



RELIEF TO DEVELOPMENT SOCIETY (REDESOS)

PROCUREMENT MANUAL REVISED JANUARY

2019

Preface

RELIEF TO DEVELOPMENT SOCIETY

SUBJECT	PROPOSED AMMENDMENTS ON REDESO PROCUMENT MANUAL
AMMENDMENT PERIOD	OCTOBER, 2018
EFFECTIVE FROM	JANUARY, 2019
2nd AMMENDMENT	APRIL, 2021
REFERENCE	1. CURRENT REDESO PROCUREMENT MANUAL OF JUNE, 2016 2. IMPLEMENTING PARTNERSHIP MANAGEMENT GUIDANCE

NOTES:

1. This revised manual shall replace the existing procurement manual approved by June, 2016.
2. These amendments are due to the current operational needs to comply with the current procurement practices and verifiers reports.
3. This amendment proposal is subject to REDESO Governing Board approval. Equally, this manual will be revised from time to time as needs arises.

List of Abbreviations

CPT	Carriage Paid To
CIP	Carriage and Insurance Paid
CIF	Cost, Insurance and Freight
CFR	Cost and Freight
DAT	Delivery at Terminal
DAP	Delivered at Place
DDP	Delivered Duty Paid
EXW	Ex Works
FCA	Free Carrier
FOB	Free on Board
ITB	Invitation to Bid
Incoterms	International Commercial terms
PMCS	Procurement Management and Contracting Services
REDESO	Relief to Development Society
RFQ	Request for Quotation
RFP	Request for Proposal
USD	United States Dollar
VAT	Value Added Tax

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CHAPTER 1:0 INTRODUCTION:

Purpose and use of the policies and procedures

Procurement is the act of obtaining or buying goods and services. The process includes preparation and processing of a demand as well as the end receipt and approval of payments.

REDESO needs to procure right goods and services at the right price and delivered at the right time and the right place to serve the people. This manual intends to put in place proper suppliers/vendors management, establish policies and procedures for proper pre-qualification, evaluation, registration, and effective management of suppliers/vendors.

General Principles

Procurement functions include all actions necessary for the acquisition, by purchase or lease, of property, including goods and services. The following general principles shall be given due consideration when staff exercises the procurement functions:

- (a) Best value for money
- (b) Fairness, integrity and transparency
- (c) Effective competition
- (d) The best interest of the REDESO and Partner

CHAPTER 2.0: PROCUREMENT PRINCIPLES AND PROCEDURES

2.1: PROCURMENT PRINCIPLES

Preamble

The purpose of the procurement policies and procedures of REDESO is to ensure that the procurement of all goods and services is conducted in an honest, competitive, fair and transparent manner that delivers the best value for money outcome whilst at the same time protecting the reputation of the organization, taking into account the required specifications, quality, service delivery, reliability, environmentally friendly and social issues. The policies and procedures serve as a guidance note that permit REDESO to buy goods and services that conform to high quality and standards.

Principle 1

REDESO procurement shall be based on fairness, integrity and transparency through competition and best value for money, taking into consideration the best interest of the organization, partners and people being served.

Principle 2

REDESO shall select service providers and/or goods suppliers in the areas of operation provided that prices are competitive and bidders comply with other conditions like registration and proven compliance to legal requirements.

Principle 3

REDESO shall use competitive bidding process to obtain goods and services from the goods suppliers and/or service providers.

Principle 4

REDESO shall inform the suppliers of goods and services to submit tender document which stipulates offers or proposals including pricing and must be submitted in a sealed separate envelope identifying the contents by the issue of Bid Notice, Request for quotation (RFQ) or Request for Proposal (RFP) notice which shall be displayed on public Notice boards, Newspapers, Radio stations, TV stations and available advertising social media with wide coverage.

Principle 5

REDESO shall allow the bidders to submit the proposals within 30 days for local procurement and 90 days for International procurement to respond to invitation to bid or request for proposals.

Principle 6

Tender evaluation committee shall select the suppliers of goods and services based on principle of best value for money after awarding scores to both technical and financial offers. Bids must be given scores when evaluated with price and technical evaluation scores indicated in percentages. For example; Invitation to Bid (ITB) shall be evaluated by weighing the technical evaluation at a maximum of 70% and the financial offer at 30% for Request for Proposal (RFP) or consultancies the price and technical evaluation shall be evaluated at weighing 50%/50%.

Principle 7

REDESO shall allow reasonable time to compare and evaluate the offers or proposals in order to award the contract and to receive back the counter signed contract from the vendors. REDESO shall specify the lifetime of the offers submitted by suppliers/ service providers.

Principle 8

REDESO shall specify the currency in which the offers are to be made.

Principle 9

REDESO shall ensure that the Vendor submits the declaration certificate indicating compliance with REDESO procurement procedures for selection of the suppliers and code of conduct.

Principle 10

REDESO shall request the tenderer to submit two copies of the technical and financial offer/proposal documents.

Principle 11

In case of high-value contracts, construction contracts and critical projects; REDESO shall request the bidder to provide a performance bond guarantee.

Principle 12

Any Potential bidder shall maintain confidentiality on bidding process and REDESO may request additional information where necessary through letter, email, fax or any other convenient communication means.

Principle 13

REDESO shall arrange closing date of bidding and a bid opening shall take place at REDESO in collaboration with other stakeholders.

Principle 14

The vendors shall fill in the vendor registration form. This form shall be used to facilitate the evaluation of bids and contract of provision of goods and services.

Principle 15

The bidder shall specify the prices quoted as free of taxes and REDESO will benefit from exemption where applicable. REDESO will be responsible to obtain such exemption status from relevant authorities.

2.2: PROCUREMENT PROCEDURES

2.2.1 : Requisition

A formal written Requisition must be made by an authorized Requestor to the REDESO Procurement Unit in order to initiate the procurement process. A completed Requisition is required for all purchases of goods and services equal to or above the petty cash amount limits (usually less or Equal to 500 USD). Requisitions must be submitted early enough to provide sufficient lead time to meet delivery and distribution schedules. For the procurement of goods with value above 500 USD. The request form will be accompanied by detailed technical description from the requestor.

2.2.1.2. Before proceeding with any procurement, the Procurement Unit must review the Requisition and make certain that proper approval has been obtained. It is important to note that the Procurement Unit is not authorized to alter specifications, quantity or other details of Requisition, unless such changes have been discussed with the Requestor and given appropriate approval.

2.2.1.3. The completed requisition, along with the subsequent offers or proposals from vendors and Evaluation done by the appointed Selection Committee serves to support the creation of a Purchase order or Contract and eventual payment to vendor. No procurement activity will be undertaken without fully completed and authorized.

2.2.2 : Solicitation Documents: Request for Quotation (RFQ), Invitation to Bid (ITB), Request for Proposal (RFP) and Scope of Procurement and Approval

2.2.2.1 : Solicitation documents must furnish all information necessary for a bidder to prepare an offer or a proposal and explain the main criteria for their evaluation. The rights of the bidder regarding acceptance or rejection of offers or proposals must also be stated.

2.2.2.2 : A formal competitive tender process is required for procurement of goods or services with a value greater than USD 5,000. In such cases, either an Invitation to Bid or a Request for

Proposal shall be used for procurement. For Procurement involving the value up to USD 5,000 formal Request for Quotation (RFQ) shall be used.

2.2.2.3 : The Invitation to Bid (ITB) is a formal method of tendering. It is used for the procurement of goods and services with standard and firm specifications that can be expressed qualitatively and quantitatively. Bids shall be submitted in two sealed envelopes where technical and financial information are submitted separately. A two envelopes system must be used: one for the technical offer and another one for the financial offer.

2.2.2.4 : The Request for Proposal (RFP) is also a formal method of tendering. It is used for the Procurement of goods and services that cannot be expressed in sufficient detail to allow for the use of an ITB, for example in the case of professional services or complex goods or works. The RFP inviting a technical proposal offering a solution to the requirements specified in the tender document, as well as a separate commercial proposal is used. A two envelopes system must be used: one for the technical offer and another one for the financial offer.

2.2.2.5 : The recommended minimum number of bidders invited to bid for each tender and final approving authority is outlined in the table below. REDESO may consult Partner Procurement Management and Contracting Services (PMCS) in case of high-value procurements in excess of USD 1 million as deemed to be necessary. It must be noted that there may be few potential bidders in some operational contexts or for some specialist goods or services. In those instances, it is important to document the reasons for inviting fewer number of bidders than recommended.

2.2.2.6. Value of tender (USD or equivalent) Solicitation document required and Approval

Levels

Value of tender (USD or equivalent)	Solicitation document required	Recommended minimum number of Vendors/bidders to be invited	Approval Level
< or equal to 250	Written request	Single sourcing	Head of Office
>250 or ≤5,000	RFQ	Three Quotations	Procurement Committee
>5,000 or ≤ 500,000	ITB or RFP	Five	>5,000 or ≤ 15,000 Head of Office. >15,000 or ≤ 500,000 to be referred to Country Office for final approval.
>500,000 or =1 million (For a single or aggregate purchase)	ITB or RFP	Eight	To be referred to HQ for final approval
>1 million (For a single or aggregate purchase)	ITB or RFP	12	To be referred to HQ for final approval

2.2.3 : General Elements of a Formal Solicitation Document

2.2.3.1. Form of submission:

The ITB and the RFP are formal solicitation documents. Their content is crucial to a good procurement process, since they define the procurement requirements and the basis on which the submission is to be made. ITB and RFP tender documents must be advertised publicly to all potential bidders to ensure equal treatment.

2.2.3.2: The tender document must stipulate that offers or proposals, including pricing, must be submitted in a sealed envelope(s) identifying the contents. In the case of RFPs and for complex or specialized contracts, bidders will be asked to submit the technical and financial proposals in two separate sealed envelopes (the two-envelope system).

2.2.3.4 : The ITB or RFP shall specify the main criteria for the evaluation of proposals.

2.2.3.5 : The selection criteria, will normally be based on the principle of best value for money. The score distribution during evaluation of technical and financial shall be given to Bidders expressed in form of percentages. For example, an ITB evaluation for goods could be evaluated by weighing the technical evaluation at a maximum of 70% and the price at 30%; and for consultancies, the price and technical evaluation could be weighed at 50%/50%.

2.2.3.6 : Closing date/time: The response time allowed for offers or proposals is based on the Complexity of the required goods or services. Vendors shall be given thirty (30) days for local procurement and ninety (90) days for international procurement to respond to an ITB or RFP. In case of emergency, vendors/bidders may be required to respond quickly within 24 hours. Under the circumstances approval from respective approving authority should be sought.

2.2.3.7 : Validity of offers/proposals: A maximum period of 45 days is provided to the organization to complete the comparison and evaluation of offers/proposals, to evaluate samples (if required), to clarify particular aspects of the proposed contract, to obtain all necessary approvals, to award the contract and to receive back the countersigned contract from the vendor/bidder.

2.2.3.8 : In case of specific conditions, such as the currency in which offers are to be made, if samples are to be provided or if laboratory test certificates and bidder's site visit are required, shall be shown under a separate heading.

2.2.3.9 : The vendor/bidder is urged to accept REDESO general terms and conditions, either during vendor registration process or when submitting an offer prior to the issuing of purchase order.

2.2.3.10 : Any potential bidder under an ITB or RFP process requiring additional information must submit a written request, either by letter, e-mail or by fax. The response and a copy of the question must be sent simultaneously, in writing, to all potential bidders, whilst maintaining

confidentiality about who is bidding. All enquiries and responses shall be done within the time frame specified in the tender or call.

2.2.3.11 : Where additional information cannot be easily provided in writing (e.g. when bidders have complex queries concerning product specifications), a meeting with potential bidders under an ITB or RFP may be convened prior to the bid closing date for the purpose of providing the requested information. A record of such meeting shall be provided without delay and simultaneously to the attending and other potential bidders.

2.2.3.12 : An extension of the closing date/time may be granted if justified by exceptional circumstances (e.g. when many vendors/bidders cannot comply with the closing deadline) or if requested in writing by more than one bidder. When an extension is granted, all bidders shall be informed immediately and simultaneously. A bid opening may only take place after the new deadline for the submission of bids.

2.2.4 : Specific Elements to be included in an ITB or RFP for Goods

2.2.4.1 : The ITB or RFP document shall include a template offer form, which then suppliers will use to provide information to facilitate the evaluation of bids. The form will include fields for the supplier to record the necessary offer elements, e.g. currency of offer, unit price, quantity discounts, and applicable taxes.

The vendor will be required to include a warranty for items which by their nature and price are normally guaranteed against defects.

2.2.4.2 : For the purpose of evaluation and comparison of offers when international procurement is involved, bidders shall be required to quote on the basis of identical trade and International Commercial terms (Incoterms) such as: -

EXW unit prices (Ex Works); EXW total price, including cost for packing and loading; Price increment for delivery, as applicable for example: FCA to named place of departure (Free Carrier); CIP to named place of port of entry (Carriage and Insurance Paid to); DAP to named place of destination (Delivered at Place).

2.2.4.3 : Where REDES0 benefits from duty or tax exemption status in the country of operation, the offer shall not include Value Added Tax (VAT), Customs Duties and other Import Taxes and levies in connection with an importation of goods. It is the responsibility of REDES0 to obtain the exemption status in order to benefit from such exemption.

2.2.5 : Specific Elements to be included in an ITB or RFP for Services

An ITB or RFP for services shall specifically include:

A warranty from the vendor; A detailed description of the services to be provided, including an implementation schedule; The payment schedule; A request for customer references; and A request for staff references, as applicable.

2.3. Reception of Formal Offers or Proposals under the ITB or RFP Process

231 : Sealed envelopes received under the ITB or RFP process bearing the address and references provided by REDESO on the outside envelope for identification purposes shall *not be opened before opening date/time*. For online submission, Head office shall dedicate an email address which guarantees complete confidentiality for the receipt of offers.

232 : Upon receipt, the unopened offers or proposals shall be immediately safeguarded in a locked bid box and not to be opened until the bid opening date. The bid opening will ideally be conducted by a Bid Opening Committee and bidders are all required to be present when opening the bid. Under no circumstances, will an offer or proposal be opened, altered, reviewed or examined, nor will it be marked or defaced in any way, prior to the official bid opening.

233 : Offers or proposals submitted after the closing date will not be received. Offers or proposals which are not submitted in sealed envelopes will also not be considered.

234 : The following arrangements will be made for *opening of offers or proposals under ITB or RFP*:

a) Sealed offers: offers or proposals will be opened (or disclosed if received by email) in presence of at least three officials, who will prepare and sign a record of the bid opening, including the date and hour when it was held, the persons present and their initials, the number of offers or proposals received, and the names of the bidders.

b) Only opening committee is allowed to participate in the bid opening for ITB or RFP tender documents.

c) The opening committee shall verify whether the offers or proposals meet the General requirements for valid receipt specified in the solicitation documents, and whether they have been properly signed in the offer receipt form.

235 : Prior to the award of contract, no information may be revealed concerning offers or proposals such as relative standing, names of bidders, etc. After the award of contract, the decision will be announced to all bidders. Explanations may be provided upon request. Under

any circumstances, no bidder's confidential information will be disclosed to another vendor or to officials not directly concerned with the evaluation process.

**2.4 : APPOINTING BID OPENING COMMITTEE, TECHNICAL EVALUATION COMMITTEE,
FINANCIAL EVALUATION COMMITTEE AND BID RECEPTION FOCAL PERSON.**

For the purpose of maintaining transparency, fair, integrity, interest of organization, partner, Persons of concern and best value for money, Head of Office at the area of operation will appoint three committee to undertake tender process or evaluation of ITB and/or RFP in collaboration with Procurement and Logistic unit. Each appointment will be made in writing stating all the functions of each committee and the focal persons. The appointment letters will state the need for confidentiality in the process of handling bidding.

2.4.1. The following is the composition of Bid opening committee

- a) Two to three staff with clear understanding of bid opening requirements. The Procurement/Logistic Officer has the function of secretary and to elaborate the needs or requirements for opening the bids.
- b) Invited observer from respective partner in the respective project.
- c) One representative from the government (may be Local government officer or Central government depending on the area where the implementation is undertaken).
- d) The bid opening report will be submitted to the chairperson of the technical committee for evaluation. The chairperson of Bid opening committee will be staff appointed by Head of Office.

ACCEPTANCE OR REJECTION OF THE OFFERS

Under some circumstances, the submitted offers may be accepted or rejected. The meeting involving bid opening committee for tender evaluation will make such decision. The following are the reasons which may lead to rejection of the offers submitted: -

- a) Late submissions.
- b) Improper labeling of the offers on the envelopes.
- c) Unsealed submission.
- d) The offer which did not conform to two envelope system.
- e) Failure to conform to any other submission specification set.

Bid Opening Secretary shall record the reasons of rejection or proposals for particular procurement action.

2.4.2 : The following will be the composition of Bid/ITB Technical Evaluation Committee

- a) One to two technical person(s) from the requester unit.
- b) Three Senior Management Team (SMT) members.
- c) Technical person representing the partner working with REDESO for the particular project.
- d) One invited technical person from the Local Authority /Government or Institutions with relevant technical expertise.
- e) The secretary of technical committee shall submit the technical evaluation report to the chairperson of financial committee for evaluation. The chairperson of the technical evaluation committee shall be one of the SMT members.

2.4.3 : The following will be the composition of Financial Evaluation Committee

- a) Finance department representative.
- b) Invited representative from the respective partner.
- c) Procurement or Logistic Unit Officer(s) who will be the Secretary to the committee. Secretary shall compile the report and submit to the Head of Office for subsequent action.
- d) The Head of Office shall review the evaluation reports and approve or submit to next level of approval.

2.4.4 : Bid Reception focal person appointment

The Bid reception focal person may be any staff appointed by the Head of Office who will be given clear directives on how to receive and document the submission of bids by the bidders.

2.4.5 : Authority and Responsibility of approving commitment.

This SECTION indicates segregation of power among staff in approving commitments and disbursement according to various threshold values the appropriate authorization table is attached as **Annex 1**.

- Finance department is responsible for performing transaction function after approval from the respective authority.
- Chief Executive Officer may delegate the approving power to the Deputy Chief Executive Officer as appropriate.
- Any approval will be prior to the submission of evidence that quality of the requested service/goods, value for money, organization interest, Persons of Concern and partner interests were protected in fair, integrity and transparent manner.
- All procurement actions shall be fully and transparently documented by the Head of the Procurement and/or Logistics Office. REDESO shall chronologically file the contracts with number and tender document for reference at least for five years before disposing off.

2.5 : Exceptions to the use of methods of solicitation:

The logistic/procurement officer(s) shall be responsible to develop annual procurement plan. If there is a need to request for waiver, the Logistic/Procurement Officer(s) will propose to SMT. SMT may determine the procurement action which do not require formal solicitation and request the waiver from the relevant authority. The following circumstances may warrant the request for waiver:

- (1) When there is no competitive market for the goods or services required (monopoly market).
- (2) When there has been a previous determination or there is a need to standardize the requirements.
- (3) If the goods or services to be purchased is the recently contracted through formal bidding process.
- (4) When there is emergency situation and to the extent that time for formal procurement may jeopardize the objective under humanitarian situation.

2.6

Review and Evaluation of Offers or Proposals and Award

- a) After the Bid opening, the offers/proposals will be reviewed by the respective selected committee (Technical and Financial evaluation committee) at different intervals at least one day after one committee. Offers evaluated and found technically compliant are forwarded for financial evaluation.
- b) The members of all committees shall sign the evaluation sheets prepared by the procurement unit based on the requirements established in the ITB or RFP.
- c) The minutes shall be prepared along with Bid tabulation to be submitted to the responsible authority for approving award of contract.
- d) In all processes and stages, the procurement unit is responsible to ensure that the procurement policy is adhered to.
- e) The purpose of evaluation is to determine which vendor has the lowest price for the acceptable specifications (“best value-for money principle”). In determining whether an offer or proposal is acceptable, non-price factors are first considered. If all other technical elements are equal, the lowest price acceptable offer or proposal will be selected. The basis for award shall be duly documented and justified based on the established evaluation criteria in the tendering document.
- f) Any bidder may, however, be requested to clarify an aspect of an offer or proposal in writing, but a change in the substance or price of the offer or proposal may not be sought, offered or permitted.

CHAPTER 3.0 FILING PROCUREMENT PROCESS

All procurement shall be fully and transparently documented. The following documents shall be maintained by Finance department/Procurement unit.

- (a) Purchase requisition form for procurement process.
- (b) Company names and contact persons for vendors solicited.
- (c) Copies of written bidders' offer.
- (d) Copies of original offers or proposal and giving justification for vendor selection and award.
- (e) Established tabulation of lists of vendors.
- (f) Records of lack of competition as justification of less required number of bids received.
- (g) Contracts committee minutes and decision.
- (h) Copy of purchase order/services contract.
- (i) Goods Received Note (GRN) for goods, delivery note and handover report for services.
- (j) Vendor invoice of the suppliers of goods and services.
- (k) Vouchers/receipts of payments for goods and services to persons of concern.
- (l) All documents for procurement shall be kept for a minimum period of five (5) years for future reference by reviewers and auditors, unless respective partner requires longer period and notifies in writing.

CHAPTER 4.0 VENDOR MANAGEMENT PROCEDURES

4.1 Competition

Under a formal competitive bidding process, contracts may only be awarded after the Invitation for, and the assessment of, at least three competitive quotations or twelve bids, depending on the estimated value of the contract. Any exceptions from formal competitive bidding, such as sourcing from single source, must be justified in writing and approved by Country or Head Office.

The highest possible number of potential vendors suitable for a specific contract must be invited to bid. Bidding may not be limited to bidders resides in Tanzania or its headquarters, but preferably has a wider geographical distribution. To facilitate this, the REDESO is will to maintain an up-to-date database of qualified vendors that meet objectively justifiable minimum requirements. Vendors will be required to complete a vendor registration form.

The Requestor may recommend a source, but the selection of vendors/bidders to be solicited is a responsibility of solely selected appointed committees.

The following shall be observed when dealing with vendors/bidders and/or their representatives:

- a) Provide equal opportunities to vendors to make prices and quotations, in accordance with specifications set;
- b) Keep vendors/bidders informed of current and anticipated requirements;
- c) If, for any reason, one vendor/bidder is allowed to re-quote, other competitors must be given the same opportunity.
- d) No gifts or favors may be exchanged with vendors/bidders.

4.2 Cooperation

REDESO shall cooperate with partner(s) and or the government representatives to meet stipulated requirements under the Project Partnership Agreements.

4.3 Contract Award

The Head of Office will appoint the committee for the Contract. The composition of the committee shall be determined by the appointing authority. This committee shall be responsible with the following duties: -

- Review the report on the procurement process and ensure compliance to the principles of procurement conduct.
- The secretary of the committee shall prepare the contract and it will be reviewed by committee before being approved by the relevant authority.
- Shall advice the approving authority on the matter relating to procurement and contracting to ensure technical compliance.

REDESO shall award contract to the qualified bidder whose bid substantially conforms to the requirements set forth in the solicitation documents. The contract for procurement action of suppliers of goods and services shall include among others the following:

- (a) The nature of the goods or services to be supplied.
- (b) The contract or unit price.
- (c) The period covered.
- (d) Terms of delivery and payment.
- (e) Name and address of supplier of goods and or services.
- (f) Signatures from both contractor and REDESO authorized officer. The contractor will sign first the contract before being signed by REDESO.

4.4 Payment Compliance

Payments to suppliers shall be made upon fulfillment of all obligations in the contract. Payment shall be processed after availability of all documents of goods and services provided. In principle, advance payment shall not be allowed. However, they may be considered for specific situations, in accordance with established criteria, however, shall not exceed 50% of contract value. Where such advance exceeds USD 10,000 will be paid after consultations with respective partner.

The required documents prior to any payments shall be as follows:

- a) Purchase request form dully approved with all responsible authorities.
- b) Requestors form for ITB or RFP.
- c) Local purchase order and/or contracts appended with all signatures and official stamps.
- d) Minutes for the decision of the particular procurement.
- e) Signed delivery notes.
- f) Tax invoice.
- g) Signed Goods Received Notes.
- h) Any other evidence based on the particular item.

- i) After completion report for high value contracts, REDESO shall issue the certificate of service to the supplier/contractor.

4.5 Honors, Gifts or Remuneration

REDESO staff in procurement action/functions shall not accept any gift, remuneration or favor from any individual or entity doing business with or seeking to do business with the organization.

4.6 Confidentiality

REDESO Staff responsible with procurement shall not allow any vendor/bidder to access information on a particular acquisition before such information is directly released by the authority. All bid documents shall be handled with strictly high confidentiality.

4.7 Procurement Conditions

- No supplier of goods and services engaged in the sale or manufacture of antipersonnel mines shall be contracted.
- No supplier of goods and services engaged in employing person under the age of 18 shall be contracted.
- All appropriate measures to prevent sexual exploitation, abuse and child labor shall be undertaken.
- All vendors associated with a company or individual, under prohibition by the government/ donor shall not be contracted.
- All vendors who have criminal records or under investigation due to corruption, fraud, money laundry, coercion and any other unethical practice shall not be contracted.
- All procurement processes shall be well documented and chronologically filed for future reference.
- All employees involved in procurement shall be in compliance with this manual and strictly adhere to its related code of conduct.

4.8 Receipt, Rejection and Claim for the supplied goods/services

- a) As soon as goods or services are received, they must be promptly and carefully examined or assessed to verify that fully conforms to the contract requirements.
- b) For each Purchase Order and or contract, whether local or international, a Receiving Report must be completed. The authorized official must sign and date the report,

certifying whether the goods or services have been received in full and in good order or otherwise.

- c) Upon certification of receipt, the received goods or services must be promptly and accurately recorded in the accounting system before being dispatched.
- d) The original receiving report is the basic document to initiate payment to local vendors. International suppliers will be paid upon delivery to the forwarder in the exporting country in accordance with applicable national laws. A copy of the Receiving Report is required for the Procurement File for follow-up action and closure of the process.
- e) In case of any problem detected upon delivery (such as loss, damage, wrong quality or quantity), the basic policy is not to accept any non-conforming goods or services with reasons and to immediately inform the vendor. However, it is important to know the legal status of the goods or services in order to take the appropriate action, depending on whether the ownership is already with REDES0 as the consignee or still with the vendor.
- f) The following actions have to be taken for all non-conforming deliveries having taken place, irrespective of the ownership:
 - Note reason for objection: For goods: on the transport document, i.e. the waybill as well as on the Receiving Report;
 - For services: on the Handover Report.
 - Inform the vendor immediately.
- g) In addition, for contracts where the vendor/bidder has full responsibility until delivery is accepted by the consignee, conclude one of the following options:
 - Reject delivery or part of it with reasons;
 - Request replacement, re-performance or repair free of charge;
 - Terminate the contract amicably.
 - Only after approval from the approving authority, REDES0 can contract again with the second-in-line vendor/bidder of the bidding process and collect excess costs from the defaulting vendor/bidder;
- h) Only in exceptional cases, the following options may be considered:

- Allow contract performance after obtaining adequate consideration from the Requestor and approval from the head of the office; and agree to an equitable adjustment, change order can be issued.
 - When it becomes necessary to return goods, the Requestor must prepare a memorandum to the Procurement Unit for action, identifying each item to be returned with reference to the original contract. On the basis of this memorandum, the Procurement Unit will negotiate the return of the goods with the vendor.
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- i) The options available may be the vendor to furnish a suitable replacement without additional charge, arranges pick-up, handling and freight costs.
 - j) The goods are scrapped with the approval of the vendor/bidder and or the insurance company.
 - k) Termination of a contract is done in an amicable manner to the extent possible, and care shall be taken to maintain satisfactory professional relationship between the vendor/bidder and REDESO during and after the termination.

CHAPTER 5.0 MISCELENEOUS:

During procurement process, if any incidence occurs which is not stipulated in this manual or in the ITB/RFP documents, will be taken care following the national and international standards for supply chain management. For example, down payment, shipment procedures (for international deliveries), tax exemption, insurance claims, etc.

CHAPTER 6.0 CODE OF CONDUCT

Article 6.1 Preamble

Any REDESO staff responsible for procurement and suppliers of goods and services shall respect fundamental rights, social justice, human dignity and respect for equal rights of men and women or/ and persons of concern or/ and REDESO counterpart staff. The aim of this Code of Conduct is to provide clear guidance on the standards of behavior the organization requires to all staff and suppliers to observe. The Code of Conduct inter alia informs staff and suppliers that they shall not engage in corrupt practices, disclose information on any situation that may appear to present a conflict of interest. Also, shall not accept any gift or hospitality from vendors/suppliers.

Article 6.2 Scope of Application

All domestic suppliers of goods and services must be registered in the United Republic of Tanzania with the institution responsible for business registration. The Code of Conduct shall apply to REDESO employees and suppliers.

Article 6.3 Continuous Improvement of Services and Goods

All suppliers of goods and services should provide the minimum standard and best practices in providing goods and services. REDESO encourages all suppliers of goods and services to strive to meet the principles of this Code of Conduct and all procedures stipulated herein as procurement procedures. During the provision of goods and services the suppliers should continue to improve their goods and services accordingly.

Article 6.4 Management, Monitoring and Evaluation

Suppliers shall establish and maintain appropriate management system to ensure they align with the principles. REDESO will actively review, monitor and evaluate the services supplied with respect to the specific contract.

Article 6.5 Freedom of Association and Collective bargaining

REDESO shall protect her staff from any action or other form of discrimination related to the exercise of their rights to organize, carry out trade union activities and bargain collectively as well as to protect people served from any form of discrimination.

Article 6.6 Child Labor

REDESO and Suppliers shall comply with labor laws of the United Republic of Tanzania, other countries of operation and International Conventions relating to child labor and shall not employ persons under the age of 18.

Article 6.7 Discrimination

REDESO and suppliers shall ensure equal opportunity and treatment in respect of employment and occupation without discrimination on ground of race, color, sex, religion, political opinion, national extraction or social origin.

Article 6.8 Wages, Working hours and other conditions of work

REDESO shall ensure that all employees are paid salary in legal tender, every month in full and directly to the workers concerned. REDESO shall keep an appropriate record of such payments. Deductions from wages/ Salary as permitted only under the statutory deduction system in Tanzania or any other country of operation.

Article 6.9 Health and Safety

REDESO shall ensure that the workplace, machinery, equipment and processes under their control are safe and without risk to health, chemical, physical and biological substances and agents under control are without risk to health; where necessary, adequate protective clothing and protective equipment are provided to prevent risk of accidents or of adverse effect to health.

Article 6.10 Human Rights

REDESO shall support and respect the protection of local and internationally proclaimed human rights and to ensure that they are not complicit in human rights abuse.

Article 6.11 Harassment, harsh and inhumane treatment

REDESO shall create and maintain an environment that treats all employees and people served with dignity and respect and will not use any threats of violence, sexual exploitation or abuse verbal, or psychological harassment or abuse, no harsh or inhuman treatment coercion or corporal punishment of any kind is tolerated nor is there to be the threat of any such treatment.

Article 6.12 Ethics

REDESO staff shall not be involved in criminal or unethical activities, or that contravene human rights or damage the environment, or that compromise the work of REDESO/Partners.

Article 6.13 Integrity

REDESO shall uphold the integrity of organization by ensuring that personal and professional conduct is and is seen to be, of the highest standard in keeping with REDESO's aims and values.

Article 6.14 Environment

REDESO shall ensure effective environment protection in the areas where it operates.

Article 6.15 Corruption

REDESO and Suppliers will adhere to the highest standard of moral and ethical conduct, to respect local and international laws and not engage in any forms of corrupt practices, including fraud or bribery and extortion.

Article 6.16 Conflict of Interest

REDESO and Suppliers shall ensure that there is no conflict of interest in the provisions of goods and services to the organization, partner, staff and persons of concern. In such case declaration of conflict of interest should be provided.





















Article 6.17 Gifts and Hospitality

REDESO employees shall not accept any type of gift or any offer of hospitality in operation.

Article 6.18 Mines

REDESO and Suppliers shall not be engaged in any sale or manufacture of anti-personal mines or components utilized in the manufacture of anti-personal mines.

AUTHORIZATION SCHEDULE
RELIEF TO DEVELOPMENT SOCIETY
REDESO

Office	Title of Authorized Staff	Name of Staff	Authorization limit USD	Purchase commitments	Disbursement approval	Signature	
Dar es Salaam Branch	Senior Program Manager	Mr. Azimio Mbegu	≤5,000	yes	no		
	Senior Finance Manager	Ms. Agnes Lwabuti		no	yes		
Kibondo Branch	Program Coordinator	Mr. Matiko Wambura		yes	no		
	Program Officer	Mr. Alexander Ndongeye		no	yes		
Kasulu Branch	Program Coordinator	Mr. Emmanuel Solomon		yes	no		
	Program Officer	Mr. Leonce Batondana		no	yes		
Kishapu Branch	Program Coordinator	Mr. Chares Buregeya		no	yes		
	Project Accountant	Mr. Gordian Kabigumila		yes	no		
Dar es Salaam Branch	Senior Program Manager	Mr. Azimio Mbegu		>5,000 & ≤15,000	yes	no	
	Senior Finance Manager	Ms. Agnes Lwabuti			no	yes	
Kibondo Branch	Program Coordinator	Mr. Matiko Wambura	yes		no		
	Chief Executive Officer	Mr. Abeid Kasaizi	no		yes		
Kasulu Branch	Program Coordinator	Mr. Emmanuel Solomon	yes		no		
	Chief Executive Officer	Mr. Abeid Kasaizi	no		yes		
Kishapu Branch	Program Coordinator	Mr. Chares Buregeya	no		yes		
	Project Accountant	Mr. Gordian Kabigumila	yes		no		
Head Quarter	Senior Program Manager	Mr. Azimio Mbegu	>15,000 & ≤500,000		yes	no	
	Chief Executive Officer	Mr. Abeid Kasaizi			no	yes	
	Senior Program Manager	Mr. Azimio Mbegu	>500,000	yes	no		
	Chief Executive Officer	Mr. Abeid Kasaizi		no	yes		

Annex 2

VENDOR REGISTRATION FORM

SECTION 1: Company Details and General information.

1.	Name of Company:		
1.	Street Address: Postal code: Country: City:	3.	P.O. Box and Mailing Address
4.	Tel:	5.	Fax:
6..	Email:	7.	www address:
8.	Contact Name and Title:		
9.	Email:		

10.	Parent Company (full legal/officially registered company name):		
11.	Subsidiaries, Associate – Name city, country (attach a list if necessary):		
12.	International officers/Representation (Countries where the company has local officer representation).		
13.	Types of business (Mark one only) Corporate/limited <input type="checkbox"/> Corporate/limited <input type="checkbox"/> Partnership <input type="checkbox"/> Other (specify <input type="checkbox"/>		
14.	Nature of business Manufacturer Consulting Company:..... Authorized agent:..... Trade:..... Other-specify:.....		
15.	Year established:	16.	Number of full-time employees.
17.	Licence No./ State where registered		
18.	VAT no./Tax ID: Or		

	TIN:		
19.	Technical Documents available in Kiswahili <input type="checkbox"/> English <input type="checkbox"/> Other Specify:.....		
SECTION 2: Banking information			
20.	Working Language Kiswahili <input type="checkbox"/> English <input type="checkbox"/>		
21.	Bank Name:	22.	Branch Name:
23.	Branch Address:	24.	Tel. Number
		25.	Fax:
26.	Bank Account Number:	27.	Account Number:

28.	Account Currency:		
29.	Swift Banker Identifier code (BIC)		
SECTION 3: Technical Capability and information on goods/Services offered.			
30.	Certificate of registration.		
31.	Goods/Services offered recognized by government.		
	Yes	<input type="checkbox"/>	No. <input type="checkbox"/>
32.	List below up to a maximum of five of core goods/services offered		
	Description of each item	Quality Standards	
SECTION 4: Experience			
33.	Describe experience in providing goods and services to local community		
SECTION 5: REDESO and Partnership			
34	Are you aware that REDESO provides services and goods to persons of concern in partnership with various donors or government?		
	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

If yes, have you signed up a contract of goods and services provision with REDESOS?

SECTION 6: Environment

35 Does your company have written statement of the environmental policy?

If yes, please attach focal person

Name:.....

Qualification:.....

Telephone No.:.....

Email address:.....

Selection 7: Anti-Personnel Mines

36 Are you selling or manufacturing of anti-personnel mines or components utilized in the manufacture of anti-personnel mines?

Yes No.

If yes, please specify.

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SECTION 8: Child Labour

37. By signing this vendor registration form suppliers of goods and services should not engage in any practice inconsistent with rights of child that require to be protected from performing any work that is likely to be hazardous or to interfere with child’s education or to be harmful to the child’s health and physical, mental, spiritual or social development. Do you agree with this

Yes No

Any breach of this clause may result in the termination of all contracts your Company may have with REDESO and be removed from approved vendor database.

SECTION 9: Official not to benefit

38. By signing this vendor registration form potential vendors confirm that they have read, understood and will comply with donor policy on the “Zero tolerance” that strictly prohibits the acceptance of any type of gift and or hospitality by REDESO Staff participating in the procurement process. Please confirm.

Yes No

Any breach of this clause may result in the termination of all contracts your Company may have with REDESO and be removed from approved vendor database.

SECTION 10 others	
39.	Please list any disputes your company has been involved in with REDESO over the last 3 years.
40.	List any national professional organization of which your Company is a member.
41.	Is your Company already registered with BRELA or any institution responsible for registration of company? If so please provide registration number.
SECTION 11: Certification	
42.	I the undersigned hereby accept the REDESO general conditions, a copy of which has been provided to me and warrant that the information provided in this form is correct and, in the event of changes details will be provided as soon as possible.
43.	Self-declaration: I the undersigned declare that our company is not involved in any fraudulent or corrupt activities and has not been in the past, and is not currently under which would render our company unsuitable for business dealing with REDESO.

Relief to Development Society (REDESO) - REPRESENTATIVE OF THE OFFICE

Name:

Title:

Signature:

Date:

Witness

Relief to Development Society (REDESO)

Name:

Title:

Signature:

Date:

Supplier of Goods and Services

Name:

Title:

Signature:

Date:

Witness

Supplier of Goods and Services

Name:

Title:

Signature:

Date:.....

Approved by the Governing Board and signed by



Date 05/04/2021

Eng. Joseph Karwima

VICE CHAIRPERSON

REDESO GOVERNING BOARD