 **Bidder Quality Assurance & Compliance Template**

***(To be completed by all suppliers submitting bids for Hygiene Kits / NFIs)***

**1. Company Information**

* **Bidder Name:**
* **Address:**
* **Contact Person:**
* **Telephone / Email:**
* **Years in Operation:**
* **Previous Humanitarian Contracts (if any):**

**2. Quality Assurance (QA) Process (10 MARKS)**

|  |  |  |
| --- | --- | --- |
| **QA Area** | **Bidder’s Response** | **Supporting Evidence / Document Reference** |
| **Inspection & Verification (3 Marks)** | Outline procedures for incoming, in-process, and final product inspections. | QA SOPs, checklists |
| **Storage & Handling 3 Marks)** | Explain how items are stored to prevent damage, contamination, or expiry. | Warehouse SOPs |
| **Expiry/Shelf Life Management ( 4 Marks)** | State how expiry dates are tracked and ensured (minimum 12 month’s validity at delivery). | Stock control system |

**3. Replacement of Defective Items (10MARKS)**

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Bidder’s Response** | **Remarks** |
| **Defect Reporting Procedure (2.5marks)** | How can partner report defective/damaged items? |  |
| **Replacement Timeline (2.5marks)** | Within how many days will defective items be replaced? |  |
| **Responsibility for Costs (2.5marks)** | Will supplier bear all costs for collection, replacement, and re-delivery? |  |
| **After-Sales Support (2.5marks)** | Any warranty/guarantee provided? |  |

**4. Declaration**

We, the undersigned, hereby confirm that the information provided above is accurate and true. We commit to comply with NHF (OCHA)/GISCOR`s humanitarian standards, and accept that any misrepresentation may result in disqualification or termination of contract.

* **Authorized Representative Name & Position:**
* **Signature & Stamp:**
* **Date:**