we offer a discount of <please insert number> % |  |
| Delivery time (days) |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Lot 3.2 Voice-over in English** | **Currency** | **Price per minute Valid 36 months** | **Price per minute valid 12 months2** |
| Professional voice-over as per Annex 1Global price per minute excluding VAT |  |  |  |
| For every <please insert number of minutes> minutes, we offer a discount of <please insert number> % |  |
| Delivery time (days) |  |

|  |
| --- |
| **Candidate or Company information** |
| Company (legal name) |  |
| Street name and no. |  |
| City  |  |
| Postal code |  |
| Country  |  |
|  |  |
| Phone no. |  |
| Email |  |
| Website |  |
|  |  |
| Director (name) |  |

|  |
| --- |
| **GENERAL COMPANY INFORMATION** |
| Year of establishment |  |
| Number of full-time employees and/or number of associated freelancers |  |
| Licence number (VAT no./TAX id) |  |
| Memberships of recognized translation associations or organizations |  |
| How does the Candidate work with reduction of its carbon footprint and how does it specifically manages and reduces it in connection with this contract? |  |
| Does the company have a Code of Conduct? |  |

|  |
| --- |
| **REFERENCES** |
| **Description of similar Contracts incl. duration and services included** | **Value** | **Company and Contact name** | **Phone/fax and email** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Include details of three contracts within the Humanitarian and Development Sector within the past five years and information on other contracts in hand and/or future commitments including details of the actual and effective participation in each of such contracts, description of the Candidate’s assignments and periods of engagement. Additional documents can be attached to the above form.

The proposal is valid for a period of 60 days after the closing date in accordance with the article A.9. Validity.

After having read the Request for Proposal no. 1818 for Translation Services for DCA Globally dated 11 September, and after having examined the Request for Proposal, I/we hereby offer to execute and complete the services in conformity with all conditions in the Request for Proposal for the sum indicated in our financial proposal.

Further, I/we hereby:

* Accept, without restrictions, all the provisions in the Request for Proposal including the General Terms and Conditions for Service Contracts – Ver3 2020 and the draft Service Contract including all annexes.
* Certify that I/we do not support terrorists or terrorism activities, and do not condone the use of terrorism.
* Provided that a contract is issued by the Contracting Authority I/we hereby commit to perform all services described in the Terms of Reference, Annex 1.
* Certify and attest compliance with eligibility criteria of article 33 of the General Terms and Conditions for Service – Ver3 2020.
* Certify and attest compliance with the Code of Conduct for Contractors in Annex 8.

The above declarations will become an integrated part of the Contract and misrepresentation will be regarded as grounds for termination.

Signature and stamp:

Date and signed by:

**The Candidate**

Name of the company:

Telephone number:

Email address:

Name of Contact person:

 **Annex 4: CANDIDATE’s TRANSLATION OF SAMPLE TEXTS**

Please translate the following text to the specified languages as a requirement for the evaluation of your offer. Please remember to attach the translations with your offer.

|  |
| --- |
| Translations bY The candidate |
| **Language for translation** | **Text provided by the Contracting Authority** |
| Lot 1.2 – Danish to **English** | **Klimakompensation gennem nye træer i Uganda**Når din virksomhed køber klimakompensation hos Folkekirkens Nødhjælp sker det gennem certificerede klimakreditter, som en uafhængig tredjepart verificerer. Kreditterne genereres via træplantning i Uganda.Træerne plantes i samarbejde med bønder som en del af deres landbrug eller på skovarealer. Bønderne modtager løbende betalinger for vedligeholdelse af træerne og kan på sigt sælge de produkter, træerne genererer, eller bruge dem selv. Udover at optage CO2 er træerne til gavn for det omkringlæggende miljø, hvor deres rødder kan forebygge jordskred og trækronerne kan give skygge til landbrug, der kræver det.Verdens fattigste lande er dem, der bidrager mindst til [klimaforandringerne](https://noedhjaelp.dk/klima), men de rammes hårdere end nogen andre, når oversvømmelser ødelægger hjem, eller temperaturstigninger forværrer muligheden for at drive landbrug og derved mindsker adgangen til mad. |
| **Translation provided by the Contractor** |
| *Please insert your translations in this column.* |
| **Text provided by the Contracting Authority** |
| **Trods sine bare 20 år er Samia pludselig blevet overhoved og forsørger for sine tre yngre søskende. Hun er flygtet fra** **Myanmar og sidder nu fast i verdens største flygtningelejr i Bangladesh, hvor hun må kæmpe mod diskrimination, traumer og mudderskred. Lejrens kvindecenter giver hende et pusterum.**Sangen stiger og falder i en smuk tonerække, der kan virke uvant for vestlige ører. Sangerinden står i en rundkreds af kvindelige tilhørere. Med hænderne i siden, hagen løftet og et glimt i øjet synger hun vers efter vers.Den lille publikumsskare er iført farverige kjoler og tørklæder. De lytter opmærksomt til den musikalske fortælling og deltager smilende og pjattende og klapper i takt. Somme tider forsvinder sangen i høje, kollektive latterudbrud.Kvinderne ler på trods. På trods af, at nogle af dem har mistet deres mænd eller børn. På trods af, at de næsten alle har været udsat for seksuelle overgreb. På trods af, at de har mistet alt, set deres landsbyer blive brændt ned, og set deres nærmeste blive slået ihjel. |
| **Translation provided by the Contractor** |
| *Please insert your translations in this column.* |
| **Text provided by the Contracting Authority** |
| **Forord – Nødhjælp kan se ud på mange måder**Folkekirkens Nødhjælp indgår i det globale samarbejde om at løse fælles udfordringer og øge respekten for menneskerettigheder. Det er nøglen til at bekæmpe fattigdom og ulighed – og til at sikre, at mennesker ramt af krig og konflikt lider mindst muligt.Vi har fokus på de omstændigheder, der gør, at mennesker har svært ved at bryde ud af fattigdom. Vores motto er, at vi ikke kun skaffer en sulten kvinde en fisk. Vi skaffer hende en fiskestang og retten til at fiske i den lokale sø. Vores samarbejde med lokale, folkelige og kirkelige organisationer sikrer, at arbejdet er effektivt, bæredygtigt og målrettet de fattigste. Vores partnerskaber med lokale og danske virksomheder sikrer innovative og markedsbaserede løsninger. Det handler om at øge føde varesikkerheden, skabe jobs og dermed bæredygtig udvikling. Vi rykker ud, når katastrofen rammer. Det kan være en eksplosion i Libanon eller borgerkrigen i Syrien. Hjælpen antager mange former og er ofte baseret på brugen af teknologi. Mobile madkuponer og pengeoverførsler giver målrettet og værdig hjælp – og kan betyde forskellen mellem liv og død. Minerydning er en af vores vigtigste opgaver, fordi miner er livsfarlige for lokalbefolkningen i lande som Sydsudan og Libanon. Det stigende behov for minerydning i verdens brændpunkter betyder også, at vi fortsætter uddannelsen af mine- og ammunitionsryddere i samarbejde med Forsvaret på Skive kaserne.Folkekirkens Nødhjælp arbejder på, at alle indsatser forholder sig til klima, og det gjorde 34 procent af alle vores projekter fordelt over hele verden i 2020. Den største del af klimaarbejdet handler om klimatilpasning. Men vi arbejder også på, at vores projekter skal bidrage til at mindske udslip, samtidig med, at vi hjælper, når mennesker rammes af klimarelaterede katastrofer.I flere lande støtter vi også partnere i deres rettighedsarbejde med at påvirke regeringer og myndigheder til at tage et større klimansvar og sikre klimahjælp til de fattigere dele af befolkningen. Globalt bidrager vi til øget handling, gennem et lederskab i ACT Alliance klimaarbejde, og en aktiv deltagelse i den globale klimadebat.Vi ser økonomiske styrke som en grundpræmis for generel ligestilling. Vi tror på, at kvindelige rollemodeller og kvinderettighedsforkæmpere kan påvirke og skabe reelle forandringer. Entreprenante kvinder og kvinde-drevne startups kan investere og skabe mulighed for sig selv, deres familier og lokalsamfund – og dermed få indflydelse på samfundsudviklingen. Og en selvstændig økonomisk position giver bedre mulighed for at have medkontrol over familiens husholdningsbudget og pondus både i og udenfor hjemmets fire vægge.  |
| **Translation provided by the Contractor** |
| *Please insert your translations in this column.* |
| **Language for translation** | **Text provided by the Contracting Authority** |
| Lot 1.3 – English to **French** | Definition of Procurement The strategic process of acquiring supplies, service and works. The process covers the purchase or rental of the required resources and includes all functions from identification of needs, market analysis, planning purchases, sourcing of candidates, obtaining and evaluation of quotes, award of contracts, contract administration, and ensuring the delivery and receipt of the resources. |
| **Translation provided by the Contractor** |
| *Please insert your translations in this column.* |
| **Language for translation** | **Text provided by the Contracting Authority** |
| Lot 1.5 – English to **Arabic** | Definition of Procurement The strategic process of acquiring supplies, service and works. The process covers the purchase or rental of the required resources and includes all functions from identification of needs, market analysis, planning purchases, sourcing of candidates, obtaining and evaluation of quotes, award of contracts, contract administration, and ensuring the delivery and receipt of the resources. |
| **Translation provided by the Contractor** |
| *Please insert your translations in this column.* |

 **Annex 5: PURCHASE REQUEST / CONTRACT TEMPLATE**

****

 **Annex 6: HOW-To-ORDER-GUIDE**

|  |  |
| --- | --- |
| **Who** | **What** |
| **DCA** | Emails the Contractor an **unsigned draft Purchase Request / Contract specifying**:* the requested deadline
* the material for translation, subtitling or speak.
* the language(s) requested.
* the requirement for other services: e.g., desk top publishing (DTP), additional proofreading, etc.
* the format of the material for translation e.g., Word, Power Point, excel, PDF, mp4, png, jpg, InDesign etc.
* the estimated number of words, if known
* if an express delivery is required
* the project number and task
* a list of glossary or reference document, if relevant
* the name of the DCA requestor/point of contact for content clarifications
* the DCA authorized contract signatory
* If the translation is CONFIDENTIAL in which case the translation will not be uploaded to the shared site.
 |
| **Contractor** | **Checks the Purchase Request / Contract** * **hereunder the number of words, agreed discounts, delivery time** based on the Purchase Request / Contract considering any repeat sentences, paragraphs, and DTP requirements.
* Generates and inserts a reference number.
* Inserts the number of hours required and the price for the subtitle service based on the hourly price agreed.
* Inserts the number of hours required and the price for the speak based on the hourly rate agreed.
* Signs the Purchase Request / Contract and returns it to DCA.
 |
| **DCA** | **Validates** the Purchase Request / Contract with the calculated price, delivery time and reference number and **signs** the document and submits it to the Contractor. |
| **Contractor** | **Submits the translation, subtitle, or Voice-over.** |
| **DCA** | **Reviews** and provides content feedback if any. |
| **Contractor** | **Inserts** **agreed revisions** and submits the **final translation.** |
| **Contractor** | **Submits invoice** including reference number to requestor/point of contact for payment. |
| **Contractor** | **Uploads the documentation**, which consist of the signed Purchase Request /Contract, the material for translation, the final translation, and the invoice **to a shared online site between DCA and the Contractor** |
| **DCA** | **Pays the invoice** within 30 days from receipt of final translation. |

**1. DEFINITIONS**

**ANNEX 7: General Terms and Conditions for Service contracts – Ver3 2020**

In these general terms and conditions:

1. “contract” is the agreement entered into by the Contracting Authority and the Contractor for the performance of the services described in the terms of reference, to which these general terms and conditions are made applicable; the contract is constituted of the documents listed in the Service Contract.
2. The Contracting Authority’s “partners” are the organisations to which the Contracting Authority is associated or linked;
3. “personnel” is any person assigned by the Contractor to the performance of the services or any part hereof, whether through employment, sub-contracting or any other agreement; and “key experts” are those members of the personnel whose involvement is considered instrumental in the achievement of the contract objectives;
4. “beneficiary country” is the country where the services are to be performed, or where the project to which the services relate is located.

**2. RELATIONS BETWEEN THE PARTIES**

Nothing contained in the contract shall be construed as establishing a relation of master and servant or of agent and principal as between the Contracting Authority and the Contractor. Except if otherwise provided in the contract, the Contractor shall under no circumstances act as the representative of the Contracting Authority or give the impression that the Contractor has been given such authority. The Contractor has complete charge of the personnel and shall be fully responsible for the services performed by them.

**3. SCOPE OF SERVICES**

The scope of the services including the methods and means to be used by the Contractor, the results to be achieved by him and the verifiable indicators are specified in the Terms of Reference. The Contractor shall be responsible for everything which is required for the performance of the services in accordance with what is specified in the contract, or which must otherwise be regarded as forming part of the services.

4. COMPLIANCE WITH LAWS AND RESPECT OF TRADITIONS

The Contractor shall respect and abide by all laws and regulations in force in the beneficiary country and shall ensure that its personnel, their dependants, and its local employees also respect and abide by all such laws and regulations. The Contractor shall indemnify the Contracting Authority against any claims and proceedings arising from any infringement by the Contractor, its personnel and their dependants of such laws and regulations.

The Contractor, its personnel and their dependents shall respect human rights and undertake not to offend the political, cultural and religious practices prevailing in the beneficiary country.

5. CODE OF CONDUCT

The Contractor shall at all times act loyally and impartially and as a faithful adviser to the Contracting Authority and shall perform the services with due care, efficiency and diligence, in accordance with the best professional practice.

**6. DISCRETION AND CONFIDENTIALITY**

The Contractor shall treat all documents and information received in connection with the contract as private and confidential, and shall not, save in so far as may be necessary for the purposes of the performance thereof, publish or disclose any particulars of the contract without the prior consent in writing of the Contracting Authority. It shall, in particular, refrain from making any public statements concerning the project or the services without the prior approval of the Contracting Authority,

**7. CONFLICT OF INTEREST**

The Contractor shall refrain from engaging in any activity which conflicts with his obligations towards the Contracting Authority under the contract.

The Contractor shall take all necessary measures to prevent or end any situation that could compromise the impartial and objective performance of the Contract. Such conflict of interests could arise in particular as a result of economic interest, political or national affinity, family or emotional ties, or any other relevant connection or shared interest. Any conflict of interests which could arise during performance of the Contract must be notified in writing to the Contracting Authority without delay. The Contractor shall replace, immediately and without compensation from the Contracting Authority, any member of its personnel exposed to such a situation.

**8. CORRUPT PRACTICES**

The Contractor and the personnel shall refrain from performing, condoning or tolerating any corrupt, fraudulent, collusive or coercive practices, whether such practices are in relation with the performance of the contract or not. “Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value as an inducement or reward for doing or forbearing to do any act in relation to the contract or any other contract with the Contracting Authority, or for showing favour or disfavour to any person in relation to the contract or any other contract with the Contracting Authority.

The payments to the Contractor under the contract shall constitute the only income or benefit it may derive in connection with the contract and neither it nor its personnel shall accept any commission, discount, allowance, indirect payment or other consideration in connection with, or in relation to, or in discharge of, its obligations under the contract.

The execution of the contract shall not give rise to unusual commercial expenses. Unusual commercial expenses are commissions not mentioned in the contract or not stemming from a properly concluded contract referring to the contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a recipient who is not clearly identified or commission paid to a company which has every appearance of being a front company.

The Contractor further warrants that no official of the Contracting Authority and/or their partner has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract.

**9. JOINT VENTURE OR CONSORTIUM**

If the Contractor is a joint venture or a consortium of two or more legal persons, all such persons shall be jointly and severally bound to fulfil the terms of the contract. The person designated by the joint venture or consortium to act on its behalf for the purposes of this contract shall have the authority to bind the joint venture or consortium.

For the purposes of performance of the contract, the joint venture or consortium shall act as, and be considered, a single person and in particular, shall have bank account opened in its name, shall submit to the Contracting Authority single guarantees if required, and shall submit single invoices and single reports.

The composition of the joint venture or a consortium shall not be altered without the prior written consent of the Contracting Authority.

10. SPECIFICATIONS AND DESIGNS

The Contractor shall prepare all specifications and designs using accepted and generally recognised systems acceptable to the Contracting Authority and taking into account the latest design criteria.

11. INFORMATION

The Contractor shall furnish the Contracting Authority, or any person authorised by the Contracting Authority with any information relating to the services and the project as the Contracting Authority may at any time request.

**12. REPORTS**

The frequency, deadlines, format and contents of the reports to be drawn up by the Contractor in relation to the performance of the contract shall be described in the Terms of Reference.

**13. CONTRACTOR’S PERSONNEL**

13.1. The Contractor shall employ and provide such qualified and experienced personnel as are required to carry out the services, and the Contractor shall be responsible for the quality of the personnel.

The names, outputs, duties and CVs of key experts and the titles, job descriptions, minimum qualifications, estimated periods of engagement in the carrying out of the services of each of the personnel and key experts are described in the Organisation and Methodology part of the contract. The Contractor must inform the Contracting Authority of all non-expert personnel it intends to use for the implementation of the contract. The Contracting Authority shall have the right to oppose the Contractor’s choice of personnel.

13.2. No changes shall be made in the personnel without the prior consent of the Contracting Authority. The Contractor shall provide a replacement with at least equivalent qualifications and experience and acceptable to the Contracting Authority if:

a) on account of death, sickness or accident, a member of the Personnel is unable to continue providing his services,

b) any member of the personnel is found by the Contracting Authority to be incompetent in discharging or unsuitable for the performance of his duties under the Contract,

c) for any reasons beyond the control of the Contractor, it becomes necessary to replace any member of the Personnel.

The request for replacement must be made in writing and state the reason therefore. The Contractor shall proceed swiftly with the request and propose a replacement with at least equivalent qualifications and experience. The remuneration to be paid to the replacement cannot exceed that received by the replaced member of the personnel.

Failure by the Contractor to propose a replacement for a key expert satisfactory to the Contracting Authority, shall give the right to the Contracting Authority to terminate the contract.

Additional costs arising out of a replacement shall be borne by the Contractor.

13.3. Working hours

The days and hours of work of the Contractor or/and its personnel in the beneficiary country shall be fixed on the basis of the laws, regulations and customs of the beneficiary country and the requirements of the services.

13.4. Leave entitlement

Any taking of holiday leave by the personnel during the period of implementation of the contract must be at a time approved by the Contracting Authority.

Overtime, sick leave, pay and holidays leave pay are deemed to be covered by the Contractor’s remuneration.

14. SUB-CONTRACTING

Except from the subcontractors listed in the contract, the Consultant shall not subcontract to nor engage another independent contractor to perform any part of the services without the prior written consent of the Contracting Authority. Subcontractors must satisfy the eligibility criteria applicable for the award of the contract.

The Contracting Authority shall have no contractual relations with the subcontractors. The provisions of the contract, including these general terms and conditions, and in particular article 13.2 shall, where practicable, apply to the subcontractors and their personnel.

15. LIABILITY

At its own expense, the Contractor shall indemnify, protect and defend, the Contracting Authority, its agents and employees, from and against all actions, claims, losses or damages arising from any act or omission by the Contractor in the performance of the services, including any violation of any legal provisions, or rights of third parties, in respect of patents, trademarks and other forms of intellectual property such as copyrights.

Approval by the Contracting Authority of the Contractor’s reports and issue of Completion Certificate shall not relieve the Contractor of its liability and shall not prevent the Contracting Authority from claiming damages.

The Contractor shall remain liable for any breach of its obligations under the contract for such period after the services have been performed as may be determined by the law governing the contract (the “liability period”). This time limit does not however apply when the damage arises from gross negligence or wilful misconduct of the Contractor.

During the liability period, or as soon as practicable after its expiration, the Contractor shall, at its expense, upon instruction of the Contracting Authority, remedy any deficiencies in the performance of the services. In case of default on the part of the Contractor to carry out such instructions, the Contracting Authority shall be entitled to hire another contractor to carry out the same, at the Contractor’s expense.

16. INSURANCE

Within 20 days of signing the contract, the Contractor shall take out and maintain, at its own cost, a full indemnity insurance policy covering its professional liability under the contract and article 15 above, from the commencement date and until the end of the liability period.

Within 20 days of signing the contract, the Contractor shall take out and maintain a full indemnity insurance policy for a sum up to the higher of the maximum amount foreseen by the legislation of the country of the Contracting Authority and the amount foreseen by the legislation of the country in which the Contractor has its headquarters and covering, during the period of implementation of the contract, the following risks:

a) loss of or damage to property purchased with funds provided under the contract, or produced by the Contractor;

b) loss or damage to equipment, material and office facilities made available to the Contractor by the Contracting Authority;

c) civil liability for accidents caused to third parties arising out of acts performed by the Contractor, its personnel and their dependents;

d) employer’s liability and workers’ compensation in respect of the personnel as well as sickness, accident or death affecting the personnel and their dependents, including the cost of repatriation on health grounds;

e) such other insurance as required by the laws in force in the beneficiary country.

Prior to the commencement date, the Contractor shall provide evidence to the Contracting Authority that the above insurances have been effectuated. During execution of the contract, the Contractor shall, when required, provide the Contracting Authority with copies of the insurance policies and the receipts for payment of premiums.

17. INTELLECTUAL AND INDUSTRIAL PROPERTY RIGHTS

All reports and data such as maps, diagrams, drawings, specifications, plans, statistics, calculations, databases, software and supporting records or materials acquired, compiled or prepared by the Contractor in the performance of the contract shall, with the copyright thereto, be the absolute property of the Contracting Authority. The Contractor shall, upon completion of the contract, deliver all such documents and data to the Contracting Authority. The Contractor may not retain copies of such documents and data and shall not use them for purposes unrelated to the contract without the prior written consent of the Contracting Authority.

The Contractor shall not publish articles relating to the services or refer to them when carrying out any services for others, or divulge information obtained from the Contracting Authority, without the prior written consent of the Contracting Authority.

18. RECORDS

The Contractor shall keep separate, accurate and systematic records and accounts in respect of the services in such form and detail as is customary in the profession and sufficient to establish accurately that the number of working days and the actual reimbursable expenditure identified in the Contractor's invoice(s) have been duly incurred for the performance of the services.

For a fee-based contract, timesheets recording the days worked by the Contractor's personnel must be maintained by the Contractor. The timesheets must be approved by the Contracting Authority or any person authorised by the Contracting Authority or the Contracting Authority itself on a monthly basis. The amounts invoiced by the Contractor must correspond to these timesheets. In the case of long-term experts, these timesheets must record the number of days worked. In the case of short-term experts, these timesheets must record the number of hours worked. Time spent travelling exclusively and necessarily for the purpose of the Contract may be included in the numbers of days or hours, as appropriate, recorded in these timesheets.

Such records must be kept for a 7-year period after the final payment made under the contract. These documents comprise any documentation concerning income and expenditure and any inventory, necessary for the checking of supporting documents, including timesheets, plane and transport tickets, pay slips for the remuneration paid to the experts and invoices or receipts for reimbursable expenditure. Failure to maintain such records constitutes a breach of contract and will result in the termination of the contract.

19. OBLIGATIONS OF CONTRACTING AUTHORITY

19.1. The Contracting Authority shall provide the Contractor as soon as possible with any information and/or documentation at its disposal which may be relevant to the performance of the contract.

On all matters properly referred to it in writing by the Contractor, the Contracting Authority shall give its decisions so as not to delay the services, and within a reasonable time.

19.2. The contract shall specify whether the Contracting Authority is to provide the Contractor with equipment, facilities, counterpart personnel or specific assistance, and shall detail under which conditions. If the provision of such agreed counterpart personnel, equipment, facilities and assistance is delayed or not forthcoming, the Contractor shall endeavour to perform the Services as far as is possible. The parties shall agree on how the affected parts of the services shall be carried out, and the additional payments, if any is due, to be made by the Contracting Authority to the Contractor as a result of additional expenditures.

**20. CONTRACT PRICE AND PAYMENTS**

Contracts are either “global price” or “fee-based”.

20.1. Fee-based contract

In consideration of the services performed by the Contractor under the contract, the Contracting Authority shall make to the Contractor such payments of fees and such reimbursement of costs as provided in the contract.

Fees shall be determined based on time actually spent by the key experts in the performance of services at the fee rates specified in the contract. Fee rates are deemed to remunerate all the activities of the Contractor in the performance of the services and to cover all expenses and costs incurred by the Contractor which are not included in the agreed reimbursable costs.

The Contracting Authority shall reimburse to the Contractor the reimbursable costs and expenses specified in the contract, actually and reasonably incurred in the performance of the services.

Costs and expenses which are not mentioned in the contract shall be deemed covered by the overhead of profit included in the fees.

The currency of payments of fees and reimbursable costs and applicable exchange rates are set out in the contract.

20.2. Global price contract

The global price covers both the Contractor’s and its personnel’s fees and all expenses to be incurred for the performance of the contract. The global price is in consideration for all obligations of the Contractor under the contract and all matters and things necessary for the proper execution and completion of the services and the remedying of any deficiencies therein.

20.3. Revision

Unless otherwise stipulated in the contract, the global price of a global price contract and the fee rates of a fee-based contract shall not be revised.

20.4. Guarantees

In the case an advance payment for fees and for reimbursable costs (fee-based contract) or a pre-financing payment (global price contract) is agreed in the contract, its payment by the Contracting Authority shall be subject to the prior presentation by the Contractor to the Contracting Authority of an approved performance security, advance payment or pre-financing guarantee, if so agreed and under the conditions specified in the Service Contract.

20.5. Conditions of Payment

Payments will be made by the Contracting Authority with the frequency, instalments, time limits, amounts and currencies, and under the conditions, in particular on the contents of invoices, specified in the special conditions of the contract. Payment of the final balance shall be subject to performance by the Contractor of all its obligations under the contract and the issue by the Contracting Authority of the completion certificate described in article 25.

20.6. Late payment

If the time periods laid down for payments by the Contracting Authority have been exceeded by more than two months and where the Contracting Authority cannot invoke a case of suspension or withholding of payments provided for in these terms and conditions, the Contractor may claim interest calculated on any amount due, prorata on the number of days of delay at the official bank rate of the beneficiary country (if amounts due are in the currency of that country), or at the rate applied by the European central bank (where amounts due are in Euro), plus 2% per year.

21. DELAYS IN PERFORMANCE

If the Contractor does not perform the services within the period of implementation specified in the contract, the Contracting Authority shall, without formal notice and without prejudice to its other remedies under the contract, be entitled to liquidated damages for every day, or part thereof, which shall elapse between the end of the period of implementation specified in the contract and the actual end of the period of implementation.

The daily rate for liquidated damages is calculated by dividing the contract value by the number of days of the period of implementation.

If these liquidated damages exceed more than 15% of the contract value, the Contracting Authority may, after giving notice to the Contractor:

a) terminate the contract; and

b) complete the services at the Contractor's own expense

22. BREACH OF CONTRACT

Either party commits a breach of contract where it fails to discharge any of its obligations under the contract.

Where a breach of contract occurs, the party injured by the breach shall be entitled to the following remedies:

a) liquidated damages; and/or

b) termination of the contract.

In any case where the Contracting Authority is entitled to damages, it may deduct such damages from any sums due to the Contractor or call on the appropriate guarantee.

The Contracting Authority shall be entitled to compensation for any damage which comes to light after the contract is completed in accordance with the law governing the contract.

23. SUSPENSION OF PERFORMANCE

The Contractor shall, on the request of the Contracting Authority, suspend the performance of the services or any part thereof for such time and in such manner as the Contracting Authority may consider necessary.

In such event of suspension, the Contractor shall take immediate action to reduce the costs incident to the suspension to a minimum. During the period of suspension, and except where the suspension is due to any default of the Contractor, the Contractor shall be reimbursed for additional costs reasonably and necessarily incurred by it as a result of the suspension.

24. AMENDMENT OF THE CONTRACT

Substantial modifications to the contract, including modifications to the total contract amount, must be made by means of an addendum.

25. Completion Certificate

Upon completion of the services, and once (a) the Contracting Authority has approved the Contractor’s completion report, (b) the Contracting Authority has approved the Contractor’s final invoice and final audited statement, the Contracting Authority shall deliver a completion certificate to the Contractor.

26. TERMINATION BY THE CONTRACTING AUTHORITY

26.1 The Contracting Authority may terminate the contract after giving a 7 days' notice to the Contractor in any of the following cases:

a) the Contractor is in breach of its obligations under the contract and/or fails to carry out the services substantially in accordance with the contract;

b) the Contractor fails to comply within a reasonable time with the notice given by the Contracting Authority requiring it to make good the neglect or failure to perform its obligations under the contract which seriously affects the proper and timely performance of the services;

c) the Contractor refuses or neglects to carry out instructions given by the Contracting Authority;

d) the Contractor’s declarations in respect if its eligibility (article 33) and/or in respect of article 31 and article 32, appear to have been untrue, or cease to be true;

e) the Contractor takes some action without requesting or obtaining the prior consent of the Contracting Authority in any case where such consent is required under the contract;

f) any of the key experts is no longer available, and the Contractor fails to propose a replacement satisfactory to the Contracting Authority;

g) any organisational modification occurs involving a change in the legal personality, nature or control of the Contractor or the joint venture or consortium, unless such modification is recorded in an addendum to the contract;

h) the Contractor fails to provide the required guarantees or insurance, or the person providing the underlying guarantee or insurance is not able to abide by its commitments.

26.2 Termination by Contracting Authority for convenience

The Contracting Authority may terminate the contract in whole or in part for its convenience, upon not less than 14 days’ notice. The Contracting Authority shall not use this right of termination in order to arrange for the services to be executed by another contractor, or to avoid a termination of the contract by the Contractor.

**27. TERMINATION BY THE CONTRACTOR**

The Contractor may terminate the contract after giving a 7 days’ notice to the Contracting Authority in any of the following cases:

a) the Contractor has not received payment of that part of any invoice which is not contested by the Contracting Authority, within 90 days of the due payment date,

b) the period of suspension of the performance of the contract under article 23 has exceeded six months;

c) the Contracting Authority is in material breach of its obligations under the Contract and has not taken any actions to remedy the same within 30 days following the receipt by the Contracting Authority of the Contractor’s notice specifying such breach.

If the Contractor is a natural person, the contract shall be automatically terminated if that person dies.

**28. RIGHTS AND OBLIGATIONS UPON TERMINATION**

28.1. Upon termination of the contract by notice of either party to the other, the Contractor shall take immediate steps to bring the services to a close in a prompt and orderly manner and in such a way as to keep costs to a minimum.

28.2. If the Contracting Authority terminates the contract in accordance with article 26.1 it may, thereafter, complete the services itself, or conclude any other contract with a third party, at the Contractor’s expense.

The Contracting Authority shall, as soon as is possible after termination, certify the value of the services and all sums due to the Contractor as at the date of termination. It shall, subject to article 28.1 and 28.3, make the following payments to the Contractor:

(a) remuneration pursuant to the contract for services satisfactorily performed prior to the effective date of termination;

(b) reimbursable costs (if fee-based contract) for costs actually incurred prior to the effective date of termination;

(c) except in the case of termination pursuant to article 26.1 reimbursement of any reasonable cost incident to the prompt and orderly termination of the contract;

(d)   in case of termination under article 26.2 and 27, reimbursement for the actual and reasonable costs incurred by the Contractor as a direct result of such termination and which could not be avoided or reduced by appropriate mitigation measures.

The Contractor shall not be entitled to claim, in addition to the above sums, compensation for any loss or injury suffered.

28.3. In case of termination of the contract for any reason whatsoever, any pre-financing guarantee which might have been granted to the Contracting Authority under article 20.4, may be invoked forthwith by the Contracting Authority in order to repay any balance still owed to the Contracting Authority by the Contractor, and the guarantor shall not delay payment or raise objection for any reason whatever.

28.4. If the Contracting Authority terminates the contract under article 26.1, it shall be entitled to recover from the Contractor any loss it has suffered up to that part of the contract value which corresponds to that part of the services which has not, by reason of the Contractor’s default, been satisfactorily completed.

29. FORCE MAJEURE

Neither party shall be considered to be in breach of its obligations under the contract if the performance of such obligations is prevented by any circumstances of force majeure which arise after the date of signature of the contract by both parties.

The term "force majeure", as used herein shall mean acts of God, strikes, lock-outs or other industrial disturbances, acts of the public enemy, wars, whether declared or not, blockades, insurrection, riots, epidemics, landslides, earthquakes, storms, lightning, floods, washouts, civil disturbances, explosions, and any other similar unforeseeable events, beyond the control of either party and which by the exercise of due diligence neither party is able to overcome.

A party affected by an event of force majeure shall take all reasonable measures to remove such party's inability to fulfil its obligations hereunder with a minimum of delay.

If either party considers that any circumstances of force majeure have occurred which may affect performance of its obligations it shall notify the other party immediately giving details of the nature, the probable duration and likely effect of the circumstances. Unless otherwise directed by the Contracting Authority in writing, the Contractor shall continue to perform its obligations under the contract as far as is reasonably practicable and shall seek all reasonable alternative means for performance of its obligations which are not prevented by the force majeure event. The Contractor shall not put into effect such alternative means unless directed so to do by the Contracting Authority.

**30. APPLICABLE LAW AND DISPUTES**

The contract is governed by and shall be construed in accordance with the laws of the Contracting Authority’s country.

Any dispute or breach of contract arising under this contract shall be solved amicably if at all possible. If not possible and unless provided in the Service Contract, it shall be settled finally by court decision, which shall be held under the law of the Contracting Authority’s country. Any ruling by the court will be final and directly executable in the country of the Contractor.

**31. HUMAN RIGHTS AND LABOUR RIGHTS**

The Contractor warrants that it, and its affiliates, respect and uphold Human- and Labour Rights defined in national law and in the UN Universal Declaration of Human Rights (1948) and the International Labour Organization Declaration on Fundamental Principles and Rights at Work (1998). Furthermore, the Contractor (and each member of a joint venture or a consortium) warrants that it and its affiliates comply with the UN Convention on the Rights of the Child - UNGA Doc A/RES/44/25 (12 December 1989) with Annex – and that it or its affiliates has not made or will not make use of forced or compulsory labour as described in the Forced Labour Convention C29 and in the Abolition of Forced Labour Convention C105 of the International Labour Organization. Furthermore, the Contractor warrants that it, and its affiliates, respect and uphold basic social rights and working conditions for its employees. Any breach of this representation and warranty, in the past or during the performance of the contract, shall entitle the Contracting Authority to terminate this contract immediately upon notice to the Contractor, at no cost or liability for the Contracting Authority.

**32. MINES AND OTHER WEAPONS**

The Contractor (and each member of the joint venture or a consortium) warrants that it and its affiliates is NOT engaged in any development, sale, manufacture or transport of anti-personnel mines and/or cluster bombs or components utilized in the manufacture of anti-personnel mines and/or cluster bombs. Furthermore, the Contractor warrants that it and its affiliates are NOT involved in the sale and/or production of weapons which feed into violations of International Humanitarian Law covered by the Geneva Conventions I-IV and Additional Protocols; and the UN Convention on Certain Conventional Weapons (1980). Any breach of this representation and warranty shall entitle the Contracting Authority to terminate this contract immediately upon notice.

**33. INELIGIBILITY**

By signing the purchase order, the Contractor (or, if a joint venture or a consortium, any member thereof) certifies that they are NOT in one of the situations listed below:

1. They are bankrupt or being wound up, are having their affairs administrated by courts, have entered into an agreement with creditors, have suspended business activities, are the subject of proceedings concerning house matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
2. They have been convicted of an offence concerning their professional conduct by a judgement that has the force of *res judicata;*
3. They have been guilty of grave professional misconduct proven by any means that the Contracting Authority can justify;
4. They have not fulfilled obligations relating to the payment of social security contributions or payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the Contracting Authority or those of the country where the contract is to be performed;
5. They have been the subject of a judgement that has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Contracting Authority or the European Communities’ financial interests;
6. Following another procurement procedure or grant award procedure financed by the European Community budget or following another procurement procedure carried out by the Contracting Authority or one of their partners, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.
7. He has been guilty of creating an entity under a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations of mandatory application in the jurisdiction of his registered office, central administration or principal place of business.
8. They are involved in terrorism activities, providing support to individuals or organizations that support terrorism activities, condone the use of terrorism or involved in the provision of arms to individuals or organizations involved in terrorism.
9. They are on a list of sanctioned parties issued by United States government, UN, EU or other government issued terrorism and sanction lists.

**34. CHECKS AND AUDITS**

The Contractor shall permit the Contracting Authority or its representative to inspect, at any time, records including financial and accounting documents and to make copies thereof and shall permit the Contracting Authority or any person authorized by it, including the European Commission, the European Anti-Fraud Office and the Court of Auditors in case the contract is financed by the European Community budget, at any time, to have access to its financial accounting documents and to audit such records and accounts both during and after the provision of the services. In particular, it may carry out whatever documentary or on-the-spot checks it deems necessary to find evidence in case of suspected unusual commercial expenses

**35. LIABILITY**

Under no circumstances or for no reason whatsoever will the Back donor entertain any request for indemnity or payment directly submitted by the (Contracting Authority’s) Contractors.

**36. DATA PROTECTION**

If the Contracting Authority is subject to EU Directive 95/46/EC (General Data Protection Regulation) and the Contractor is processing personal data in the context of submitting an offer (e.g. CVs of both key and technical experts) and/or implementation of a contract (e.g. replacement of experts) the Contractor shall do so accordingly to EU Directive 95/46/EC (General Data Protection Regulation) and inform the data subjects of the details of the processing and communicate the Contracting Authority’s Privacy Policy to them.

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**By this Code of Conduct**, the Contracting Authority outlines the ethical principles and standards which contractors are required to follow and uphold. The Contracting Authority is a rights-based organisation that works for people’s rights to a dignified life and equality and we expect our contractors to act in a socially responsible manner, with respect for human and Labour rights and the environment.

This Code of Conduct are aligned with recommendations from the Danish Ethical Trading Initiative (DIEH)[[2]](#footnote-3), the UN Global Compact principles[[3]](#footnote-4) and ECHO’s Humanitarian Aid Guidelines for Procurement 2011[[4]](#footnote-5).

**General Conditions**

The Code of Conduct is applicable for all contractors who supply goods, services and works to our operations and projects. It defines the expectations to contractors to act in accordance with applicable law and to conduct themselves responsibly, ethically and with integrity. This includes taking appropriate due diligence measures towards minimising adverse impacts on human- and labour rights, environment and anti-corruption principles. By signing the Code of Conduct contractors agree to ensure due diligence and placing ethics central to their business.

The provision of the ethical standards constitutes minimum rather than maximum standards. International and national laws shall be complied with, and where the provisions of law and the Contracting Authority’s standards address the same subject, the highest standard shall apply.

It is the responsibility of the contractor to assure that their contractors and subcontractors comply with the ethical requirements and standards set forth in this Code of Conduct.

The Contracting Authority acknowledge that implementing ethical standards and ensuring ethical behaviour in our supply chain is a continuous process and a long-term commitment for which we also have a responsibility. To achieve high ethical standards, we are willing to engage in dialogue and collaboration with our contractors. In addition, we expect our contractors to be open and willing to engage in dialogue.

Unwillingness to co-operate or serious violations of the Code of Conduct will lead to rejection of bids or termination of contracts.

**Human Rights and Labour Rights**

Contractors must protect and promote human- and labour rights and work actively to address issues of concern as they arise. As a minimum they are required to comply with national laws and actively work to secure alignment to international Human and Labour Rights standards and frameworks:

***Respect for Human- and Labour Rights*** (The International Bill of Human Rights, ILO Declaration on Fundamental Principles and Rights at Work and the UN Guiding Principles on Business and Human Rights):

The basic principles of the International Bill of Human Rights are that all human beings are born free and equal in dignity and in rights within all spheres of life. Everyone has the right to life, liberty, dignity, freedom and security of the person. Contractors must not flaunt their responsibility to uphold and promote such rights toward employees, contractors, sub-contractors and the community in which they operate.

***Non-exploitation of Child Labour*** (UN Child Convention on the Rights of the Child, and ILO C138 & C182):

Contractors must not engage in the exploitation of child labour[[5]](#footnote-6) and contractors must take the necessary steps to prevent the employment of child labour. A child is defined as a person under the age of 18 and children shall not be engaged in labour that compromise their health, safety, mental and social development, and schooling. Children under the age of 15 (in developing countries 14) may not be engaged in regular work, but children above the age of 13 (in developing countries 12) can be engaged in light work if it does not interfere with compulsory schooling and is not harmful to their health and development.

***Employment is freely chosen*** (ILO C29 & C105):

Contractors must not make use of forced or bonded labour and must respect workers freedom to leave their employer.

***Freedom of association and the right to collective bargaining*** (ILO C87, C98 & C154):

Contractors must recognise workers right to join or form trade unions and bargain collectively and should adopt an open attitude towards the activities of trade unions (even if this is restricted under national law).

***Living wages are paid*** (ILO C131):

As a minimum, national minimum wage standards or ILO wage standards must be met by contractors. Additionally, a living wage must be provided. A living wage is contextual, but must always meet basic needs such as food, shelter, clothing, health care and schooling, and provide a discretionary income[[6]](#footnote-7).

***Non-discrimination in employment*** (ILO C100 & C111 and the UN Convention on Discrimination against Women):

Contractors must not practice discrimination in hiring, salaries, job termination, retiring, and access to training or promotion - based on race, national origin, caste, gender, sexual orientation, political affiliation, disability, marital status, or HIV/AIDS status.

***No harsh or inhumane treatment of employees*** (ILO C105):

The use of physical abuse, disciplinary punishment, sexual abuse, the threat of sexual and physical abuse, and other forms of intimidation and abuse may never be practiced by contractors.

***Working conditions are safe and hygienic*** (ILO C155 & C168):

Contractors shall provide safe and hygienic working conditions for its employees and put in place adequate measure to prevent accidents and injury to health associated with or occurring in the course of work.

***Working hours are not excessive*** (ILO C1, C14, C30 &, C106):

Contractors must ensure that working hours comply with national law and international standards. A working week of 7 days should not exceed 48 hours and employees must have one day off per week. Overtime shall be compensated, limited and voluntary.

***Regular and contractual employment*** (ILO C143, C183 & C132):

All work performed must be on the basis of a recognised employment relationship via written contracts, established through international conventions and national laws. Contractors shall provide leave, benefit and employment protection, and protect vulnerable group’s regular employment under these laws and conventions.

**International Humanitarian Law**

Contractors linked to armed conflicts or operating in armed conflict settings shall respect civilian’s rights under International Humanitarian Law and not be engaged in activities which directly or indirectly initiate, sustain, and/or exacerbate armed conflicts and violations of International Humanitarian Law[[7]](#footnote-8) as defined in the Geneva Conventions I-IV and Additional Protocols. Contractors are expected to take a ‘do no harm’ approach to people affected by armed conflict.

**Non-Involvement in Weapon- and Criminal Activities**

The Contracting Authority advocates for the Ottawa Convention against landmines and the Convention on Cluster Munitions. Contractors shall not engage in any development, sale, manufacturing or transport of anti-personnel mines, cluster bombs or components, or any other weapon which feed into violations of International Humanitarian Law covered by the Geneva Conventions and Protocols.

Contractors shall not be engaged in any illegal or criminal activity and must never be associated with, provide support to or be involved in any terrorist activities.

**Protection of the Environment**

The Contracting Authority wishes to minimise the environmental damages applied to nature via our procurement activities and we expect our suppliers and contractors to act in an environmentally responsible manner. This involves respecting applicable national and international environmental legislation and acting in accordance with the Rio Declaration on Environment and Development. As a minimum, contractors must never support or be involved in illegal foresting and shall actively address issues related to proper waste management, ensuring recycling, conservation of scarce resources and efficient energy use.

**Anti-Corruption**

Corruption is by the Contracting Authority defined as the misuse of entrusted power for private gain and it includes bribery, fraud, embezzlement and extortion. The Contracting Authority holds a great responsibility to avoid corruption and ensure high standards of integrity, accountability, fairness and professional conduct in our business relations. Contractors are expected to have the same approach by undertaking good and fair business ethics and practices, take action to prevent and fight corruption, and abide by international conventions as well as international and national laws.

**Complaints**

Contractors and contractor’s employees who are confronted with corrupt practices, violations of human- or labour rights, or any of the standards laid down in this Code of Conduct, are encouraged to file a complaint with the Contracting Authority[[8]](#footnote-9).

1. As per article A.6.b) The Contractor guarantees that the prices specified in this Contract, are the maximum price that shall remain firm for 12 months and every 12 months the price are regulated by Statistics Denmark Net Price Index. [↑](#footnote-ref-2)
2. <https://www.dieh.dk/om-dieh/etisk-handel/hvordan-etisk-handel/dieh-guidelines/> [↑](#footnote-ref-3)
3. <https://www.unglobalcompact.org/what-is-gc/mission/principles> [↑](#footnote-ref-4)
4. <http://ec.europa.eu/echo/files/partners/humanitarian_aid/Procurement_Guidelines_en.pdf> [↑](#footnote-ref-5)
5. The definition of Child Labour can be found at: <https://www.unglobalcompact.org/what-is-gc/mission/principles/principle-5> and <https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C138> [↑](#footnote-ref-6)
6. Discretionary income is the amount of an individual's income that is left for spending, investing, or saving after taxes and personal necessities (such as food, shelter, and clothing) have been paid. [↑](#footnote-ref-7)
7. This includes pillage/looting which is the unlawful taking of private property for personal or private gain based on force, threats, intimidation, pressure and through a position of power accomplished due to the surrounding conflict. [↑](#footnote-ref-8)
8. DCA’s Complaint Handling System is accessed on our website. [↑](#footnote-ref-9)