



## Request for Quotation (RFQ) | 32291 Framework Agreement Psychological Support Services | GAZ-Pro-32291

### 1 ABOUT GOAL

GOAL is an international humanitarian and development INGO dedicated to alleviating the suffering of the poorest and most vulnerable. GOAL was established in 1977 and is currently operational in 14 countries world-wide. GOAL has been working in Syria since 2013, responding to the acute needs of conflict-affected communities. GOAL has been contributing to the urban refugee responses in Turkey since 2016 with a focus on responding to needs in health service delivery and protection of vulnerable and marginalized refugees in southern Turkey.

GOAL Turkey has been implementing an ECHO funded protection program (LINK), LINK aims to connect vulnerable and marginalized communities to available state and non-state services in Adana, Gaziantep, Mersin, Hatay and Şanlıurfa using outreach, advocacy, and Individual Protection Assistance (IPA) approaches. In all locations, the program particularly targets refugees from nomadic/semi-nomadic backgrounds including Dom and Abdal communities and refugees engaged in seasonal agricultural labor along with other vulnerable refugees. One of the committed activities under LINK program is to provide individual psychological counselling sessions for IPA beneficiaries through an external service provider with psychology, and MHPSS expertise. Through this consultancy ToR, GOAL is seeking to identify experienced service providers (company or individuals) to provide psychological counseling services for referred beneficiaries.

GOAL is currently operational across five provinces in Southeastern Turkey – Adana, Gaziantep, Hatay, Mersin and Şanlıurfa. GOAL has gained considerable experience working with the most marginalised refugees in SE Turkey – including seasonal agricultural workers (SAW) and communities from nomadic cultural backgrounds (NCB). Through consecutive years of programming, and an active field presence, GOAL has built up an in-depth contextual understanding of the specific vulnerabilities, risks, needs, and challenges faced by these communities, as well their capacities, cultural norms, and priorities. GOAL has built up strong relationships with these communities, and benefits from broad levels of community acceptance and trust. In addition GOAL have established strong working relationships, and a reputation for quality programming, with key government stakeholders, provincial authorities, universities, and humanitarian actors. GOAL has an open-ended nationwide registration to work across all areas of Turkey – permitting the organization to effectively navigate some of the challenges faced by other INGOs operating in the country. Our administrative offices are located in Ankara, Hatay and Gaziantep.

Over 3.76m Syrians are now under Temporary Protection in Turkey—47% children, 46% female. Turkey also hosts ~400,000 refugees/asylum seekers from other countries. Most live in protracted displacement and need both humanitarian and development support. The refugee crisis response is led by GoT who also mobilised a national health response to COVID-19, which has widespread socioeconomic impacts on vulnerable groups, including refugees. 48% of Syrian refugees (1,818,025) live in LINK implementation areas. LINK targets refugees engaged in SAW and SNC, among the most marginalised refugee communities. Many live in hard-to-reach areas, face challenges accessing services, social exclusion, and discrimination, and have limited opportunities for livelihoods and participation in society.

Both SAW and SNC are also under severe risks against their mental and psychosocial well-being due to social exclusion, lack of regular access to their basic needs, and lack of dignified and humane living and working conditions as refugees in Turkey who also experienced psychological hardships of war, loss, and displacement. High levels of unawareness and cultural prejudices are observed among both groups regarding psychological issues, which further aggravates the ability of individuals to seek for mental healthcare. Access to mental healthcare services and psycho-social support is rare among SNC & SAW. As protection monitoring efforts showed, around 10% of respondents reported they or a family member were experiencing psychological distress, but few received support. The rest found MHPSS unnecessary or lacked awareness (Annex 5-6). In the Inter-Agency Needs Assessment, 63% of participants observed increased stress in their community and 60% were experiencing increased stress. Main causes were uncertainty about future in Turkey (25%), inability to meet expenses (24%) and fear of losing job (13%); other factors were discrimination and domestic violence. 55% did not attempt to access services. Of 45% who accessed support, 82% reported satisfaction with services received.

## 2 TIMELINES

Line	Item	Date, year, time, and time-zone
1	RFQ published	30 January 2023
2	Closing Date for Clarifications	6 February 2023, 15:00 (GMT+3)
3	RFQ Closing Date and Time	9 February 2023, 15:00 (GMT+3)
4	Contract award forecast	February 2023

## 3 SERVICE REQUIREMENT

GOAL invites prospective suppliers to submit their quotation for the provision of **Psychological Support Services**.

During LINK III psycho-education sessions and IPA interventions, GOAL case teams have identified a high need for specialized and individual psychological counselling support among the protection cases they are supporting to manage the stress, trauma, anxiety that individuals are experiencing. GOAL therefore proposes to support these individuals' access to specialized mental health care services, in collaboration with an external service provider. This support will be complementary to IPA and will be provided in the form of individual counselling. It is expected that identified beneficiaries from IPA caseload who are facing protection risks will receive up to 16 face-to-face individual counselling support sessions.

GOAL case teams will refer cases to dedicated psychologists working in the project who will determine the need for referral to external psychological support. When necessary, GOAL psychologists will intervene to provide emergency psychological support. However longer-term support will be provided to most at risk refugees through external experts in coordination with GOAL psychologists.

According to the needs observed in the field, GOAL is planning to refer at least 20 and at most 150 individuals to the external experts following identification by GOAL psychologists throughout the contract period.

The detailed required description shall be found in **Appendix-5 Terms of Reference**.

## 4 TERMS OF BIDDING

GOAL, acting in its capacity as Contracting Authority, invites bidders from suitably qualified interested parties that wish to participate for the provision of **Psychological Support Services**.

This competition is being conducted under GOALs Request for Quotation procedure. The Contracting Authority for this procurement is GOAL.

Any queries about this RFQ should be addressed in writing to GOAL via email on [TurkeyProgramsprocurement@sy.goal.ie](mailto:TurkeyProgramsprocurement@sy.goal.ie). Please include the reference number **GAZ-Pro-32291** and the words **"CLARIFICATION REQUIRED"** in the subject line.

## 5 CONDITIONS OF QUOTATION SUBMISSION

- Quotations must be completed in English or / in Turkish.
- Bidders must respond to all requirements set out in this RFQ and complete their offer in the format requested in Appendix 1.
- In the event of a contract being awarded to a bidder that has knowingly withheld relevant information or otherwise misled GOAL in the evaluation process in any way, then that contract will be rendered null and void
- Any conflicts of interest involving a tenderer must be fully disclosed to GOAL particularly where there is a conflict of interest in relation to any recommendations or proposals put forward by the tenderer
- GOAL is not bound to accept the lowest, or any bid submitted and can terminate this competition at any stage.
- Information supplied by respondents will be treated as contractually binding.
- Unsuccessful bidders will be notified.
- GOAL's standard payment terms are by bank transfer within 30 days after satisfactory implementation and receipt of documents in order.
- This document is not construed in any way as an offer to contract
- GOAL and all contracted suppliers, and their subcontractors, associates or partners must act in all its

procurement and other activities in full compliance with donor requirements and the highest ethical standards.

- GOAL does not engage in transactions with any terrorist group or individual or entity involved with or associated with terrorism or individuals or entities that have active exclusion orders or sanctions against them. GOAL will not purchase supplies or services from suppliers that are associated in any way with terrorism or are the subject of any international exclusion orders or sanctions. All suppliers making submissions under the RFQ guarantee that neither they nor any affiliate or a subsidiary controlled by them are associated with any known terrorist group or are the subject of any international exclusion order or sanctions. Any contract entered into subsequent to the RFQ will reflect this requirement.

## 6 SUBMISSION OF QUOTATIONS

Quotes must be delivered electronically by email:

Email to [goaltrbids@sy.goal.ie](mailto:goaltrbids@sy.goal.ie) and in the subject field state:

1. **RFQ 32291 FWA - Psychological Support Services**
2. **Name of your company with the title of the attachment**
3. **Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.**

Please note that ALL documents attached to emails must either be in PDF format, or scans of hard copy documents. No excel, word or other 'soft copy' documents will be accepted, and bids submitted using soft copy documents may be rejected.

(Proof of sending does not equal proof of receipt. GOAL is not responsible for any technical faults that may prevent reception of your email.)

**Important:** Offers transmitted in any other manner or offers received after the deadline date and time will not be considered.

All responses will be opened by the GOAL Procurement Committee and all Bidders will be notified of the results.

## 7 SUBMISSION CHECKLIST

Line	Item	Format	Tick attached
1	This document filled in and signed	Sign & stamp, scan and save as a single PDF entitled 'RFQ Document for GAZ-Pro-32291 '	
2	Appendix 1 - Company Information and Signed Statement	Filled, sign & stamp, scan and save as a single PDF entitled 'Appendix 1_Company Information and Signed Statement' and a <b>copy</b> of company <b>registration certificate</b> with the <b>Chamber of Commerce</b> and <b>VAT registration certificate</b>	
3	Appendix 2 – RFQ Statement	Filled, sign & stamp, scan and save as a separate excel and PDF entitled 'Appendix 2_RFQ Statement'	
5	Appendix 3 - Financial Offer	Filled, sign & stamp, scan and save as a single PDF entitled 'Appendix 3_Financial Offer'	
6	Appendix 4- Technical Proposal ( <i>It should add based on the ToR required documents as annexes to the technical proposal.</i> )	It should be prepared by interested Service Providers	

## 8 ELIGIBILITY, QUALIFICATION AND EVALUATION PROCESS & AWARD CRITERIA

### 8.1 EVALUATION CRITERIA

The phases of evaluation of the responses will determine whether the tender meets the preliminary eligibility criteria. These are:

Bidders not conforming to the administrative instructions or essential criteria may have their bids disqualified at this stage, and therefore would not progress to the next stages.

Phase #	Evaluation Process Stage	The basic requirements with which proposals must comply with
1	<b>Administrative instructions</b>	<ol style="list-style-type: none"> <li><b>1. Closing Date:</b> Submissions must have met the deadline stated in Section 2 of this document, or such revised deadline as may be notified by GOAL.</li> <li><b>2. Submission Method:</b> Submissions must be delivered in the method specified in Section 6 of this document with the response format detailed in Section 7.</li> <li><b>3. Format and Structure of the Proposals:</b> Submissions must conform to the response format laid out in Section 7 of this document, and the Appendices, or such revised format and structure as may be stipulated by GOAL. Failure to comply with the prescribed format and structure may result in the submission being rejected. All submissions must be in English Where a supporting document is in another language, please provide an English translation. The translation can be in-house and does not need to be notarised or official.</li> <li><b>4. Confirmation of validity of your proposal:</b> The supplier must confirm that their proposal is valid for 60 days.</li> </ol>

2	<b>Essential Criterias</b>	<ul style="list-style-type: none"> <li>• For companies, at least one staff member of profession on Clinical Psychology (with a master's and/or doctorate degree on Clinical Psychology) or staff member graduated from psychology degree with more than 2 years of experience in provision of individual psychological counselling and completed Trauma training along with at least one of the related trainings on EMDR and Resilience for Children and Adolescents, is a must. Availability of multiple staff members is strongly preferred with differing expertise areas such as Psychological Counselling, Cognitive and Behavioral Therapy, EMDR, etc. For individuals, psychotherapist with Clinical Psychology (with a master's and/or doctorate degree on Clinical Psychology) or psychologist with more than 2 years of experience in provision of individual psychological counselling and completed Trauma training along with at least one of the related trainings on EMDR and Resilience for Children and Adolescents.</li> <li>• At least 2 years of professional experience in the context of refugees on provision of individual psychological counselling for each staff member/individual applicant</li> <li>• Availability of a supervised child-friendly space in the office building is a strong asset since GOAL beneficiaries may need to be accompanied by their children. At least one person needs to be responsible for the children during session who also must sign all GOAL policy documents and take safeguarding training from GOAL.</li> <li>• Demonstrable experience and/or certification on working with anxiety disorders, mood disorders, trauma-related stress, and trauma-related disorders among both adults and children</li> <li>• Experience with substance use is a strong asset</li> <li>• Experience working with refugees is a strong asset</li> <li>• The firm is required to provide either a psychologist with professionally spoken Arabic skills, which will be given primary consideration, or a professional Arabic-Turkish translator with experience of interpretation during psychological counselling sessions/processes to support the psychologist during the therapy or counselling sessions. English competency is preferred.</li> </ul>																					
4	<b>Award Criterias</b>	<p>Submissions will be evaluated as per the award criteria listed in this section to determine optimal Value for Money (VFM) in this context:</p> <table border="1" data-bbox="459 1256 1501 1733"> <thead> <tr> <th>Criteria</th> <th>Weight</th> <th>Max. Point</th> </tr> </thead> <tbody> <tr> <td><b>Technical Competence (based on CV and supporting documents)</b></td> <td>65 %</td> <td>65</td> </tr> <tr> <td>• <b>Criteria a.</b> Technical Proposal</td> <td></td> <td>35</td> </tr> <tr> <td>• <b>Criteria b.</b> Experience</td> <td></td> <td>20</td> </tr> <tr> <td>• <b>Criteria c.</b> References</td> <td></td> <td>10</td> </tr> <tr> <td><b>Financial (Lowe Offer/Offer*100)</b></td> <td>35 %</td> <td>35</td> </tr> <tr> <td><b>Total Score</b></td> <td colspan="2"><b>Technical Score *65 % + Financial Score *35%</b></td> </tr> </tbody> </table>	Criteria	Weight	Max. Point	<b>Technical Competence (based on CV and supporting documents)</b>	65 %	65	• <b>Criteria a.</b> Technical Proposal		35	• <b>Criteria b.</b> Experience		20	• <b>Criteria c.</b> References		10	<b>Financial (Lowe Offer/Offer*100)</b>	35 %	35	<b>Total Score</b>	<b>Technical Score *65 % + Financial Score *35%</b>	
Criteria	Weight	Max. Point																					
<b>Technical Competence (based on CV and supporting documents)</b>	65 %	65																					
• <b>Criteria a.</b> Technical Proposal		35																					
• <b>Criteria b.</b> Experience		20																					
• <b>Criteria c.</b> References		10																					
<b>Financial (Lowe Offer/Offer*100)</b>	35 %	35																					
<b>Total Score</b>	<b>Technical Score *65 % + Financial Score *35%</b>																						
5	<b>Qualification Criteria</b>	All due diligence checks are found to be clear including but not limited to Anti-Terror Checks.																					

## **8.2 AWARD CRITERIA FURTHER INFORMATION**

### **Price (35%)**

Refer the Appendix-3, service providers must fill, sign and stamp. The successful tenderer once formally contracted will invoice per acceptance by GOAL as per payment schedule below. Further details are included in Appendix - 3 Financial Offer.

All prices must be in **EURO (€)**. Please round two decimal places throughout. Any financial offers that contain more than two decimal places will be rounded. This should realistically and adequately present expenses for all requested activities. Prices offered will be evaluated on full cost basis (including all fees and taxes) as per Appendix 3 – Financial Offer.

**Marks for price will be awarded on the inverse proportion principle:**

**Score<sub>vendor</sub> = maximum score x (price<sub>min</sub> / price<sub>vendor</sub>)**

## **APPENDICES & ANNEXES**

---

**Appendix 1 – Company information**

**Appendix 2 – RFQ Statement**

**Appendix 3 – Financial Offer (attached as a separate excel and PDF)**

**Appendix 4 – Technical Proposal**

**Appendix 5 – Terms of Reference**

**Appendix 6 – GOAL Terms & Conditions**

**Annex A – Copy of Company's Registration Documents (attached as separate PDF (a copy of company registration certificate with the Chamber of Commerce and VAT registration certificate))**

**APPENDIX – 1 COMPANY INFORMATION – THESE SECTIONS MUST BE COMPLETED**

Name		
Company Name		
Address		
Registration Number		
Telephone		
E-mail address		
Website address		
Year Established		
Legal Form. Tick the relevant box	<input type="radio"/> Company <input type="radio"/> Partnership <input type="radio"/> Joint Venture	<input type="radio"/> Other (specify):
VAT Number (where applicable)		
Tax registration number (if different to VAT number)		
Directors names and titles		
Please state name of any other persons/organisations (except tenderer) who will benefit from this contract.		
Parent company		
Ownership		
Do you have associated companies? Tick relevant box. If YES – provide details for each company in the form of additional tables in this format.		
<input type="radio"/> Yes <span style="margin-left: 150px;"><input type="radio"/> No</span>		
Provide details of contracts of a similar nature carried out in the last two years (please state customer name, delivery location, value of contract, and dates)		
Provide details of any applicable Quality Assurance certificates or qualifications your company or employees have:		
Please include at least 2 (two) references who may be contacted on a confidential basis to verify satisfactory execution of contracts:		
<b>Reference 1</b>		
Name		
Organisation		
Address		
Phone		
Fax		
Email		
Nature of supply		
Approximate value of contract		

Reference 2	
Name	
Organisation	
Address	
Phone	
Fax	
Email	
Nature of supply	
Approximate value of contract	

By submitting an offer under this request for quotation **32291 GAZ-Pro-FWA - Psychological Support Services**, the bidder hereby asserts that the following statements are correct at the time of submission; and further undertakes to inform GOAL of any changes in status of these matters.

The bidder is not bankrupt or is being wound up, neither are its affairs being administered by the court nor has entered into an arrangement with creditors or has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulation.

The bidder is not the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or for an arrangement with creditors or of any other similar proceedings under national laws and regulations.

Neither the bidder, a Director or Partner, has been convicted of an offence concerning his professional conduct by a judgement which has the force of res judicata nor been guilty of grave professional misconduct in the course of their business.

The bidder has fulfilled all its obligations relating to the payment of taxes or social security contributions in Ireland or any other state or country in which the tenderer is located or doing business.

Neither the bidder, a Director or Partner has been found guilty of: fraud, money laundering, corruption; convicted of being a member of a criminal organisation; nor of serious misrepresentation in providing information to a public buying agency. The bidder has not contrived to misrepresent its Health & Safety information, Quality Assurance information, or any other information relevant to this application.

That all data subjects have specifically consented to the use and storage of their data by GOAL for the purpose of analysing the offers and awarding a contract under this tender; and further understood that the personal data may be shared internally within GOAL and externally if required by law and donor regulations; and may be stored for a period of up to 7 years from the award of contract.

I confirm that my bid has a validity of 60 of days. *If your bid does not have this validity, please state what bid validity you offer.*

I confirm that the proposal and the costs provided to accompany it are an accurate reflection of the costs that will be charged to GOAL according to the information provided in this request for quotation; and that there are no other costs associated with using the service that my company offers. I also confirm that I have the authority to sign on behalf of the company that is bidding.

Signed:

Print name:  Position:

Company Name:  Date:

Address:



## APPENDIX 2: RFQ STATEMENT

---

### RFQ STATEMENT

**TO:** GOAL

**RE:** (Request for Quotation) ref: GAZ-Pro-32291

Having examined all sections, appendices and annexes to the RFQ we hereby agree and declare the following:

1. We accept all of the Terms and Conditions including Terms of Reference (Appendix - 5) of this RFQ.
2. We confirm our understanding that if successful, we will be commercially engaged under a GOAL Standard Form Contract and will be given time to review the Terms and Conditions contained within that contract.
3. We confirm the validity period of our RFQ offer to be 60 Days from date of submission.
4. We confirm that we have the capability to satisfy the essential criteria listed for the RFQ (.i.e Individuals or firms in academia, social research, or humanitarian evaluation with a background in humanitarian aid, research methods, development economics, development studies, or other related fields. Experience of working in humanitarian contexts. Please refer to Section 8.1 Evaluation Criteria /Essential Criteria for further details)

Date:	
Full Name:	
Position:	
Signature and company stamp:	

## **APPENDIX 3: FINANCIAL OFFER**

---

See separate excel spreadsheet.

## **APPENDIX 4: TECHNICAL PROPOSAL**

---

*GOAL will sign a Framework Agreement with selected applicant covering the period between 1 March 2023 and 1 March 2024. Number of cases referred will be depending on needs identified throughout project. Each referred individual can take up to 16 sessions maximum.*

### **Appendix 4- Technical Proposal:**

- A cover letter
- A technical proposal, including CV, and details of experience required and desirable for this consultancy
- Evidence of the applicant's history of delivery of consultancy services (references)
- Consultant's profile (including company name, diploma, certificates, areas of expertise and any other related information).

# APPENDIX 5: TERMS OF REFERENCE

---

## Terms of Reference

### *Provision of Psychological Support Services*

#### *Under GOAL Turkey's Project of LINK IV - Facilitating Marginalized and Vulnerable Populations' Access to Services*

## 1. INTRODUCTION

---

GOAL is an international humanitarian and development INGO dedicated to alleviating the suffering of the poorest and most vulnerable. GOAL was established in 1977 and is currently operational in 14 countries worldwide. GOAL has been working in Syria since 2013, responding to the acute needs of conflict-affected communities. GOAL has been contributing to the urban refugee responses in Turkey since 2016 with a focus on responding to needs in health service delivery and protection of vulnerable and marginalized refugees in southern Turkey.

GOAL Turkey has been implementing an ECHO funded protection program (LINK), LINK aims to connect vulnerable and marginalized communities to available state and non-state services in Adana, Gaziantep, Mersin, Hatay and Şanlıurfa using outreach, advocacy, and Individual Protection Assistance (IPA) approaches. In all locations, the program particularly targets refugees from nomadic/semi-nomadic backgrounds including Dom and Abdal communities and refugees engaged in seasonal agricultural labor along with other vulnerable refugees.

One of the committed activities under LINK program is to provide individual psychological counselling sessions for IPA beneficiaries through an external service provider with psychology, and MHPSS expertise. Through this consultancy ToR, GOAL is seeking to identify experienced service providers (company or individuals) to provide psychological counseling services for referred beneficiaries.

## 2. BACKGROUND AND RATIONALE

---

GOAL is currently operational across five provinces in Southeastern Turkey – **Adana, Gaziantep, Hatay, Mersin and Sanliurfa**. GOAL has gained considerable experience working with the most marginalised refugees in SE Turkey – including seasonal agricultural workers (SAW) and communities from nomadic cultural backgrounds (NCB). Through consecutive years of programming, and an active field presence, GOAL has built up an in-depth contextual understanding of the specific vulnerabilities, risks, needs, and challenges faced by these communities, as well their capacities, cultural norms, and priorities. GOAL has built up strong relationships with these communities, and benefits from broad levels of community acceptance and trust. In addition GOAL have established strong working relationships, and a reputation for quality programming, with key government stakeholders, provincial authorities, universities, and humanitarian actors. GOAL has an open-ended nationwide registration to work across all areas of Turkey – permitting the organization to effectively navigate some of the challenges faced by other INGOs operating in the country. Our administrative offices are located in Ankara, Hatay and Gaziantep.

Over 3.76m Syrians are now under Temporary Protection in Turkey—47% children, 46% female. Turkey also hosts ~400,000 refugees/asylum seekers from other countries. Most live in protracted displacement and need both humanitarian and development support. The refugee crisis response is led by GoT who also mobilised a national health response to COVID-19, which has widespread socioeconomic impacts on vulnerable groups, including refugees. 48% of Syrian refugees (1,818,025) live in LINK implementation areas. LINK targets refugees engaged in SAW and SNC, among the most marginalised refugee communities. Many live in hard-to-reach areas, face challenges accessing services, social exclusion, and discrimination, and have limited opportunities for livelihoods and participation in society.

Both SAW and SNC are also under severe risks against their mental and psychosocial well-being due to social exclusion, lack of regular access to their basic needs, and lack of dignified and humane living and working conditions as refugees in Turkey who also experienced psychological hardships of war, loss, and displacement. High levels of unawareness and cultural prejudices are observed among both groups regarding psychological issues, which further aggravates the ability of individuals to seek for mental healthcare. Access to mental healthcare services and psycho-social support is rare among SNC & SAW. As protection monitoring efforts showed, around 10% of respondents reported they or a family member were experiencing psychological distress, but few received support. The rest found MHPSS unnecessary or lacked awareness (Annex 5-6). In the Inter-Agency Needs Assessment, 63% of participants observed increased stress in their community and 60% were experiencing increased stress. Main causes were uncertainty about future in Turkey (25%), inability to meet expenses (24%) and fear of losing job (13%); other factors were discrimination and domestic violence. 55% did not attempt to access services. Of 45% who accessed support, 82% reported satisfaction with services received.

### 3. SERVICES REQUIRED

During LINK III psycho-education sessions and IPA interventions, GOAL case teams have identified a high need for specialized and individual psychological counselling support among the protection cases they are supporting to manage the stress, trauma, anxiety that individuals are experiencing. GOAL therefore proposes to support these individuals' access to specialized mental health care services, in collaboration with an external service provider. This support will be complementary to IPA and will be provided in the form of individual counselling. It is expected that identified beneficiaries from IPA caseload who are facing protection risks will receive up to 16 face-to-face individual counselling support sessions.

GOAL case teams will refer cases to dedicated psychologists working in the project who will determine the need for referral to external psychological support. When necessary, GOAL psychologists will intervene to provide emergency psychological support. However longer-term support will be provided to most at risk refugees through external experts in coordination with GOAL psychologists.

According to the needs observed in the field, GOAL is planning to refer at least 20 and at most 150 individuals to the external experts following identification by GOAL psychologists throughout the contract period.

<p><b>Timeframe for Provision of Services</b></p>	<p>From 1 March 2023 to 1 March 2024</p>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• To provide specialized clinical mental healthcare to referred GOAL beneficiaries in five provinces, namely Gaziantep, Şanlıurfa, Adana, Mersin, and Hatay</li> <li>• To further support community members' psychosocial well-being by addressing the mental health-related issues through targeted service provision</li> <li>• To alleviate relevant stakeholders' caseload which provide psychological support</li> </ul>
<p><b>Scope of the Required Services</b></p>	<p>The service provider is expected to perform these duties:</p> <ul style="list-style-type: none"> <li>• Conducting psychological and/or psychiatric intake interviews with referred persons by collecting relevant background information on patients as well as contextual details on their health status, such as family histories, past substance abuse or pre-existing conditions</li> <li>• Assessing the mental health-related status and need of the person with biological, psychological, and behavioral data and drafting a structured assessment report, and detailed treatment plans for each patient</li> <li>• Providing specialized services of psychological counselling, psychotherapy, planning and following the drug treatment, referring the person to relevant institutions when in need of intramuscular or intravenous medicine interventions. When there is need, service provider shall make referral to other service providers for psychiatric counselling.</li> </ul>

	<ul style="list-style-type: none"> <li>• Referring persons to public hospitals when in case of an acute psychosis, manic episode or any other severe condition that could potentially lead to endanger the individual, their close ones, or other persons.</li> <li>• Referring persons to public hospitals when in need of inpatient treatment, closely following the process and the status of the patient, regularly communicating with the institution and the family of the person and continue following the case after the discharge.</li> <li>• Conforming the obligation of notification in cases with juridical aspects.</li> <li>• Ensuring that all services and activities are in line with relevant laws and regulations, and ethical obligations of the members of profession.</li> <li>• Monthly reporting to GOAL’s focal points, within limits of the data confidentiality, regarding the number and type of sessions, and other professional remarks about each referred patient</li> <li>• Meeting and informing GOAL psychologists and/or other focal persons regarding the cases as requested.</li> <li>• Timely provision of supporting documents along with financial documents (invoice, bills, treatment report etc.) to GOAL for payment purposes.</li> </ul>
<b>Expected Outputs (for each beneficiary referred for service provision)</b>	<ul style="list-style-type: none"> <li>• Initial assessment report</li> <li>• Detailed treatment plan including timeline</li> <li>• Monthly reports including the general status of the cases in line with GDPR. Short status reports as requested by GOAL</li> </ul>

#### 4. STANDARDS AND PROCEDURES

The following standards should be mainstreamed throughout the assignment:

Adherence by external providers to GOAL’s Code of Conduct, PSEA, Child and Adult Safeguarding and confidentiality policies throughout the process shall be ensured. GOAL shall deliver these documents and relevant informative sessions to the service provider; the service providers will be expected to read and sign all policy documents.

Tools used by the external provider should be sensitive to conflict, culture, age, and gender. All tools used with children should be child-friendly in its content and method. Informed consent and/or assent of all is a must.

All forms of data gathering should be conducted in a safe and ethical manner. Data should be protected in line with the Law on the Protection of Personal Data (Kişisel Verilerin Korunması Kanunu – KVKK) with EU’s GDPR.

The principles of inclusiveness, non-discrimination, meaningful participation as well as accountability, should be central throughout the process.

GOAL complaints and feedback mechanism (CRM) must be available inside clinic. GOAL will be providing relevant materials and it is expected for service provider to put them inside center and communicated to all individuals. It should be made clear that their feedback is valuable and important to ensure a service of highest quality possible, and accountability by GOAL, its staff, and the individual.

#### 5. GOAL’S ROLES AND RESPONSIBILITIES

- GOAL, through its dedicated focal points will actively be involved throughout the processes and oversight the course of service provision through all steps.
- Referring identified cases to service provider and follow up treatment plan and schedule,
- Review the outputs provided by the service provider regarding each case and provide feedback accordingly.
- Review and approve the content of structured tools such as Intake Form and Assessment Reports.

- Provision of induction and its Child and Adult Safeguarding Policy to contractor's team members.
- Explain GOAL's CFM materials to service provider, provide written materials demonstrating GOAL's CFM channels and ensure that they are being put inside clinic, explained to beneficiaries.
- Provision of necessary inductions on GOAL safeguarding and other policies as required.
- Provision of technical and financial supporting documents templates to be used for cases referred to ensure financial and legal compliance.

## **6. REQUIRED QUALIFICATIONS/ ESSENTIAL CRITERIA**

---

- For companies, at least one staff member of profession on Clinical Psychology (with a master's and/or doctorate degree on Clinical Psychology) or staff member graduated from psychology degree with more than 2 years of experience in provision of individual psychological counselling and completed Trauma training along with at least one of the related trainings on EMDR and Resilience for Children and Adolescents, is a must. Availability of multiple staff members is strongly preferred with differing expertise areas such as Psychological Counselling, Cognitive and Behavioral Therapy, EMDR, etc. For individuals, psychotherapist with Clinical Psychology (with a master's and/or doctorate degree on Clinical Psychology) or psychologist with more than 2 years of experience in provision of individual psychological counselling and completed Trauma training along with at least one of the related trainings on EMDR and Resilience for Children and Adolescents.
- At least 2 years of professional experience in the context of refugees on provision of individual psychological counselling for each staff member/individual applicant
- Availability of a supervised child-friendly space in the office building is a strong asset since GOAL beneficiaries may need to be accompanied by their children. At least one person needs to be responsible for the children during session who also must sign all GOAL policy documents and take safeguarding training from GOAL.
- Demonstrable experience and/or certification on working with anxiety disorders, mood disorders, trauma-related stress, and trauma-related disorders among both adults and children
- Experience with substance use is a strong asset
- Experience working with refugees is a strong asset
- The firm is required to provide either a psychologist with professionally spoken Arabic skills, which will be given primary consideration, or a professional Arabic-Turkish translator with experience of interpretation during psychological counselling sessions/processes to support the psychologist during the therapy or counselling sessions. English competency is preferred.

## **7. Terms of Employment**

GOAL will sign a Framework Agreement with selected applicant covering the period between 1 March 2023 and 1 March 2024. Number of cases referred will be depending on needs identified throughout project. Each referred individual can take up to 16 sessions maximum.

## **8. Guidelines for Applications**

- A cover letter
- A technical proposal, including CV, and details of experience required and desirable for this consultancy
- A Financial Proposal
- Evidence of the applicant's history of delivery of consultancy services (references)
- Consultant's profile (including company name, diploma, certificates, areas of expertise and any other related information).

Accordingly, applicants will be evaluated based on Cumulative Analysis as per the following sections:

- Technical Criteria weight is 65 % / Financial Criteria weight is 35 %

## Technical Criteria

Technical Proposal: 35 %

Relevant Experience: 20 %

References: 10 %

Criteria	Weight	Max. Point
Technical Competence (based on CV and supporting documents)	65 %	65
• Criteria a. Technical Proposal		35
• Criteria b. Experience		20
• Criteria c. References		10
Financial (Low Offer/Offer*100)	35 %	35
<b>Total Score</b>	<b>Technical Score *65 % + Financial Score *35%</b>	

### 9. Confidentiality and Proprietary Interests

The consultant and their staff shall not either during the term or after termination of the contract, disclose any proprietary or confidential information related to GOAL Global and the beneficiaries without prior written consent. Proprietary information on all materials and documents prepared by the consultant under the contract shall become and remain confidential documents of GOAL Global.

## APPENDIX 6 – GOAL TERMS AND CONDITIONS

### TERMS AND CONDITIONS FOR CONTRACTS FOR PROCUREMENT OF SERVICES AND WORKS

#### 1. SCOPE AND APPLICABILITY

These Terms and Conditions of Contract apply to all provisions of works and services made to GOAL notwithstanding any conflicting, contrary or additional terms and conditions in any other communication from the service provider/contractor. No such conflicting, contrary or additional terms and conditions shall be deemed accepted by us unless and until we expressly confirm our acceptance in writing.

#### 2. LEGAL STATUS

The service provider/contractor shall be considered as having the legal status of an independent contractor vis-à-vis GOAL. The service provider/contractor, its personnel and sub-contractors shall not be considered in any respect as being the employees of GOAL. The service provider/contractor shall be fully responsible for all work and services performed by its employees, and for all acts and omissions of such employees.

#### 3. SUB-CONTRACTING

In the event the Service provider/contractor requires the services of a sub-contractor, the Service provider/contractor shall obtain the prior written approval of GOAL for all sub-contractors. The Service provider/contractor shall be fully responsible for all work and services performed by its sub-contractors and service provider/contractors, and for all acts and omissions of such sub-contractors and service provider/contractors. The approval of GOAL of a sub-contractor shall not relieve the Service provider/contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

#### 4. ASSIGNMENT OF PERSONNEL

The Service provider/contractor shall not assign any persons other than those accepted by GOAL for work performed under this Contract.

#### 5. OBLIGATIONS

The service provider/contractor shall neither seek nor accept instructions relating to this contract from any authority external to GOAL. Service providers/contractors may not communicate at any time to any other person, government or authority external to GOAL, any information known to them by reason of their association with GOAL which has not been made public, except in the course of their duties or by authorization of GOAL: nor shall the service provider/contractor at any time use such information to private advantage. The Service provider/contractor shall refrain from any action that may adversely affect GOAL and shall fulfil its commitments with the fullest regard to the interests of GOAL. These obligations do not lapse upon termination/expiration of their agreement with GOAL.

#### 6. SERVICE PROVIDER/CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Service provider/contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct. Reason of any other claim or demand against the Service provider/contractor.

#### 7. ACCEPTANCE AND ACKNOWLEDGEMENT

Initiation of service or works under this contract by the service provider/contractor shall constitute acceptance of the contract, including all terms and conditions herein contained or otherwise incorporated by reference.

#### 8. WARRANTY

### HİZMET VE İŞLERİN TEDARİĞİNE İLİŞKİN SÖZLEŞMELERİN ŞART VE KOŞULLARI

#### 1. KAPSAM VE UYGULANABİLİRLİK

Bu Sözleşme Hüküm ve Koşulları, hizmet Tedarikçisinden/yükleniciden gelen herhangi bir diğer iletişimdeki çelişkili, aykırı veya ek hüküm ve koşullara bakılmaksızın, GOAL'a yapılan tüm iş ve hizmet hükümleri için geçerlidir. Bu hüküm ve şartlarla çelişen, onlara zıt düşen veya ekleme yapan hiçbir hüküm ve şart, aksi bizim tarafımızdan yazılı olarak kabul edilmediği sürece geçerli olmayacaktır.

#### 2. YASAL STATÜ

Hizmet Tedarikçisi / yüklenici, GOAL karşısında bağımsız bir yüklenici hukuki statüsüne sahip olarak kabul edilecektir. Hizmet Tedarikçisi / yüklenici, personeli ve alt yüklenicileri hiçbir bakımdan GOAL çalışanları olarak kabul edilmeyecektir. Hizmet Tedarikçisi / yüklenici, çalışanları tarafından gerçekleştirilen tüm iş ve hizmetlerden ve bu çalışanların tüm eylem ve ihmallerinden tamamen sorumlu olacaktır.

#### 3. ALT-YÜKLENİCİLER

Hizmet Tedarikçisi / yüklenicinin bir alt yüklenicinin hizmetlerini talep etmesi durumunda, Hizmet Tedarikçisi / yüklenici, tüm alt yükleniciler için önceden GOAL'ın yazılı onayını alacaktır. Hizmet Tedarikçisi / yüklenici, alt yüklenicileri ve hizmet tedarikçisi / yüklenicileri tarafından gerçekleştirilen tüm iş ve hizmetlerden ve bu tür alt yükleniciler ile hizmet Tedarikçisi / yüklenicilerin tüm eylem ve ihmallerinden tamamen sorumlu olacaktır. Bir alt yüklenicinin GOAL'ın onayı, Hizmet Tedarikçisini / yükleniciyi bu Sözleşme kapsamındaki yükümlülüklerinden herhangi birini ortadan kaldırmaz. Herhangi bir alt sözleşmenin şartları bu Sözleşmenin hükümlerine tabi olacak ve bunlara uygun olacaktır.

#### 4. PERSONEL ATANMASI

Hizmet Tedarikçisi / yüklenici, bu Sözleşme kapsamında yapılan iş için GOAL tarafından kabul edilen kişiler dışında herhangi bir kişiyi görevlendirmeyecektir.

#### 5. ZORUNLULUKLAR

Hizmet Tedarikçisi / yüklenici, bu sözleşmeyle ilgili olarak GOAL dışındaki herhangi bir otoriteden talimat istemeyecek ve kabul etmeyecektir. Hizmet Tedarikçisi / yükleniciler, Kamuya açıklanmamış olan GOAL ile ilişkisi nedeniyle bildikleri herhangi bir bilgiyi görevleri dışında veya GOAL'ın yetkisi dışında, herhangi bir zamanda başka herhangi bir şahsa, hükümete veya GOAL dışındaki bir makama iletmez: ve de hizmet Tedarikçisi / yüklenici bu tür bilgileri hiçbir zaman özel menfaat için kullanmayacaktır. Hizmet Tedarikçisi / yüklenici, GOAL'ü olumsuz etkileyebilecek herhangi bir eylemden kaçınacak ve taahhütlerini GOAL'ün çıkarlarına en üst düzeyde saygı göstererek yerine getirecektir. Bu yükümlülükler, GOAL ile olan sözleşmelerinin feshedilmesi / sona ermesini etkilemez.

#### 6. HİZMET TEDARİKÇİSİ / YÜKLENİCİNİN ÇALIŞANLARA KARŞI SORUMLULUĞU

Hizmet Tedarikçisi / yüklenici, çalışanlarının mesleki ve teknik yeterliliğinden sorumlu olacak ve işbu Sözleşme kapsamındaki çalışmalar için bu Sözleşmenin uygulanmasında etkin bir şekilde görev yapacak güvenilir, yerel geleneklere saygı duyan ve yüksek bir ahlaki ve etik davranış standardına uyan, Hizmet Tedarikçisine / yükleniciye karşı herhangi bir diğer iddia veya talebin nedenine saygı duyan kişileri seçecektir.

#### 7. A KABUL VE BEYAN

Hizmet Tedarikçisi / yüklenici tarafından bu sözleşme kapsamında hizmetin veya işlerin başlatılması, burada yer alan veya başka şekilde referans olarak dahil edilen tüm hüküm ve koşullar dahil olmak üzere sözleşmenin kabulü anlamına gelecektir.

#### 8. GARANTİ



The Services performed warrants upon delivery and for a period of twelve (12) months from the date of completion of the services provided/works completed under this Contract will conform in all aspects to the service and applicable standards specified for such services and any goods or equipment provided as part of the contract and will be free from material defects in workmanship, material and design under normal use. The warranty does not cover damage resulting from misuse, negligent handling, lack of reasonable maintenance and care, accident or abuse by anyone other than the Service provider/contractor.

The Service provider/contractor warrants the services/construction furnished under this Contract conforms to the specifications and to be free from damage and defects in workmanship or materials. This warranty is without prejudice to any further guarantees that the service provider/contractor provides to purchasers. Such guarantees shall apply to the services and works subject to this Contract.

#### 9. CHECKS AND AUDIT

The Service provider/contractor shall allow any external auditor authorised by GOAL to verify, by examining the documents and to make copies thereof or by means of on-the-spot checks of original documents, the implementation of the contract and conduct a full audit, if necessary, on the basis of supporting documents for the accounts, accounting documents and any other document relevant to the financing of the project. The Service provider/contractor shall ensure that on-the-spot access is available at all reasonable times. The Service provider/contractor shall ensure that the information is readily available at the moment of the audit and if so requested, that the data be handed over in an appropriate form. These inspections may take place up to 7 years after the final payment.

Furthermore, the Service provider/contractor shall allow any external auditor authorised by GOAL carrying out verifications as required to carry out checks and verification on the spot in accordance with the procedures set out by the donor or in the European Union legislation for the protection of the financial interests of the European Union against fraud and other irregularities.

To this end, the Service provider/contractor undertakes to give appropriate access to any external auditor authorised by GOAL carrying out verifications as required to the sites and locations at which the project is implemented, including its information systems, as well as all documents and databases concerning the technical and financial management of the action and to take all steps to facilitate their work. Access given to agents of any external auditor authorised by GOAL carrying out verifications shall be on the basis of confidentiality with respect to third parties, without prejudice to the obligations of public law to which they are subject. Documents must be easily accessible and filed so as to facilitate their examination and the Service provider/contractor must inform GOAL of their precise location.

The Service provider/contractor guarantees that the rights of any external auditor authorised by the GOAL carrying out verifications as required to carry out audits, checks and verification shall be equally applicable, under the same conditions and according to the same rules as those set out in this Article, to the Service provider/contractor's partners, and subcontractors. Where a partner or subcontractor is an international organisation, any verification agreement concluded between such organisation and the donor applies.

GOAL, its donors or any of their duly authorized representatives, shall have access to any books, documents, papers, and records of the service provider/contractor which are directly pertinent to the specific program for the purpose of making audits, examinations, excerpts and transcriptions

#### 10. RULE OF ORIGIN AND NATIONALITY

Verilen hizmetler, teslimat üzerine ve bu Sözleşme kapsamında sağlanan hizmetlerin / tamamlanan işlerin tamamlanma tarihinden itibaren on iki (12) aylık bir süre boyunca hizmete ve söz konusu hizmetler ve sözleşmenin bir parçası olarak sağlanan herhangi bir mal veya ekipman için belirtilen ve normal kullanım koşullarında işçilik, malzeme ve tasarımda malzeme kusurları bulunmayan geçerli standartlara her yönüyle uyacaktır. Garanti, Hizmet Tedarikçisi / yüklenici dışında herhangi birinin yanlış kullanımı, ihmalkarlığı, makul bakım ve bakım eksikliği, kaza veya kötüye kullanımdan kaynaklanan hasarları kapsamaz.

Hizmet Tedarikçisi / yüklenici, bu Sözleşme kapsamında sunulan hizmetlerin / yapının şartnamelere uygun olduğunu ve işçilik veya malzemelerde hasar ve kusur içermediğini garanti eder. Bu garanti, hizmet Tedarikçisinin / yüklenicinin alıcılara sağladığı diğer garantilere halel getirmez. Bu garantiler, bu Sözleşmeye konu hizmet ve işler için geçerli olacaktır.

#### 9. KONTROLLER VE DENETİM

Hizmet Tedarikçisi / yüklenici, GOAL tarafından yetkilendirilen herhangi bir dış denetçinin belgeleri inceleyerek ve kopyalarını veya orijinal belgelerin yerinde kontrolleri yoluyla sözleşmenin uygulanmasını doğrulamasına izin verir, ve gerekirse hesaplar için destekleyici belgeler, muhasebe belgeleri ve projenin finansmanı ile ilgili diğer belgeler temelinde tam bir denetim yapmasına izin verecektir. Hizmet Tedarikçisi / yüklenici, yerinde erişimin makul olan tüm zamanlarda mevcut olmasını sağlayacaktır. Hizmet Tedarikçisi / yüklenici, denetim anında bilgilerin hazır olmasını ve talep edilmesi halinde verilerin uygun bir biçimde teslim edilmesini sağlayacaktır. Bu denetimler nihai ödeme sonrası 7 sene sonrasına kadar gerçekleştirilebilir.

Ayrıca, Hizmet Tedarikçisi / yüklenici, GOAL tarafından yetkilendirilmiş herhangi bir dış denetçinin yerinde kontrol ve doğrulama gerçekleştirilmesi için, Avrupa Birliği'nin mali çıkarlarının dolandırıcılık ve diğer usulsüzlüklere karşı korunması için başışçı tarafından veya Avrupa Birliği mevzuatında belirlenen prosedürlere uygun olarak gereken doğrulamaları yapmasına izin verecektir.

Bu amaçla, Hizmet Tedarikçisi / yüklenici, bilgi sistemleri de dahil olmak üzere, eylemin teknik ve mali yönetimi ile ilgili tüm belge ve veri tabanlarının yanı sıra projenin uygulandığı yerlere ve konulara gereken şekilde doğrulamalar yapan GOAL tarafından yetkilendirilmiş herhangi bir dış denetçiye uygun erişim vermeyi ve işlerini kolaylaştırmak için tüm adımları atmayı taahhüt eder. Doğrulamaları gerçekleştiren GOAL tarafından yetkilendirilen herhangi bir dış denetçinin temsilcilerine verilen erişim, tabii oldukları kamu hukukunun yükümlülüklerine halel getirmeksizin, üçüncü şahıslara ilişkin gizlilik esasına dayalı olacaktır. İncelemelerini kolaylaştırmak için belgelere kolayca erişilebilmeli ve dosyalanmalıdır ve Hizmet Tedarikçisi / yüklenici, bunların tam olarak nerede olduğunu GOAL'a bildirmelidir.

Hizmet Tedarikçisi / yüklenici, denetimleri, kontrolleri ve doğrulamayı gerçekleştirmek için gereken doğrulamaları gerçekleştiren GOAL tarafından yetkilendirilmiş herhangi bir dış denetçinin haklarının Hizmet Tedarikçisi / yüklenicinin ortakları ve alt yükleniciler için aynı koşullar altında aynı şekilde ve bu Maddede belirtilenlerle aynı kurallara göre geçerli olacağını garanti eder. Bir ortak veya alt yüklenicinin uluslararası bir kuruluş olduğu durumlarda, bu tür kuruluş ile başışçı arasında yapılan herhangi bir doğrulama anlaşması geçerlidir.

GOAL, başışçısı veya yetkili temsilcilerinden herhangi biri, hizmet Tedarikçisinin / yüklenicinin denetim, inceleme, alıntı ve aktarım yapmak amacıyla doğrudan belirli programla ilgili olan kitap, belge, döküman ve kayıtlarına erişebilecektir

#### 10. MENŞE VE UYRUK KURALLARI

If any rules of origin and nationality are applicable due to donor requirements, limiting the eligible countries for goods, legal and natural persons, such rules shall be stated or referred to in the contract document. In such instances the service provider/contractor must adhere to these rules and be able to document and certify the origin of goods and nationality of legal and natural persons as required.

Failure to comply with this obligation shall lead, after formal notice, to termination of the contract, and GOAL is entitled to recover any loss from the service provider/contractor and is not obliged to make any further payments to the service provider/contractor

#### 11. INSPECTION

The duly accredited representatives of GOAL or the donor shall have the right to inspect the works goods called for under this Contract at Service provider/contractor's stores, during manufacture, in the ports or places of shipment, and the Service provider/contractor shall provide all facilities for such inspection. GOAL may issue a written waiver of inspection at its discretion. Any inspection carried out by representatives of GOAL or the donor or any waiver thereof shall not prejudice the implementation of the other relevant provisions of this Contract concerning obligations subscribed by the Service provider/contractor, such as warranty or specifications.

#### 12. FORCE MAJEURE

Force Majeure shall mean Acts of God, strikes, lockouts, discontinuation or termination of donor funding, laws or regulations of operating country, industrial disturbances, acts of the public enemy, civil disturbances, act of war (whether declared or not), explosions blockades, insurrection, riots, epidemics, landslides, earthquakes, storms, lightning, floods, washouts, civil disturbances, and any other similar unforeseeable events which are beyond the parties' control and cannot be overcome by due diligence.

In the event of and as soon as possible and no later than fifteen (15) days after the occurrence of any cause constituting Force Majeure, the Service provider/contractor shall give notice and full particulars in writing to GOAL of such occurrence or change if the Service provider/contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Service provider/contractor shall also notify GOAL of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this article, GOAL shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Service provider/contractor of a reasonable extension of time in which to perform its obligations under this Contract, or termination of the Contract if any delay will force an extension to the delivery schedule.

Notwithstanding anything to the contrary in this Contract, the Service provider/contractor recognizes that the work and services may be performed under harsh or hostile conditions caused by civil unrest. Consequently, delays or failure to perform caused by events arising out of, or in connection with, such civil unrest shall not, in itself, constitute Force Majeure under this contract.

#### 13. DEFAULT

In case the contractor fails to comply with any term of the Contract, including but not limited to failure or refusal to perform the service/works within the time limit specified, they shall be liable for all damages sustained by GOAL, and GOAL may procure the service/works from other sources and hold the contractor responsible for any excess cost occasioned thereby. GOAL may collect damages from the contractor in lieu of purchasing the service/works from other sources. GOAL may by written notice terminate the right of the contractor to proceed with the contract or such part or parts thereof as to which there

Ürünler için uygun ülkeleri, tüzel ve gerçek kişileri sınırlayan donör/bağışçı gereklilikleri nedeniyle herhangi bir menşe ve tabiiyet kuralı geçerliyse, bu kurallar sözleşme belgesinde belirtilecek veya bunlara atıfta bulunulacaktır. Bu tür durumlarda, hizmet Tedarikçisi / yüklenici bu kurallara uymalı ve gerektiği şekilde tüzel ve gerçek kişilerin mallarının menşesini ve uyruğunu belgeleyip onaylayabilmelidir.

Bu yükümlülüğe uyulmaması, resmî bildirimden sonra sözleşmenin feshine yol açacaktır ve GOAL, hizmet Tedarikçisinden / yükleniciden herhangi bir zararı tazmin etme hakkına sahiptir ve hizmet Tedarikçisine / yükleniciye başka herhangi bir ödeme yapmak zorunda değildir.

#### 11. DENETİM

GOAL'ın usulüne uygun olarak akredite edilmiş temsilcileri veya donör/bağışçı, bu Sözleşme kapsamında talep edilen yapım mallarını Hizmet Tedarikçisi / yüklenici mağazalarında, imalat sırasında, limanlarda veya sevkiyat yerlerinde inceleme hakkına sahip olacaktır ve Hizmet Tedarikçisi / yüklenici bu tür denetim için tüm kolaylıkları sağlayacaktır. GOAL, kendi takdirine bağlı olarak yazılı bir denetim feragatname yayınlabilir. GOAL temsilcileri veya donör/bağışçı tarafından yapılan herhangi bir inceleme veya bunlardan feragat edilmesi, garanti veya şartnameler gibi Hizmet Tedarikçisi / yüklenici tarafından taahhüt edilen yükümlülüklerle ilgili olarak bu Sözleşmenin diğer ilgili hükümlerinin uygulanmasına halel getirmeyecektir.

#### 12. MÜCBİR SEBEP

Mücbir Sebepler doğal afetler, grevler, lokavtlar, donör finansmanının sona ermesi, faaliyet gösterilen ülkenin kanunları veya yönetmelikleri, sanayi kaynaklı bozulmalar/ kargaşalar, kamu düşmanının eylemleri, toplumsal kargaşalar, savaşlar (ilan edilmiş veya edilmiş olmasına bakılmaksızın), patlamalar, ablukalar, isyan, ayaklanma, salgın, heyelan, deprem, şiddetli hava koşulları ve Tarafların kontrolü dışında gelişen, gereken özeni gösterdikleri halde onlar tarafından üstesinden gelinemeyen diğer öngörülemez olaylar anlamına gelir.

Mücbir Sebep teşkil eden herhangi bir nedenin ortaya çıkması halinde ve mümkün olan en kısa sürede ve en geç on beş (15) gün sonra, Hizmet Tedarikçisi / yüklenici, Hizmet Tedarikçisi / yüklenicinin bu Sözleşme kapsamındaki yükümlülüklerini tamamen veya kısmen yerine getiremeyeceği ve sorumluluklarını yerine getiremeyecek duruma gelmesi durumunda, bu tür bir olay veya değişiklik hakkında GOAL'a yazılı olarak bildirimde bulunacak ve tam ayrıntılar verecektir. Hizmet Tedarikçisi / yüklenici, aynı zamanda, koşullardaki diğer değişiklikleri veya bu Sözleşmenin uygulanmasına müdahale eden veya müdahale etme tehdidinde bulunan herhangi bir olayın meydana geldiğini GOAL'a bildirecektir. GOAL, bu madde uyarınca gerekli olan bildirim aldıktan sonra, kendi takdirine bağlı olarak, Hizmet Tedarikçisine / yükleniciye bu Sözleşme kapsamındaki yükümlülüklerini yerine getirmesi için makul bir süre verilmesi veya herhangi bir gecikme teslimat planını uzatmaya zorlayacaksa Sözleşmenin feshi dahil, şartları için uygun veya gerekli olduğunu düşündüğü tedbirleri alacaktır.

Bu Sözleşmedeki aksine herhangi bir şeye bakılmaksızın, Hizmet Tedarikçisi / yüklenici iş ve hizmetlerin sivil kargaşanın neden olduğu sert veya düşmanca koşullar altında gerçekleştirilebileceğini kabul eder. Sonuç olarak, bu tür sivil ayaklanmalardan kaynaklanan veya bunlarla bağlantılı olayların neden olduğu gecikmeler veya yerine getirilmeme, kendi başına bu sözleşme kapsamında Mücbir Sebep teşkil etmeyecektir.

#### 13. ANLAŞMA MADDELERİNİN YERİNE GETİRİLMEMESİ

Yüklenicinin, hizmet / işleri belirtilen süre içinde ifa etmeme veya reddetme dahil ancak bunlarla sınırlı olmamak üzere Sözleşmenin herhangi bir şartına uymaması durumunda, GOAL'ın uğrayacağı tüm zararlardan sorumlu olacak, ve GOAL, hizmeti / işleri başka kaynaklardan temin edebilir ve bu sebeple meydana gelen fazla maliyetlerden yükleniciyi sorumlu tutabilir. GOAL, hizmeti / işi başka kaynaklardan satın almak yerine yükleniciden tazminat alabilir. GOAL, yüklenicinin sözleşmeyi veya sözleşmede yerine getirmediği kısım veya kısımlarını devam ettirme hakkını feshedebilir veya herhangi bir hizmet teslimatının gecikmesi durumunda, GOAL bu kısmı veya Sözleşmenin tamamını iptal edebilir.

has been default, or if any service delivery is late, GOAL may cancel such part or the entire Contract.

#### 14. REJECTION

In the case of services performed on the basis of specifications, outcome, pilot or combination thereof, GOAL shall have the right to reject the services or any part thereof if they do not conform with the terms of the Contract in the opinion of GOAL or is not performed or delivered in due time.

When the services or works or any part thereof have been rejected, GOAL shall have the right, without prejudice to the provisions of Article 9, to demand from the Service provider/contractor the immediate re-performance or delivery of acceptable services or works in replacement thereof in accordance with the contract or to purchase other similar services or works elsewhere and to claim from the Service provider/contractor the amount of loss or damages sustained by reason of the default.

Goods or any other part of any works or services, including any built structure thereof in GOAL's possession or at a GOAL programme site which have been rejected by GOAL must be removed or destroyed and removed at the Service provider/contractor's expense within such period as GOAL may specify in its notice of rejection.

After such notice has been dispatched to the Service provider/contractor, the Goods or any other part of any works or services, including any built structure thereof will be held at the latter's risk. Should the Service provider/contractor fail to remove the goods, part of any works or services or built structure as required by the notice of rejection, GOAL may dispose of them, without any liability to the Service provider/contractor whatsoever, in such manner as it deems fit and may charge the cost of removal to the Service provider/contractor.

#### 15. AMENDMENTS

No change in or modification of this Contract shall be made except by prior agreement between GOAL and the Service provider/contractor.

#### 16. ASSIGNMENTS & INSOLVENCY

The Service provider/contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof or of any of the Service provider/contractor's rights, claims or obligations under this Contract except with the prior written consent of GOAL.

Should the Service provider/contractor become insolvent or should control of the Service provider/contractor change by virtue of insolvency, GOAL may without prejudice to any other rights or remedies, terminate this Contract by giving the Service provider/contractor written notice of termination.

#### 17. PAYMENT

The Service provider/contractor shall invoice GOAL and the terms of payment shall be thirty (30) working days after GOAL has internally confirmed acceptance of services/works and presentation of a legal invoice.

#### 18. ANTI-BRIBERY/CORRUPTION

The Service provider/contractor shall comply with all applicable laws, statutes and regulations relating to anti-bribery and anti-corruption including but not limited to the UK Bribery Act 2010 and the United States Foreign Corrupt Practices Act 1977 ("Relevant Requirements").

The Service provider/contractor shall have and maintain in place throughout the term of any contract with GOAL its own policies and procedures to ensure compliance with the Relevant Requirements.

No monies are payable to GOAL by the Service provider/contractor in association with the execution of this contract. If the Service provider/contractor is approached by a GOAL member of staff for a

#### 14. REDDETME

Şartnameye, sonuca, pilot uygulamaya veya bunların kombinasyonuna dayalı olarak gerçekleştirilen hizmetler durumunda, GOAL'ün görüşüne göre Sözleşme şartlarına uymamaları veya süresi içinde yerine getirilmemesi veya teslim edilmezse GOAL, hizmetleri veya herhangi bir bölümünü reddetme hakkına sahip olacaktır.

Hizmetler veya işler ya da bunların herhangi bir kısmı reddedildiğinde, GOAL, 9. madde hükümlerine hâle getirmeksizin, Hizmet Tedarikçisinden / yükleniciden, kabul edilebilir hizmetlerin veya bunların yerine geçecek işlerin sözleşmeye uygun olarak derhal yeniden ifa edilmesini veya teslim edilmesini talep etme veya başka bir yerde diğer benzer hizmetleri veya işleri satın almak ve Hizmet Tedarikçisinden / yükleniciden temerrüt nedeniyle uğranılan kayıp veya zarar miktarını talep etme hakkına sahip olacaktır.

GOAL tarafından reddedilen, GOAL'ın mülkiyetinde olan veya bir GOAL programı sahasında bulunan herhangi bir yapıyı yapı dahil olmak üzere herhangi bir iş veya hizmetin mallar veya diğer parçaları, GOAL'ın ret bildiriminde belirleyebileceği süre içerisinde kaldırılmalı veya imha edilmeli veya masrafları Hizmet Tedarikçisi / yükleniciye ait olmak üzere kaldırılmalıdır.

Hizmet Tedarikçisine / yükleniciye böyle bir bildirim gönderildikten sonra, Mallar veya herhangi bir yapıyı yapı da dahil olmak üzere herhangi bir iş veya hizmetin diğer herhangi bir kısmının riski diğerine ait olacaktır. Hizmet Tedarikçisi / yüklenicinin ret bildiriminin gerektirdiği şekilde malları, işlerin veya hizmetlerin bir kısmını veya inşa edilen yapıyı kaldırmaması durumunda, GOAL, bunları Hizmet Tedarikçisine / yükleniciye herhangi bir yükümlülük olmaksızın, uygun gördüğü şekilde elden çıkarabilir ve kaldırma maliyetini Hizmet Tedarikçisinden / yükleniciden talep edebilir.

#### 15. TADİLLER

GOAL ile Hizmet Tedarikçisi / yüklenici arasında önceden yapılan anlaşma dışında bu Sözleşmede hiçbir değişiklik veya tadil yapılmayacaktır.

#### 16. DEVİR & FAALİYET/ÖDEME ACZI

Hizmet Tedarikçisi / yüklenici, GOAL'ın önceden yazılı onayı olmadan bu Sözleşmeyi veya bunun herhangi bir bölümünü veya Hizmet Tedarikçisinden / yüklenicinin bu Sözleşme kapsamındaki haklarını, iddialarını veya yükümlülüklerini temlik etmeyecek, devretmeyecek, rehin vermeyecek veya başka bir şekilde tasarrufta bulunmayacaktır.

Hizmet Tedarikçisi / yüklenici ödeme aczine düşerse veya ödeme aczinden dolayı Hizmet Tedarikçisi / yüklenicinin kontrolünü deştirtirse, GOAL başka herhangi bir hak veya çözüme hâle getirmeksizin Hizmet Tedarikçisine / yükleniciye yazılı fesh ihbarı vererek bu Sözleşmeyi feshedebilir.

#### 17. ÖDEME

Hizmet Tedarikçisi / yüklenici, GOAL'ü faturalandıracak ve ödeme koşulları, GOAL'ın hizmetleri / işleri kabul ettiğini ve yasal bir faturayı ibraz ettiğini dahili olarak onayladıktan sonra otuz (30) iş günü olacaktır.

#### 18. RÜŞVET / YOLSUZLUKLA MÜCADELE

Hizmet Tedarikçisi / yüklenici, 2010 Birleşik Krallık Rüşvet Yasası ve 1977 Amerika Birleşik Devletleri Yurtdışı Yolsuzluk Uygulamaları Yasası dahil ancak bunlarla sınırlı olmamak üzere rüşvet ve yolsuzlukla mücadele ile ilgili tüm geçerli yasalara, tüzüklere ve düzenlemelere uyacaktır ("İlgili Gereksinimler").

Hizmet Tedarikçisi / yüklenici, İlgili Gereksinimlere uygunluğu sağlamak için GOAL ile herhangi bir sözleşmenin süresi boyunca kendi politika ve prosedürlerine sahip olacak ve yürürlükte kalacaktır.

Hizmet Tedarikçisi / yüklenici tarafından bu sözleşmenin yürütülmesi ile bağlantılı olarak GOAL'e herhangi bir ödeme yapılmaz. Hizmet Tedarikçisine / yükleniciye bir ödeme, komisyon, 'komisyon' veya ilgili

payment, commission, 'kickback' or associated payment or any other advantage of any kind, they are obliged to report the request or payment directly to GOAL's Country Director within thirty-six hours. Failure to report any request for payment by a GOAL member of staff or actual payment by the Service provider/contractor to a GOAL member of staff to the GOAL Country Director shall result in the immediate termination of any contract and may result in disqualification of the Service provider/contractor from participation in future contracts with GOAL.

#### 19. ANTI-PERSONNEL MINES

The Service provider/contractor guarantees that it is not engaged in the sale or manufacture, either directly or indirectly, of anti-personnel mines or any components produced primarily for the operation thereof. Any breach of this representation and warranty shall entitle GOAL to terminate this Contract immediately upon notice to the Service provider/contractor, at no cost to GOAL.

#### 20. ETHICAL PROCUREMENT AND PROCUREMENT PRACTICE

The Service provider/contractor represents and warrants that neither it, nor any of its service provider/contractors is engaged in any practice inconsistent with the following code of conduct for service provider/contractors: Employment is freely chosen, freedom of association and the right to collective bargaining are respected, working conditions are safe and hygienic, no child labour/protection of children is ensured, living wages are paid, working hours are not excessive, no discrimination is practiced, regular employment is provided, no harsh or inhumane treatment is allowed, any harm to the environment shall be avoided or limited. Any breach of this representation and warranty shall entitle GOAL to terminate this Contract immediately upon notice to the Service provider/contractor, at no cost to GOAL. The service provider/contractor must adhere to the principles of humanitarian aid.

#### 21. OFFICIALS NOT TO BENEFIT

The Service provider/contractor warrants that no official of GOAL has received or will be offered by the Service provider/contractor any direct or indirect benefit arising from this Contract or the award thereof. The Service provider/contractor will notify GOAL immediately in case any official from GOAL requests any unofficial, or additional payment, or gift to their personal account. The Service provider/contractor agrees that breach of this provision is a breach of an essential term of this Contract.

#### 22. PRIOR NEGOTIATIONS SUPERSEDED BY CONTRACT

This Contract supersedes all communications, representations, arrangements, negotiations, requests for proposals and proposals related to the subject matter of this Contract.

#### 23. INTELLECTUAL PROPERTY INFRINGEMENT

The Service provider/contractor warrants that the use or supply by GOAL of the services sold under this Contract does not infringe on any patent, design, trade-name or trade-mark.

In addition, the Service provider/contractor shall, pursuant to this warranty, indemnify, defend and hold GOAL harmless from any actions or claims brought against GOAL pertaining to the alleged infringement of a patent, design, trade-name or trade-mark arising in connection with the goods sold under this Contract.

All maps, drawings, photographs, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Service provider/contractor under this Contract shall be the property of GOAL, and shall be treated as confidential and shall be delivered only to GOALs authorized officials on completion of work under this Contract

Unless authorised in writing by GOAL, the Service provider/contractor shall not advertise or otherwise make public the fact that he is a Service provider/contractor to GOAL or use the name, emblem or official seal of GOAL or any abbreviation of the name of GOAL for advertising purposes or for any other purposes.

ödeme veya herhangi bir başka avantaj için bir GOAL personeli tarafından ulaşırsa, istek veya ödeme otuz altı saat içinde doğrudan GOAL Ülke Direktörüne bildirmekle yükümlüdürler. Bir GOAL personelinin herhangi bir ödeme talebini veya Hizmet Tedarikçisi / yüklenici tarafından bir GOAL personeline yapılan fiili ödeme GOAL Ülke Müdürüne rapor etmemek, herhangi bir sözleşmenin derhal feshedilmesine neden olacak, ve Hizmet Tedarikçisinin / yüklenicinin GOAL ile gelecekteki sözleşmelere katılımından men edilmesine neden olabilir.

#### 19. ANTI-PERSONEL MAYINLARI

Hizmet Tedarikçisi / yüklenici, doğrudan veya dolaylı olarak anti-personel mayınların veya esas olarak bunların işletilmesi için üretilen bileşenlerin satışı veya üretimi ile uğraşmadığını garanti eder. Bu beyan ve garantinin herhangi bir ihlali, GOAL'a bu Sözleşmeyi Hizmet Tedarikçisine / yükleniciye bildirimde bulunarak, GOAL için hiçbir ücret ödmeden derhal feshetme hakkı verecektir.

#### 20. ETİK SATIN ALMA VE UYGULAMASI

Hizmet Tedarikçisi / yüklenici, kendisinin veya hizmet Tedarikçisinin / yüklenicilerinin aşağıdaki hizmet Tedarikçisi / yükleniciler için davranış kurallarına aykırı herhangi bir uygulamada bulunmadığını beyan ve taahhüt eder: İstihdam özgürce seçilir, örgütlenme özgürlüğü ve toplu sözleşme hakkına saygı gösterilir, çalışma koşulları güvenli ve hijyeniktir, çocuk işçiliği / çocukların korunması sağlanamaz, geçim ücretleri ödenir, çalışma saatleri aşırı değildir, ayrımcılık yapılmaz, düzenli istihdam sağlanır, sert veya insanlık dışı muameleyle izin verilmez, çevreye herhangi bir zarar verilmemeli veya sınırlandırılmalıdır. Bu beyan ve garantinin herhangi bir ihlali, GOAL'a bu Sözleşmeyi Hizmet Tedarikçisine / yükleniciye bildirimde bulunarak, GOAL için hiçbir ücret ödmeden derhal feshetme hakkı verecektir. Hizmet Tedarikçisi / yüklenici insani yardım ilkelerine bağlı kalmalıdır.

#### 21. YARARLANMAYACAK GÖREVLİLER

Hizmet Tedarikçisi / yüklenici, herhangi bir GOAL görevlisinin Hizmet Tedarikçisi / yüklenici tarafından bu Sözleşmeden veya sözleşmenin verilmesinden kaynaklanan herhangi bir doğrudan veya dolaylı yarar almadığını veya teklif edilmeyeceğini garanti eder. Hizmet Tedarikçisi / yüklenici, GOAL'den herhangi bir görevlinin resmi olmayan veya eködeme veya kişisel hesabına hediye talep etmesi durumunda derhal GOAL'ı bilgilendirecektir. Hizmet Tedarikçisi / yüklenici, bu hükmün ihlalini bu Sözleşmenin temel bir şartının ihlali olduğunu kabul eder.

#### 22. SÖZLEŞMEDE GEÇERLİ SAYILAN ÖN GÖRÜŞMELER

Bu Sözleşme, bu Sözleşmenin konusu ile ilgili tüm iletişim, temsil, düzenleme, müzakere, teklif talepleri ve tekliflerin yerini alır.

#### 23. FİKRİ MÜLKİYET HAKKI İHLALI

Hizmet Tedarikçisi / yüklenici, bu Sözleşme kapsamında satılan hizmetlerin GOAL tarafından kullanımının veya tedarikinin herhangi bir patenti, tasarımı, ticari ismi veya ticari markayı ihlal etmediğini garanti eder.

Buna ek olarak, Hizmet Tedarikçisi / yüklenici, bu garanti uyarınca, bu Sözleşme kapsamında satılan mallarla bağlantılı olarak ortaya çıkan bir patent, tasarım, ticari isim veya ticari markanın ihlal edildiği iddiasıyla ilgili, GOAL'a karşı açılan herhangi bir eylem veya iddiadan GOAL'ı tazmin edecek, savunacak ve sorumlu tutmayacaktır.

İşbu Sözleşme kapsamında Hizmet Tedarikçisi / yüklenici tarafından derlenen veya alınan tüm haritalar, çizimler, fotoğraflar, planlar, raporlar, tavsiyeler, tahminler, belgeler ve diğer tüm veriler GOAL'ın mülkiyetinde olacaktır, ve gizli muamelesi yapılacak ve bu Sözleşme kapsamındaki işin tamamlanmasının ardından yalnızca GOAL yetkili memurlarına teslim edilecektir.

GOAL tarafından yazılı olarak yetkilendirilmedikçe, Hizmet Tedarikçisi / yüklenici, GOAL'e Hizmet Tedarikçisi / yüklenici olduğu gerçeğinin reklamını yapmayacak veya başka bir şekilde kamuoyuna açıklamayacak, veya GOAL'ın adını, amblemini veya resmi mührünü ya da GOAL adının herhangi bir kısaltmasını reklam amaçlı veya başka herhangi bir amaçla kullanmayacaktır.

#### 24. TITLE RIGHTS

GOAL shall be entitled to all property rights including but not limited to patents, copyrights and trademarks, with regard to material which bears a direct relation to, or is made in consequence of, the services provided to the organisation by the Service provider/contractor. At the request of GOAL, the Service provider/contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such property rights transferring them to the organisation in compliance with the requirements of the applicable law.

Title to any equipment and supplies which may be furnished by GOAL and any such equipment shall be returned to GOAL at the conclusion of this Contract or when no longer needed by the Service provider/contractor. Such equipment, when returned to GOAL, shall be in the same condition as when delivered to the Service provider/contractor, subject to normal wear and tear.

#### 25. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by GOAL shall rest with GOAL and any such equipment shall be returned to GOAL at the conclusion of this Contract or when no longer needed by the Service provider/contractor. Such equipment, when returned to GOAL, shall be in the same condition as when delivered to the Service provider/contractor, subject to normal wear and tear. The Service provider/contractor shall be liable to compensate GOAL for equipment determined to be damaged or degraded beyond normal wear and tear.

#### 26. PACKING

The Service provider/contractor shall pack any goods with new, sound materials and with every care, in accordance with the normal commercial standards of export packing for the type of goods specified herein. Such packing materials used must be adequate to safeguard the goods while in transit. The Service provider/contractor shall be responsible for any damage or loss that can be shown to have resulted from faulty or inadequate packing.

#### 27. SHIPMENT AND DELIVERY

All services and works shall be delivered at the agreed place of delivery as stated in the Contract, at the Service provider/contractor's risk, unless otherwise provided for in the Contract.

#### 28. INSURANCE

The service provider/contractor shall provide and thereafter maintain for the duration of this contract and any extension thereof all appropriate workmen's compensation insurance or its equivalent with respect to its employees to cover claims for personal injury and death in connection with this contract. The service provider/contractor shall, upon request, furnish proof to the satisfaction of the GOAL, of such liability insurance. The service provider/contractor shall further provide such health and medical insurance for its agents and employees, as the service provider/contractor may consider advisable. The service provider will in all cases ensure they have third party liability cover for the duration of the contract.

#### 29. INDEMNIFICATION

The Supplier agrees to indemnify, hold and save GOAL harmless and defend at its own expense GOAL, its officers, agents and employees from and against all suits, claims, demands and liability of whatever nature or kind, including costs and expenses thereof and liability arising there from, with respect to, arising from or attributable to acts or omissions of the Supplier or its employees or sub-contractors in or relating to the performance of this Contract. This provision shall extend to, but shall not be limited to, product liability claims.

GOAL will promptly notify the Supplier of any such suit, claim, proceeding, demand or liability within a reasonable period of time after having received written notice thereof, and will reasonably cooperate with the

#### 24. MÜLKİYET HAKLARI

GOAL, Hizmet Tedarikçisi/yüklenici tarafından kuruluşu sağlanan hizmetlerle doğrudan ilişkili olan veya bunun sonucunda yapılan materyallere ilişkin patentler, telif hakları ve ticari markalar dahil ancak bunlarla sınırlı olmamak üzere tüm mülkiyet haklarına sahip olacaktır. GOAL'ün talebi üzerine, Hizmet Tedarikçisi/yüklenici geçerli yasanın gerekliliklerine uygun olarak gerekli tüm adımları atarak, gerekli tüm belgeleri yürüterek, genel olarak butür mülkiyet haklarının kuruluşu devredilmesinin sağlanmasına yardımcı olacaktır.

GOAL tarafından sağlanabilecek herhangi bir ekipman ve malzemenin mülkiyeti ve bu tür ekipman, bu Sözleşmenin sonunda veya Hizmet Tedarikçisi/yüklenici tarafından artık ihtiyaç duyulmadığında GOAL'e iade edilecektir. Bu tür ekipman, GOAL'e iade edildiğinde, normal aşınma ve yıpranmaya tabi olarak, Hizmet Tedarikçisine /yükleniciye teslim edildiği zamanki ile aynı durumda olacaktır.

#### 25. EKİPMANLARIN MÜLKİYETİ

GOAL tarafından temin edilebilecek herhangi bir ekipman ve malzemenin mülkiyeti, GOAL'e ait olacak ve bu tür ekipman, bu Sözleşmenin sonunda veya Hizmet Tedarikçisi /yüklenici tarafından artık ihtiyaç duyulmadığında GOAL'e iade edilecektir. Bu tür ekipman, GOAL'e iade edildiğinde, normal aşınma ve yıpranmaya tabi olarak, Hizmet Tedarikçisine /yükleniciye teslim edildiği zamanki ile aynı durumda olacaktır. Hizmet Tedarikçisi /yüklenici, normal aşınma ve yıpranmanın ötesinde hasarlı veya bozulmuş olduğu tespit edilen ekipman için GOAL'ü tazmin etmekle yükümlüdür.

#### 26. AMBALAJLAMA

Hizmet Tedarikçisi /yüklenici, her türlü ürünü yeni, sağlam malzemelerle ve her özenle, burada belirtilen mal türleri için normal ihracat ambalajlama standartlarına uygun olarak ambalajlayacaktır. Kullanılan bu tür ambalaj malzemeleri, nakliye sırasında malları korumak için yeterli olmalıdır. Hatalı veya yetersiz ambalajdan kaynaklandığı gösterilebilecek her türlü hasar veya kayıptan Hizmet Tedarikçisi /yüklenici sorumlu olacaktır.

#### 27. SEVKİYAT VE TESLİMAT

Tüm hizmetler ve işler, Sözleşmede aksi belirtilmedikçe, riski Hizmet Tedarikçisi /yükleniciye ait olmak üzere, Sözleşmede belirtilen kararlaştırılan teslimat yerinde teslim edilecektir.

#### 28. SİGORTA

Hizmet Tedarikçisi/yüklenici, bu sözleşmeyle bağlantılı kişisel yaralanma ve ölüm taleplerini karşılamak için, bu sözleşmenin süresi boyunca ve bunun herhangi bir uzatımını ve çalışanlarına ilişkin tüm uygun işçi tazminat sigortasını veya eşdeğerini sağlayacak ve devam ettirecektir. Hizmet Tedarikçisi /yüklenici, talep üzerine, söz konusu sorumluluk sigortasını hususunda GOAL'ü tatmin edecek kanıtları sunacaktır. Hizmet Tedarikçisi /yüklenici tavsiye edilebilir gördüğü için, hizmet Tedarikçisi /yüklenici ayrıca acenteleri ve çalışanları için bu tür sağlık ve ilaç sigortası sağlayacaktır. Hizmet Tedarikçisi, her durumda sözleşme süresince üçüncü şahıs sorumluluk teminatına sahip olmasını sağlayacaktır.

#### 29. TAZMİNAT

Tedarikçisi, görevlilerini, acentelerini ve çalışanlarını Tedarikçisinin veya çalışanlarının veya alt yüklenicilerinin bu Sözleşmenin ifasıyla ilgili veya bununla ilgili eylemlerinden veya ihmallerinden kaynaklanan veya bunlara atfedilebilen, masraf ve giderleri ve bunlardan doğan sorumluluk dahil her türlü dava, iddia, talep ve yükümlülüklerle karşı GOAL'ü zararsız tutmayı, korumayı ve masrafları kendisine ait olmak üzere GOAL'ü, savunmayı kabul eder.

GOAL, yazılı ihbarı aldıktan sonra makul bir süre içinde bu tür bir dava, iddia, işlem, talep veya yükümlülüğü derhal Tedarikçiye bildirecektir, ve GOAL'in ayrıcalıklarına ve dokunulmazlıklarına tabi olarak, soruşturma, savunma veya uzlaşmada masrafları Tedarikçi'ye ait olmak üzere Tedarikçi ile makul ölçüde işbirliği yapacaktır.

Supplier, at the Supplier's expense, in the investigation, defence or settlement thereof, subject to the privileges and immunities of GOAL.

The Supplier shall not permit any lien, attachment or other encumbrance by any person or entity to remain on file in any public or official office or on file with GOAL against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Supplier.

### 30. TERMINATION OF CONTRACT

Either party may cancel this Contract before the expiry date of the Contract by giving notice in writing to the other party. The period of notice shall be 5 days in the case of contracts with a total period of less than two months or 14 days in the case of contracts with a longer period.

In the event of the Contract being terminated prior to its due expiry date in this way, the Service provider/contractor shall be compensated on a pro rata basis for no more than the actual amount of work performed to the satisfaction of GOAL. Additional costs incurred by GOAL resulting from the termination of the Contract by the Service provider/contractor may be withheld from any amount otherwise due to the Service provider/contractor from GOAL.

This contract shall be automatically terminated, and the Service provider/contractor shall have no right to any form of compensation, if it emerges that the award or execution of the contract has given rise to unusual commercial expenses.

Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main 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 commissions paid to a company which has every appearance of being a front company

GOAL reserves the right to withhold payments while any investigation is taking place into suspected wrongdoing or breaches of policy. GOAL reserves the right to make no payment of sums due (even when goods or services have been supplied), in instances where wrongdoing is present.

### 31. DATA PROTECTION

The service provider/contractor hereby acknowledges that it shall comply with all applicable requirements of The General Data Protection Regulation (EU 2016/679); The Data Protection Acts 1988-2018; and The E-Privacy Directive 2002/58/EC, as amended from time to time (the "Data Protection Legislation") should Personal Data be accessed, viewed or in any way Processed by the Supplier. If during the term of the Contract it is contemplated that the Supplier will Process Personal Data, the Supplier shall only engage in such Processing where a data processing agreement has been put in place. GOAL reserves the right to rescind any Contract should the Supplier's data protection and security procedures be considered (in GOAL's sole opinion) non-compliant with the Data Protection Legislation. Defined terms in this clause 31 will have the meaning set out in the Data Protection Legislation as defined above.

### 32. CONFIDENTIALITY

The Supplier shall not advertise or otherwise make public the fact that he is a Supplier to GOAL without specific approval from GOAL. Nor shall the Supplier in any manner whatsoever use the name of GOAL, or any abbreviation thereof, in connection with his business or otherwise. Non-observance of these conditions shall entitle GOAL to cancel the Contract, or any part thereof, and to hold the Supplier liable for any damages which GOAL has sustained as a result thereof.

### 33. DISPUTES - ARBITRATION

Any claim or controversy arising out of or relating to this or any contract resulting here from, or to the breach, termination or invalidity thereof,

Tedarikçi, herhangi bir kişi veya kuruluşun herhangi bir haciz, haciz veya sair takyidatın herhangi bir kamu veya resmi ofiste dosyada veya bu Sözleşme kapsamında yapılan herhangi bir iş veya sağlanan malzemeler için ödenmesi gereken veya vadesi dolacak herhangi bir paraya karşı veya Tedarikçiye karşı herhangi bir başka iddia veya talep nedeniyle GOAL dosyasında, kalmasına izin vermeyecektir.

### 30. SÖZLEŞMENİN FESHİ

Tarafardan herhangi biri, diğer tarafa yazılı olarak bildirimde bulunarak, Sözleşmenin sona erme tarihinden önce bu Sözleşmeyi iptal edebilir. Toplam süresi iki aydan az olan sözleşmelerde ihbar süresi 5 gün, daha uzun süreli sözleşmelerde ise 14 gündür.

Sözleşmenin vade bitiminden önce bu şekilde feshedilmesi durumunda, Hizmet Tedarikçisi / yükleniciye, GOAL'ün karşılanması için yapılan fiili iş miktarından daha fazla olmamak üzere orantılı olarak tazmin edilecektir. Hizmet Tedarikçisi / yüklenici tarafından Sözleşmenin feshedilmesinden kaynaklanan GOAL tarafından yapılan ek maliyetler, aksi takdirde Hizmet Tedarikçisi / yüklenici nedeniyle GOAL'den kaynaklanan herhangi bir tutardan tazmin edilebilir.

Sözleşmenin verilmesi veya ifasının olağandışı ticari harcamalara yol açtığı ortaya çıkarsa, bu sözleşme otomatik olarak feshedilecektir ve Hizmet Tedarikçisi / yüklenici herhangi bir tazminat hakkına sahip olmayacaktır. Bu tür alışılmadık ticari harcamalar; ana sözleşmede belirtilmeyen veya esas sözleşmeye ilişkin usulüne uygun olarak yapılmış bir sözleşmeden kaynaklanmayan komisyonlar, fiili ve meşru herhangi bir hizmet karşılığında ödenmeyen komisyonlar, bir vergi sığınağına havale edilen komisyonlar, açıkça tanımlanmamış bir alıcıya ödenen komisyonlar veya her türlü paravan şirket görünümüne sahip bir şirkete ödenen komisyonlardır.

GOAL, şüpheli yanlış davranış veya politika ihlallerine ilişkin herhangi bir soruşturma yürütülürken ödemeleri durdurma hakkını saklı tutar. GOAL, usulsüzlük söz konusu olduğunda, vadesi gelen meblağları (mal veya hizmetler tedarik edilmiş olsa bile) ödememe hakkını saklı tutar.

### 31. VERİLERİN KORUNMASI

Hizmet Tedarikçisi / yüklenici, işbu belge ile Zaman zaman değiştirilen şekliyle ("Veri Koruma Mevzuatı") Tedarikçi tarafından Kişisel Verilere erişilmesi, görüntülenmesi veya herhangi bir şekilde İşlenmesi konulu Genel Veri Koruma Yönetmeliğinin (AB2016/679) Veri Koruma Yasaları 1988-2018; ve 2002/58 / EC E-Gizlilik Direktifi gibi geçerli tüm gerekliliklerine uyacağını kabul eder. Sözleşmenin süresi boyunca Tedarikçinin Kişisel Verileri İşleyeceği düşünüüyorsa, Tedarikçi bu tür işlemleri yalnızca bir veri işleme anlaşmasının yürürlükte olduğu durumlarda gerçekleştirecektir. GOAL, Tedarikçinin veri koruma ve güvenlik prosedürlerinin Veri Koruma Mevzuatına uygun olmadığı (yalnızca GOAL'ın görüşüne göre) görülmesi halinde herhangi bir Sözleşmeyi feshetme hakkını saklı tutar. Bu madde 31'de tanımlanan hükümler, yukarıda tanımlanan Veri Koruma Mevzuatında belirtilen anlama sahip olacaktır.

### 32. GİZLİLİK

Tedarikçi, GOAL'ın özel onayı olmadan Tedarikçi olduğu gerçeğinin reklamını yapmayacak veya başka bir şekilde kamuya açıklamayacaktır. Tedarikçi, işiyle veya başka bir şekilde herhangi bir şekilde GOAL adını veya herhangi bir kısaltmasını kullanmayacaktır. Bu koşullara uyulmaması, GOAL'a Sözleşmeyi veya herhangi bir bölümünü feshetme ve bunun sonucunda GOAL'ın uğradığı zararlardan Tedarikçiyi sorumlu tutma hakkını verecektir.

### 33. UYUŞMAZLIKLAR - TAHKİM

İşbu veya buradaki herhangi bir sözleşmeden veya bunun ihlali, feshi veya geçersizliğinden kaynaklanan veya bunlarla ilgili olarak ortaya çıkan herhangi bir iddia veya ihtilaf, müzakere yoluyla dostane bir şekilde çözülmedikçe, İrlanda yasalarına uygun olarak tahkimesunulacaktır.

shall be, unless settled amicably through negotiation, submitted to arbitration in accordance with Irish law.

#### 34. SETTLEMENT OF DISPUTES

The parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of or in connection with this Contract including any disputes regarding the existence, validity or termination. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

Unless, any such dispute, controversy or claim between the parties arising out of or relating to this Contract or the breach, existence, termination or invalidity thereof is settled amicably under the preceding paragraph of this article within sixty (60) days after receipt by one party of the other party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either party to arbitration in accordance with the UNCITRAL Arbitration rules as at present in force, including its provision on applicable law. The place of arbitration shall be Ireland and the language to be used in the proceedings shall be English. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in this Contract, the arbitral tribunal shall also have no authority to award interest. The parties shall be bound by any arbitration award rendered as a result of such arbitration and as being the final adjudication of any such dispute, controversy or claim.

#### 35. WITHHOLDING TAX

GOAL reserves the right to deduct withholding tax from the service provider/contractor's invoice if so required by law. This will apply unless the service provider/contractor has supplied in advance the required documentation proving its exemption from withholding tax (e.g. withholding tax exemption certificate).

#### 36. GOVERNING LAW AND JURISDICTION

These Terms and Conditions shall be governed by the laws of Ireland and subject to the exclusive jurisdiction of the Irish Courts.

#### 37. BANK GUARANTEE

When specifically requested by GOAL, a bank guarantee from a well reputed bank acceptable to GOAL in the currency in which the Contract is payable and for an amount to be prescribed by GOAL shall be obtained by the Service provider/contractor at his expense and deposited with GOAL before start of the Contract. In the event of any loss, damage and/or extra costs incurred by GOAL by reason of the Service provider/contractor's default, negligence or failure to perform the terms and conditions of the Contract or any part thereof, that part of any such loss, damage and/or extra costs which is represented by the full or by any lesser amount of such guarantee shall be immediately and initially reimbursable to GOAL from such guarantee without prejudice to its right to hold the Service provider/contractor liable for the full amount of such loss, damage and/or extra cost. The guarantee shall be valid for a period of not less than 30 days after the services or works are confirmed as concluded by GOAL.

#### 38. ENVIRONMENTAL STANDARDS

Service provider/contractors should as a minimum, comply with all statutory and other legal requirements relating to environmental impacts of their business. Areas which should be considered are:

- Waste Management
- Packaging and Paper
- Conservation
- Energy Use
- Sustainability
- Include something about raw materials/sourcing.

#### 39. HUMAN TRAFFICKING

GOAL has adopted a policy supporting the prohibition of trafficking in persons including the trafficking-related activities for any purpose, including the use of forced labour. Service providers/contractors and their employees, and agents shall not: —

#### 34. ANLAŞMAZLIKLARIN ÇÖZÜMÜ

Taraflar, mevcudiyeti, geçerliliği veya feshi ile ilgili her türlü ihtilaf da dahil olmak üzere, bu Sözleşmeden kaynaklanan veya bu Sözleşme ile bağlantılı olarak ortaya çıkan her türlü anlaşmazlığı, ihtilafı veya iddiayı dostane bir şekilde çözmek için ellerinden geleni yapacaklardır. Tarafların uzlaşma yoluyla böyle bir dostane çözüm aramak istediklerinde, uzlaşma, UNCITRAL Uzlaştırma Kurallarına uygun olarak veya taraflar arasında mutabık kalınabilecek diğer usullere göre gerçekleştirilecektir.

Taraflar arasında bu Sözleşmeden kaynaklanan veya bununla ilgili olarak ortaya çıkan herhangi bir uyuşmazlık, ihtilaf veya iddia veya bunun ihlali, varlığı, feshi veya hükümsüzlüğü bu maddenin önceki fıkrasına göre, bir tarafın diğer tarafın butür dostane çözüm talebini aldıktan sonra altmış (60) gün içinde, dostane bir şekilde çözülmeyeceği; bu tür uyuşmazlık, ihtilaf veya iddia, yürürlükteki kanun hükümleri dahil olmak üzere, yürürlükte olan UNCITRAL Tahkim kurallarına uygun olarak taraflardan biri tarafından tahkime sevk edilecektir. Tahkim yeri İrlanda olacak ve yargılamalarda kullanılacak dil İngilizce olacaktır. Tahkim mahkemesinin cezai tazminat verme yetkisi yoktur. Ayrıca, bu Sözleşmede aksi açıkça belirtilmedikçe, Tahkim mahkemesinin de faiz cezası verme yetkisi yoktur. Taraflar, bu tür bir tahkim sonucunda ve bu tür herhangi bir uyuşmazlık, ihtilaf veya iddianın nihai kararı olarak verilen herhangi bir tahkim kararı ile bağlı olacaktır.

#### 35. STOPAJ VERGİSİ

GOAL, kanunun gerektirmesi halinde hizmet tedarikçisi / yüklenicinin faturasından stopaj vergisini kesme hakkını saklı tutar. Bu, hizmet tedarikçisi/yüklenici stopaj vergisinden muafiyetini kanıtlayan gerekli belgeleri (örneğin stopaj vergisi muafiyet sertifikası) önceden sunmadıkça geçerli olacaktır.

#### 36. UYGULANACAK HUKUK VE KANUN YETKİSİ

Bu Hüküm ve Koşullar, İrlanda yasalarıyla yönetilir ve İrlanda Mahkemelerinin münhasır yargı yetkisine tabidir.

#### 37. BANKA TEMİNATI

GOAL tarafından özel olarak talep edildiğinde, Sözleşmenin ödeneceği para birimicinsinden ve GOAL tarafından belirlenen bir miktar için GOAL'e kabul edilebilir, iyi tanınmış bir bankadan bir banka teminatı, Hizmet tedarikçisi / yüklenici tarafından masrafları kendisine ait olmak üzere sunulacak ve Sözleşme başlamadan önce GOAL'e yatırılacaktır. Hizmet tedarikçisi / yüklenicinin şartları yerine getirememesi, ihmali veya Sözleşme hüküm ve koşullarının veya herhangi bir kısmının yerine getirilmemesi nedeniyle GOAL'ün maruz kaldığı herhangi bir kayıp, hasar ve / veya ekstra maliyet durumunda, bu türden herhangi bir kayıp, hasar ve / veya ekstra maliyetin bu teminatın tamamı veya daha düşük bir miktarı ile temsil edilen kısmı, Hizmet tedarikçisini / yükleniciyi bu tür kayıp, hasar ve / veya ekstra maliyetin tüm tutarından sorumlu tutma hakkına halel getirmeksizin, derhal ve başlangıçta bu teminatın GOAL'e geri ödenebilir durumda olacaktır. Teminat GOAL tarafından sonuçlandırıldığı onaylandıktan sonra 30 günden az olmamak üzere geçerli olacaktır.

#### 38. ÇEVRESEL STANDARTLAR

Hizmet tedarikçisi/yükleniciler, en azından, işletmelerinin çevresel etkileriyle ilgili tüm yasal ve diğer yasal gerekliliklere uymalıdır. Dikkate alınması gereken alanlar şunlardır:

- Atık Yönetimi
- Ambalaj ve Kağıt
- Muhafaza
- Enerji kullanımı
- Sürdürülebilirlik
- Hammaddeler/kaynak bulma hakkında bir şeyler dahil etme.

#### 39. İNSAN TİCARETİ

GOAL, zorla çalıştırma dahil olmak üzere herhangi bir amaçla insan ticareti ile ilgili faaliyetler de dahil olmak üzere insan ticaretinin yasaklanmasını destekleyen bir politika benimsemiştir. Hizmet tedarikçileri/yükleniciler ve onların çalışanları ve araçları şunları yapmayacaktır: —

- Sözleşmenin ifa süresi boyunca ağır insan ticareti biçimlerine karışmak;

<ul style="list-style-type: none"><li>• Engage in severe forms of trafficking in persons during the period of performance of the contract;</li><li>• Procure commercial sex acts during the period of performance of the contract;</li><li>• Use forced labor in the performance of the contract;</li><li>• Destroy, conceal, confiscate, or otherwise deny access by an employee to the employee's identity or immigration documents, such as passports or drivers' licenses, regardless of issuing authority;</li><li>• Use misleading or fraudulent practices during the recruitment of employees or offering of employment, such as failing to disclose, in a format and language accessible to the worker, basic information or making material misrepresentations during the recruitment of employees regarding the key terms and conditions of employment, including wages and fringe benefits, the location of work, the living conditions, housing and associated costs (if employer or agent provided or arranged), any significant cost to be charged to the employee, and, if applicable, the hazardous nature of the work</li></ul> <p>Should the Service provider/contractor become aware of, or suspect, human trafficking activities during the execution of the contract the Contractor must immediately inform GOAL to enable appropriate action to be taken.</p> <p>In respect to any contract funded by the UK Government the Service provider/contractor is expected to be familiar with the terms of the UK Modern-Slavery Act 2015, and to abide by the conditions of the Act.</p>	<ul style="list-style-type: none"><li>• Sözleşmenin ifa süresi boyunca ticari cinsel eylemleri satın almak;</li><li>• Sözleşmenin ifasında zorla çalıştırma yöntemi kullanmak;</li><li>• Tanzim eden makamdan bağımsız olarak, bir çalışanın pasaport veya ehliyet gibi kimlik veya göçmenlik belgelerine erişimini engellemek, gizlemek, el koymak veya başka bir şekilde reddetmek;</li><li>• İşe alma veya işe alma sürecinde çalışanların işe alınması sırasında temel istihdam şartları ve koşulları ile ilgili olarak, ücretler ve yan haklar, işyeri, yaşam koşulları, barınma ve ilgili maliyetler (eğer işveren veya acente sağlanmışsa veya ayarlanmışsa), çalışana yüklenecek önemli herhangi bir maliyet ve varsa işin tehlikeli niteliği dahil çalışanların erişebileceği bir format ve dilde temel bilgileri açıklamamak veya önemli yanlış beyanlar yapmak gibi yanıltıcı veya hileli uygulamalar kullanmak Hizmet tedarikçisi / yüklenici, sözleşmenin uygulanması sırasında insan kaçakçılığı faaliyetlerinden haberdar olursa veya şüphelenirse, Yüklenici, uygun önlemin alınmasını sağlamak için derhal GOAL'ü bilgilendirmelidir.</li></ul> <p>Birleşik Krallık Hükümeti tarafından finanse edilen herhangi bir sözleşmeyle ilgili olarak, Hizmet tedarikçisinin / yüklenicinin Birleşik Krallık Modern Kölelik Yasası 2015 hükümlerini biliyor olması ve Yasanın koşullarına uyması beklenmektedir.</p>
---	---