



IOM International Organization for Migration
 OIM Organisation Internationale pour les Migrations
 OIM Organización Internacional para las Migraciones

QUALITY CONTROL DURING THE COURSE OF LONG TERM AGREEMENT

IOM will perform random and/or organized quality inspections including selected criteria for laboratory testing and/or visual inspections of items selected by IOM and/or independent inspector appointed by IOM from sample lot selected during production, upon departure, loading, unloading, at final destinations or from any other storage or distribution location. The expenses related to inspections and/or tests will be at IOM costs. The Quality Control (QC) inspections shall be performed with regards to the items' technical specifications and Acceptable Quality Limits (AQL).

IOM will keep reference samples should further testing be required should there be any potential disputes regarding quality of the items. Hence, vendors / suppliers/ manufacturers must ensure the quality of dispatched items should be fully compliant with IOM technical specifications and requirements.

Any additional laboratory and inspection costs, and the applicable penalty clauses (equivalent as defined in the respective AQLs), will all be charged to the vendors/suppliers/manufacturers.

For all product deliveries, the vendors/suppliers/manufacturers must also provide their respective quality certificates, to certify conformity of the delivered products to the required technical specifications and indicate production batch number, production date, the relevant test/inspections completed to that particular batch

SUBCONTRACTING Please refer to **Article 10** of the attached **Section III** IOM Supply and Delivery Contract / Agreement.

1. Technical Requirements Related to Quality

Using **Section V - Technical Specifications Form(s)**, the technical offer should clearly state whether the goods that supplier is offering comply or does not comply to IOM Technical specifications and requirements.

The Technical details of the items required by IOM can be found in **Section II- Schedule of Requirements**.

Items will be evaluated for Technical Acceptance through:

A. Quality Certificate and Visual Inspection

Supplier shall submit a copy of internationally recognized quality certificate of the manufacturing company together with a copy of quality certificate for the finished product supported with “in-house” quality report, certifying that the item(s) offered

conforms to the technical specifications stated in Section II – “**Schedule of Requirements**”.

IMPORTANT:

The “**in-house**” quality report should be submitted along with the supplier’s quotation. There must be **objective evidence to demonstrate internal testings/controls done**. Failure to submit the required certificate and supporting quality results will result in disqualification.

Those who are able to successfully comply with the requested quality certificate and reports shall also submit one (1) sample to IOM at address below using **DDU Incoterms** :

International Organization for Migration

*12 Suhail Majdouba Street, Jordan University Street,
Opposite the University Hospital, PO Box 4880,
Tila’a Al Ali, Amman, Jordan*

All samples submitted by the bidders will be tagged and signed at the time of receiving by IOM staff and representative of the bidder. The samples without signatures by both parties will not be considered for technical evaluation. Any samples dispatched internationally via courier with no local representation shall have the authorized signatures from the bidder. IOM shall not be responsible if the tags during the course of transportation get detached.

Indicate the Reference Number: ITB IOM-2018-005. **All expenses associated to the submission of samples should be paid by Supplier including duties and taxes and door to door delivery to IOM address indicated above. IOM will not be responsible for the customs clearance of the samples.**

B. Additional Technical Content

B.1 Past Experience and References: Suppliers shall provide summary of past projects providing similar relief items, as applicable with other United Nation agencies or other humanitarian organizations. Suppliers shall provide list of three (3) clients wherein you are currently supplying similar relief items. For each client, please list the following:

- a. Name and Address of Organization
- b. Contractual period
- c. Focal contact person

Additional to above information that is mandatory, a Statement of Satisfactory Performance from top 3 Clients during the past 5 years in terms of Contract Value may be submitted.

B.2 Details of Production Facilities: Suppliers shall provide digital color pictures of respective facilities/factories. In case of several factories, pictures must be submitted per each factory. This will be used for identification purposes only and will not be used as basis for assessment.

Picture set	Picture Object	Number of Pictures
1	From outside of the Main facility/factory	3
2	From the production line and main equipment while being operated to manufacture product	4
3	The quality control equipment used during reception, production and final quality check	3
4	The laboratory facility and equipment and/or any external laboratory used	3
5	The packing and loading equipment areas	2
6	The logistics equipment used for handling cargos	3
7	The social and common areas including cafeteria, restroom facilities for staff/manpower	5
8	The health and safety facilities	3
9	The management facilities	2
	Total Number of Pictures	28

These are the minimum pictures of interest. Feel free to submit additional pictures with relevance. Pictures must be in Word File (4pictures per A4page).

B.3 Quality Management System

- a. Suppliers are required to submit their respective Quality Management System (e.g. ISO) for each facility in which items are produced, including quality manual, quality policy and information describing the processes applied for the manufacturing of the items..
- b. Furthermore, IOM at any time may ask the bidders to provide summary of quality assurance mechanism in place at each facility location where items are manufactured to ensure products are consistent with the Section II: Schedule of Requirements.

B.4 Production and Delivery Capacity

The supplier shall state declare the annual production capacity of the factories for each product and that can be made available to IOM. The supplier shall declare the mobilization time, ex-stock quantity and quantities available after two, four, six and eight weeks or more (specify) of production lead time for each product.

For each product which are not manufactured by the supplier, they must provide certificate from manufacturer that they will make sufficient production capacity available to the supplier to cover the production capacity indicated by the supplier on the quotation form.

B.5 Shelf-life and Useable Life Span

The supplier shall clearly recommend shelf life of the product and the recommended usable lifespan of the product.

B.6 Warranty/ Guarantee

The offer should include for each item the defects and liability period (minimum) with term of warranty/guarantee. This should be valid from date of goods distributed to beneficiaries. A Warranty Certificate shall be provided by the Supplier.

IMPORTANT:

Use Section V - Technical Offer Form , to provide information on items B.1 to B.6
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C. Other Delivery Requirements

C.1 Packing, Container Usage and Palletization details

The technical offer shall include the packing and transport options (e.g. weight, volume, etc) Supplier must optimize container space usage and encouraged to propose alternative option should there be improved container utilization.

Any deviations to packing details including labelling provided at the time of bid and accepted by IOM are to remain constant during the course of contract. Inability to provide agreed packaging may result in cancelation of the contract.

C.2 Batch and Supplier Identification Marks

The successful suppliers are expected to attach non-removable and permanent marking on each individual item to identify the production batch and supplier.

C.3 Certificate of Origins (COO): Suppliers shall provide Certificate of Origin per product with details regarding factory where product was manufactured. In case that not all manufacturing process of a product is performed in same factory (example kitchen sets), complete information of other factories must be provided. This COO must be included in all;

- a. Samples delivered for items technical evaluation
- b. Samples delivered as reference samples under this RFP (see para. 3.0 below);
- c. Products delivered with the regular Purchase Orders.

C.4 Certificate of Compliance(COC): All product deliveries should be accompanied by Certificate of Compliance as a [result of the vendor's/manufacture's respective in-house quality inspection and pre shipment inspection by reputable third party inspection company](#), to certify conformity of the delivered products to the required technical specifications.

C.5 Way Bill/Bill of Lading

C.6 Invoice

C.7 Packing List

Above shipping documents should be sent to IOM via email in advance and original copies to the IOM delivery address indicated per hub.

2. Reference Sample through the course of the Contract

Upon conclusion of this ITB, awarded suppliers must submit two(2) samples to be shared with IOM Inspection Company, IOM warehouses and field operations to serve as reference to ensure consistency through the course of the Contract. All specification including packaging of the reference samples should be the same as the entire lot delivered. All expenses associated should be covered by the supplier.

Please note that IOM shall not return any submitted samples.

3. Post Qualification and Quality Assurance

Prior to award, IOM shall verify and validate any Documents / information submitted and if necessary shall conduct ocular inspection of the Bidder office, **Audit of Manufacturing Facility / Warehouses**. A supplier production facility evaluation may be performed to ascertain if supplier will meet the acceptable standards. This may include but is not limited to standards such as:

Social standards as defined in the UN Global Compact;
Respect for the Convention of the Rights of the Child;
ISO9000 for Technical Competence and Quality Assurance.

The audit may include Facility Information, Organization, Capacity, Machineries and Equipment, Quality Assurance System, Raw Material Storage, Supply Chain, Research and Development, Environment among others.

It is mandatory that Supplier will submit Social Audit Compliance Report by an Internationally Accredited Inspection Agency and audit should be covering:

- Labour (Child / Forced Labour)
- Working hours;
- Health and Safety;
- Legal and Licenses;
- Environmental Systems;
- In Factory – Quality Control and Inspection System.

IOM may also request a financial audit report to ascertain bidder's capacity to perform the contract. In absence of a recent audit report, IOM reserves the right to cancel the contract or request additional documentation.

Upon review of the report if deemed necessary, IOM may assign its representative to visit the supplier's production facility. An affirmative determination will be a pre-requisite for award of the contract to the Bidder or if already awarded; a negative determination will result in rejection of the Bidder's bid, in which event IOM will proceed to the next lowest evaluated bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.

Inspection and Acceptance. Goods are subject to inspection and or testing by IOM or any designated representatives to the extent practical at all time and places, prior to final acceptance of IOM. The inspection will be done with the basis of industry-accepted standard MIL-STD 105E (ANSI / ASQC Z1.4, ISO 2859-1, NF06-022, BS 6001, DIN 40080). The basis for any random sampling Inspection will be single sampling plan, special inspection level S1 or S4 as the quality of the products increases or diminishes in accordance with ISO 2859-1. The acceptability of a lot shall be ascertained by the use of the sampling plan/s mentioned above.

IOM shall have reasonable time (not greater than 60 days from custom clearance) from the delivery of the items at the destination to inspect, accept or refuse those not conforming to the terms and conditions. Payment from IOM does not imply acceptance of the products or services. Failure to inspect and accept or reject goods will not relieve the supplier from responsibility for non-conforming goods.

IOM may also conduct a random sampling of the goods (at supplier's warehouse or prepositioned locations) on periodic basis. If any items are found substandard from the required specifications, then Supplier shall bear the cost of the laboratory testing and shall replace the items all at his own expense. Liquidated damages will also be applied for late dispatch/deliveries for such cases.

Quality and compliance with specifications

IOM endeavors to deliver quality goods to all IOM beneficiaries worldwide with their health and safety as the highest priority. Therefore as general rule, those goods not compliant to required specifications will be rejected immediately. There will be penalty clauses that will be specified in the Contract Agreement to cover those non-compliant goods. It is also mandatory for suppliers to submit together with their offers, a summary of their Quality Assurance policies and describe how they will maintain the Quality of their items throughout the course of the Contract Agreement.

Non-Conforming Items

All expenses associated with visual and laboratory inspections for those items found non-compliant will be covered by the Supplier including the related penalties.