

Save the Children,
Rua de Tchamba, #398
Maputo
Mozambique

11 July 2016

**Call for Proposals
COSACA e-voucher system
Reference No: FWA/MOZ/COSACA/2016/002**

Dear Sir / Madam

Save the Children invites proposals from service providers able to provide a reliable, secure and low cost delivery system of electronic vouchers to vulnerable Households in Mozambique. The system will consist of an intuitive data management interface and provision of required hardware (smart cards, tablets, POS) allowing beneficiaries to obtain food assistance at selected local vendors' premises or during pre-arranged voucher fairs.

Save the Children is working in consortia with Concern Worldwide, CARE International and OXFAM (COSACA) providing a food assistance programme to tackle drought induced hunger in Mozambique, with funding from the UK Department for International Development (UKAID) and the European Commission Humanitarian Office (ECHO). All COSACA agencies will utilise the e-voucher system to provide a cohesive approach to supporting households throughout food insecure regions of Mozambique and details of the mechanism will be shared with the wider humanitarian community in Mozambique to foster an aligned approach to food assistance. Save the Children International will lead on the management and contracting of the service provider on behalf of COSACA.

Through the tender process COSACA will select one or multiple suppliers with whom to sign a Frame Work Agreement (FWA) for the duration of emergency response. The FWA will be valid for a minimum of 12 months; the initial programme is planned until March 2017 however COSACA will consider the continuation of the project based on need which may be further exacerbated by irregular climate related shocks (drought and floods). The framework agreement (FWA) will establish the overarching terms and conditions of the collaboration between Save the Children and the selected supplier(s). Each time Save the Children need the specific service which is the subject of this tender process a Scheme of Work will be issued under the FWA setting out the specific terms and conditions for the provision of the service.

We include the following information for your review:

- [Part 1: Tender Information](#) including [award criteria](#)
- [Part 2: Conditions of Tendering](#)
- [Part 3: Key Contractual Terms](#)
- [Part 4: Save the Children's Child Safeguarding Policy](#)
- [Part 5: Save the Children's Anti-Bribery and Corruption Policy](#)
- [Part 6: The IAPG Code of Conduct](#)

Your tender response must be received in the following format:

- Full **completion of the "Tender Response" document** in order for the bid to be compliant. Supplementary proposal documents are requested to demonstrate that the bid is meeting the essential and preferred criteria listed below. Tenders returned uncompleted may be treated as void.
- Proposals will be accepted in **soft copy sent by email** to eprocurement@savethechildren.org copying deizi.sitoi@savethechildren.org.
- The subject line should indicate the **tender reference number only**. Missing reference will disqualify the bid.

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Proposals must be received at the above email addresses not later than **31 July 2016 at 1700h GMT** ("the Closing Date") unless SCI determines there were exceptional reasons for the delay in submission. Failure to meet the Closing Date may result in the bid being void. Returned bids must remain open for consideration for a period of not less than 60 days from the Closing Date.

Save the Children is under no obligation to award the contract or to award it to the lowest bidder. **Contracting is contingent on the receipt of funding for COSACA; SCI reserves the right not to continue with contracting following the tender.**

Should you require further information or clarification on the tender requirements, please address them to the following e mail: eprocurement@savethechildren.org copying deizi.sitoi@savethechildren.org between 12 -26 July 2016.

Save the Children looks forward to receiving bids and thanks you for interest in supporting vulnerable households in Mozambique.

Please make sure the proposal includes:

- **A narrative**, presenting your company (past and present experience working with NGOs in Mozambique and elsewhere in similar programmes, regulation and registration etc.) products available (data management software, hardware required and included, training, technical support [in country and remote])
- **A financial proposal**, with detailed costs for any services, fees, material, or taxes required to have the E-payment platform fully operational. It is recommended to indicate HR requirements to run the system (ex: field staff to synchronize off-line terminals) in order to provide a more accurate idea of potential secondary costs and support SC budgeting accordingly.
- Specify what **hardware and software** is required to use the system (ID cards, tablets, card and barcode readers, ID card printers), and detail which of these will be provided by your company (and associated costs), and which, if any, can or must be procured by SC.
- Location of server
- Please consider the nature of the response and base your proposal (both narrative and financial) **considering targeted areas and estimated beneficiaries'** numbers. Please note that activities are to start in **August/ September 2016**.
- Please **detail the set up time** for the E-platform to be operational and E-payments to be effective (including training, shipping of material, modelling of E-platform) from the moment contract is signed. You can provide a work plan that details the interim steps and who will be responsible.
- Provide confirmation (as well any available supporting documents) of your ability and/or **authorization** to provide this service in Mozambique, including travel to Mozambique to support system deployment and staff training.
- It is recommended to include a **breakdown of the technical and economical proposal** as much as possible (ex: by hardware & programming services, cloud services, applications, cost per use & maintenance costs etc.).
- **Reference letter** from previous NGO implementing similar/humanitarian programme.

The proposal will be evaluated based on autonomy, security, reliability and adaptability.

- **Autonomy:** to enable a wide range of possible uses, criteria will include battery life, closed circuit structure and capacity to operate in an off-line mode.
- **Reliability:** the capacity to reduce the risk of rejected payments, as well as generating good quality data for monitoring of payments, distributions and other programme-related data, in a use-friendly manner.
- **Adaptability:** the E-payment and data management platform should be flexible enough to integrate additional programme requirements (such as donor indicators for monitoring and reporting) and to incorporate new programmes to existing platform. The platform should be user friendly and adaptable to the local contexts (including languages) and teams, and shouldn't require technical staff (such as IT specialists) for its everyday use.

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- **Capacity** to provide required payment and data management services in a timely, automated and efficient manner, given the below programme requirements and scale.

Service provider requirements:

- Legal permission to operate in Mozambique
- Confirmation of compliance (signed agreements) with the attached Conditions of Tendering, Key Contractual Terms, Save the Children's Child Safeguarding Policy, Save the Children's Anti-Bribery and Corruption Policy and the IAPG Code of Conduct; Anti-Terrorism Vetting Requirements and Policy
- In-country training for COSACA staff, by English or Portuguese speaking technicians, available to deploy within two weeks
- Remote support following the training for troubleshooting and system adjustments
- Field testing and proven use in a humanitarian setting by humanitarian NGOs
- Specify what hardware and software is required to use the system (ID cards, tablets, card and barcode readers, ID card printers), and indicate associated cost
- Indicate how quickly the system can be deployed to Mozambique
- Provide examples of prior experience and contacts for individuals who can serve as references of past performance
- Confirmed availability to provide this service in Mozambique, including travel to the area of implementation to support system deployment and staff training

PART 1: TENDER INFORMATION AND AWARD CRITERIA

Provisional tendering timetable (*bidders will be notified of any changes to this draft schedule*)

Tender and contracting timetable

- Issue tender notice and invitation to tender
- Closing date for tender submissions
- Tender Review Committee
- Bid Clarifications if required
- Shortlisted bidders invited for presentation and demonstration
- Award Contract
- Contract 'go live' date

Date (*2016 unless otherwise stated*)

11 July 2016
31 July (1700h GMT)
1-3 August 2016
4-8 August 2016
9-12 August 2016

17 August 2016
31 August 2016

Activities Timetable and Scale

The food voucher programme is planned to have a flexible and phased approach due to expected price increases, and in geographic coordination with other actors to meet the needs in communities, therefore the number and value of distributions will vary over time.

Indicative pipeline:

Type of Programme	Location (province)	Estimated HH and \$ (by date)				\$ transfers (total over period)
		Aug	Sep-Oct	Nov-Dec	Jan 2017	
Food assistance (voucher)	Gaza	5,500 HH (testing) \$550k	14,660 HH \$1.46m	17,660 HH \$1.94m	12,653 HH \$759k	\$4.7m
	Inhambane		17,152 HH \$1.7m	17,152 HH \$1.9m	13,804 HH \$828k	\$5.99m
	Manica	5,500 HH \$275,000	5,500 HH \$825k (Sept-Nov)	5,500 HH	5,500 HH \$660k (Dec-Jan)	\$1.6m
	Zambezia	3,500 HH	3,500 HH	3,500 HH	3,500 HH	\$1.05m
	Sofala		4,500 HH	4,500 HH	4,500 HH	\$1.35m (min)

System Specifications and Award criteria

All bids that are meeting the essential criteria listed below will be evaluated based on the essential and preferred criteria; preferred criteria are scored as per below weighting, 5= high, 1= low (total 96). Highest scoring bids will be selected.

Additional desirable criteria is not scored

ESSENTIAL CRITERIA		
Can legally operate in Mozambique		A 'no' in either of these boxes will result in immediate disqualification.
Confirmation of compliance (signed agreements) with the attached Conditions of Tendering, Key Contractual Terms, Save the Children's Child Safeguarding Policy, Save the Children's Anti-Bribery and Corruption Policy and the IAPG Code of Conduct, Anti-Terrorism Vetting Requirements and Policy		
Bid documentation is complete		
Documentation is provided to prove Financial sustainability of Bidder		
Documentation is provided to prove Adequate levels of insurance cover		
Proof of experience in delivering similar e-vouchers solutions		
Price is structured as a fixed percentage of total value of money transferred <i>within pricing bands</i> rather than a per transaction fee, and is able to fix such rate for the whole length of contract		
Bidder provides an electronic platform that allows for closed loop remote top up and redemption of smart cards to registered beneficiaries with registered vendors which can be adapted to an open loop 'cash out' function if necessary in future.		
BACKGROUND		13
Bidder provides 3 satisfactory client references for similar services provided in the last 3 years		3
Evidence of good ethical practice, ethical code of conduct		5
Prices demonstrates an economically advantageous position for Save the Children/ COSACA		5
CAPACITY		21
Can demonstrate capacity to set up the e-voucher system within 2 weeks from the launch of the project (including shipment of materials and software platform)		5
Mitigation strategy for security risks is available		5
Bidder is part of an international Service provider network		3
Service/ support		9
Remote support following the training for troubleshooting and system adjustments; training is taking in consideration beneficiaries learning requirements		5
In-country training for COSACA staff, by English and /or Portuguese speaking technicians, available to deploy within two weeks		4
PROGRAMME SPECIFICS – SET UP, FEATURES AND MANAGEMENT		53
HARDWARE REQUIREMENTS		
Provision and deployment of POS terminals (POS device and tablets) at selected locations that offer goods and/or services (fairs, shops, market stalls).Ability of 'Terminals' to securely store data in off-line mode.		5

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Provision of reusable beneficiary cards/devices, non-transferable, reliable (non-exchangeable, non-duplicable) and traceable, that can work off-line and have the ability to be read and modified by the installed terminals at points of distribution in a fast and simple manner. Smart cards must include verification features such as (NFC chip, bar codes, ID number, beneficiary name or photo ID).	5
SOFTWARE REQUIREMENTS	
DATA MANAGEMENT	
Flexible and adaptable software programme (ability to adapt to project specificities, needs and requirements e.g. fluctuate voucher values each month or tailor transfers for HH or locations depending on needs including use of various modes concurrently (commodity/ value).	5
Ability to set up multi-user level log-in credentials depending on needs/privileges (editor, reviewer, viewer) with subsequent restrictions (e.g. payment platform only accessible to finance), enabling efficient segregation of duties between Operations and Finance.	5
Offline capabilities: Access to beneficiary profiles at distribution and to update information from project data collection with automatic synchronization with central e-platform when connection is available ¹ .	5
Beneficiary data management with ability to link to data collection platform (e.g. DataWinners) to ingest household registration, baseline/ endline, distribution and redemption, and monitoring data in real or near real time, and generate distribution lists or monitoring samples on a monthly basis and link the different forms to the specific beneficiary record.	5
Vendor management platform (creation of vendor profiles, including data related to their capacity in order to allow continual monitoring of vendors' capacity and performances)	5
MONITORING AND REPORTING	
Automatic notifications, or ability to view data flagged based upon potential fraud indicators (data entry/edit time and location stamps, trends across enumerators); controls and checks on data entered and edited; checks for duplication of beneficiaries. Data security protocols that will maintain the confidentiality of beneficiaries.	5
Dashboards that display programmes data with key filters (geographic area, time period, HH type, Programme, Donor) as well as beneficiary information (such as photo, personal ID numbers) for immediate use in programme management, in an intuitive and user friendly manner.	5
Instant reporting formats that can provide programme results disaggregated by numerous indicators, including age/gender/HH head/etc., as per donors' requirements. Ability to add new donor reporting requirement to the software further on during the programme.	5
Ability to extract donor specific beneficiary lists and data from overall beneficiary data base whenever reporting is required	3
Ability to layer other programme data onto the HH/beneficiary data (i.e. price monitoring data).	3
Display of beneficiaries and data (with filters) on map	2
Additional desired	
Ability to translate to local languages any communication material with vendors and beneficiaries	
Ability to track all types of assistance given to each beneficiary via their profile on the e-platform in order to allow tracking and integration of other programmes activities (such as awareness raising sessions, livelihood support, nutrition outreach); Ability add filters to beneficiary database to support other programmes activities (such as insertion of specific vulnerability criteria and automatic selection of matching profiles).	
Ability to track stocks	

¹ such as on-site registration, baseline/end line, routine monitoring and post distribution monitoring, collection of historical transactions with vendors
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PART 2: CONDITIONS OF TENDERING

1. Definitions

In addition to the terms defined in the Cover Letter, in these Conditions, the following definitions apply:

- (a) **Award Criteria** - the award criteria set out in the Invitation to Tender.
- (b) **Bidder** - a person or organisation who bids for the tender.
- (c) **Conditions** - the conditions set out in this 'Conditions of Tendering' document.
- (d) **Cover Letter** - the cover letter attached to the Tender Information Pack.
- (e) **Goods and/or Services** - everything purchased by SCI under the contract.
- (f) **Invitation to Tender** - the Tender Information, these Conditions, SCI's Terms and Conditions of Purchase, SCI's Child Safeguarding Policy, SCI's Anti Bribery and Corruption Policy and the IAPG Code of Conduct.
- (g) **SCI** - Save the Children International (formerly known as The International Save the Children Alliance Charity), a charitable company limited by guarantee registered in England and Wales (company number 03732267; charity number 1076822) whose registered office is at St Vincent House, 30 Orange Street, London, WC2H 7HH.
- (h) **Specification** - any specification for the Goods and/or Services, including any related plans and drawings, supplied by SCI to the Supplier, or specifically produced by the Supplier for SCI, in connection with the tender.
- (i) **Supplier** - the party which provides Goods and/or Services to SCI.

2. The Contract

The framework contract awarded shall be for the supply of goods and/or services, subject to SCI's Terms and Conditions of Purchase (Key Contractual Terms as attached to these Conditions together with other terms agreed between the parties). Each Bidder must confirm it is willing to agree to SCI's Terms and Conditions of Purchase or indicate where the basis of its bid differs from the terms and the reason(s) for the variance, which will be considered during the tender process. SCI reserves the right to undertake a formal review of the contract after twelve (12) months.

3. Late tenders

Tenders received after the Closing Date will not be considered, unless there are in SCI's sole discretion exceptional circumstances which have caused the delay.

4. Correspondence

All communications from Bidders to SCI relating to the tender must be in writing and addressed to the person identified in the Cover Letter. Any request for information should be received at least 5 days before the Closing Date, as defined in the Invitation to Tender. Responses to questions submitted by any Bidder will be circulated by SCI to all Bidders to ensure fairness in the process.

5. Acceptance of tenders

SCI may, unless the Bidder expressly stipulates to the contrary in the tender, accept whatever part of a tender that SCI so wishes. SCI is under no obligation to accept the lowest or any tender.

6. Alternative offer

If the Bidder wishes to propose modifications to the tender (which may provide a better way to achieve SCI's Specification) these may, at SCI's discretion, be considered as an Alternative Offer. The Bidder must make any Alternative Offer in a separate letter to accompany the Tender. SCI is under no obligation to accept Alternative Offers.

7. Prices

Tendered prices must be shown as both inclusive of and exclusive of any Value Added Tax chargeable or any similar tax (if applicable).

8. No reimbursement of tender expenses

Expenses incurred in the preparation and dispatch of the tender will not be reimbursed.

9. Non Disclosure and Confidentiality

Bidders must treat the Invitation to Tender, contract and all associated documentation (including the Specification) and any other information relating to SCI's employees, servants, officers, partners or its business or affairs (the "**Confidential Information**") as confidential. All Bidders shall:

- recognise the confidential nature of the Confidential Information;
- respect the confidence placed in the Bidder by SCI by maintaining the secrecy of the Confidential Information;
- not employ any part of the Confidential Information without SCI's prior written consent, for any purpose except that of tendering for business from SCI;
- not disclose the Confidential Information to third parties without SCI's prior written consent;
- not employ their knowledge of the Confidential Information in any way that would be detrimental or harmful to SCI;
- use all reasonable efforts to prevent the disclosure of the Confidential Information to third parties;
- notify SCI immediately of any possible breach of the provisions of this Condition 9 and acknowledge that damages may not be an adequate remedy for such a breach.

10. Award Procedure

SCI's Tender Review Committee will review the Bidders and their tenders to determine, in accordance with the Award Criteria, whether they will award the contract to any one of them.

11. Information and Record Keeping

SCI shall consider any reasonable request from any unsuccessful Bidder for feedback on its tender and, where it is appropriate and proportionate to do so, provide the unsuccessful Bidder with reasons why its tender was rejected. Where applicable, this information shall be provided within 30 business days from (but not including) the date on which SCI receives the request.

12. Anti-Bribery and Corruption

All Bidders are required to comply fully with SCI's Anti-Bribery and Corruption Policy (attached to these Conditions).

13. Child Protection

All Bidders are required to comply fully with SCI's Child Safeguarding Policy (attached to these Conditions).

14. Exclusion Criteria

Any Bidder is required to confirm in writing that:

- Neither it nor any related company to which it regularly subcontracts is insolvent or being wound up, is having its affairs administered by the courts, has entered into an arrangement with creditors, has suspended business activities, is the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- Neither it nor a company to which it regularly subcontracts has been convicted of fraud, corruption, involvement in a criminal organisation, any money laundering offence, any offence concerning professional conduct, breaches of applicable labour law or labour tax legislation or any other illegal activity by a judgment in any court of law whether national or international;
- Neither it nor a company to which it regularly subcontracts has failed to comply with its obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the relevant country in which it the Bidder operates.

Any Bidder will automatically be excluded from the tender process if it is found that they are guilty of misrepresentation in supplying the required information within their tender bid or fail to supply the required information.

15. Conflict of Interest / Non Collusion

Any Bidder is required to confirm in writing:

- That it is not aware of any connection between it or any of its directors or senior managers and the directors and staff of SCI which may affect the outcome of the selection process. If there are such connections the Bidder is required to disclose them.
- Whether or not there are any existing contacts between SCI, and any other Save the Children entity, and it and if there are any arrangements which have been put in place over the last twenty four (24) months.
- That it has not communicated to anyone other than SCI the amount or approximate amount of the tender.
- That it has not and will not offer pay or give any sum of money commission, gift, inducement or other financial benefit directly or indirectly to any person for doing or omitting to do any act in relation to the tender process.

16. Assignment and novation

All Bidders are required to confirm that they will if required be willing to enter into a contract on similar terms with either SCI or any other Save the Children entity if so required.

PART 3: KEY CONTRACTUAL TERMS

The framework contract to be entered into between Save the Children International (“**SCI**”) and the successful bidder (the “**Service Provider**”) will contain the following Key Contractual Terms (which are illustrative and not binding on SCI), together with other terms agreed between the parties which shall include at a minimum provisions dealing with:

- Protection of beneficiary data
- IT security and service interruptions;
- Enhanced compliance
- Enhanced audit, record keeping and access to information
- Reporting
- Service review
- Suspension of services and termination
- Fees for late provision of services

1. Definitions and Interpretation

1.1 Definitions. In these Conditions, the following definitions apply:

- (a) **Agreement:** the document entitled "Agreement for the Supply of Services", between the Customer and the Supplier.
- (b) **Conditions:** the terms and conditions set out in this document as amended from time to time in accordance with Condition 16.6.
- (c) **Contract:** the contract between Customer and Supplier consisting of the Agreement, these Conditions and, where applicable, the Order. Should there be any inconsistency between the documents comprising the Contract, these Conditions shall have precedence unless otherwise stated in the Agreement or in the Order.
- (d) **Deliverables:** all documents, products and materials developed by the supplier or its agents, contractors and employees as part of or in relation to the Services in any form of media, including without limitation drawings, maps, plans, diagrams, designs, pictures, computer programmes, data, specifications and reports (including drafts).
- (e) **Force Majeure Event:** has the meaning given in Condition 15.
- (f) **Order:** the Customer's order for the supply of Services, as set out in the Customer's purchase order form.
- (g) **Services:** the services to be provided by the Supplier (or any part of them) as set out in the Order
- (h) **Specification:** any specification for the Services, including any related plans and drawings, that is agreed in writing by the Customer and the Supplier.

1.2 **Interpretation.** In these Conditions, unless the context requires otherwise, the following rules apply:

- (a) A person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).
- (b) A reference to a party includes its personal representatives, successors or permitted assigns.
- (c) A reference to a statute or statutory provision is a reference to such statute or provision as amended or re-enacted. A reference to a statute or statutory provision includes any subordinate legislation made under that statute or statutory provision, as amended or re-enacted.
- (d) Any phrase introduced by the terms **including, include, in particular** or any similar expression shall be construed as illustrative and shall not limit the sense of the words preceding those terms.

2. The Services

2.1 The Supplier shall meet any performance dates for the Services specified in the Order or notified to the Supplier by the Customer.

- 2.2 In providing the Services, the Supplier shall:
- (a) ensure that the Services and Deliverables correspond with their description in the Order and any applicable Specification, and that they comply with all applicable statutory and regulatory requirements;
 - (b) co-operate with the Customer in all matters relating to the Services, and comply with all instructions of the Customer;
 - (c) perform the Services with the best care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade;
 - (d) use personnel who are suitably skilled and experienced to perform tasks assigned to them, and in sufficient number to ensure that the Supplier's obligations are fulfilled in accordance with this Contract;
 - (e) provide all equipment, tools and vehicles and such other items as are required to provide the Services;
 - (f) use the best quality goods, materials, standards and techniques, and ensure that the Deliverables, and all goods and materials supplied and used in the Services or transferred to the Customer, will be free from defects in workmanship, installation and design;
 - (g) observe all health and safety rules and regulations and any other security requirements that apply at any of the Customer's premises;
 - (h) not do or omit to do anything which may cause the Customer to lose any licence, authority, consent or permission on which it relies for the purposes of conducting its business, and the Supplier acknowledges that the Customer may rely or act on the Services; and
 - (i) not infringe the rights of any third party or cause the Customer to infringe any such rights.
- 2.3 The Supplier represents and warrants that it has obtained and shall make available to the Customer all licences, clearances, permissions, authorisations, consents and permits necessary for the supply of the Services to the Customer and that the Deliverables shall be fit for all purposes for which the Supplier is or ought reasonably to be aware that they are required by the Customer.
- 2.4 The Customer reserves the right at any time to inspect work being undertaken in relation to supply of the Services and to inspect the premises where the Deliverables are being manufactured or stored. The Customer's inspector may adopt any reasonable means to satisfy himself or herself that the correct materials, workmanship and/or care and skill are or have been used.
- 2.5 If following such inspection or testing the Customer considers that the Services do not conform or are unlikely to comply with the Supplier's undertakings at Condition 2.2, the Customer shall inform the Supplier and the Supplier shall immediately take such remedial action as is necessary to ensure compliance.
- 2.6 Notwithstanding any such inspection or testing, the Supplier shall remain fully responsible for the Services and any such inspection or testing shall not reduce or otherwise affect the Supplier's obligations under the Contract, and the Customer shall have the right to conduct further inspections and tests after the Supplier has carried out its remedial actions.
- 3. Ethical Standards and Audit Requirements**
- 3.1 The Supplier shall observe the highest ethical standards during the performance of its duties and obligations under the Contract. The ethical standards must also be met by those who supply to the Supplier or to which the Supplier sub-contracts work in relation to the Contract.
- 3.2 The Supplier, its suppliers and sub-contractors shall comply with all statutory and other legal requirements including those relating to the environmental impact of its business. In particular the Supplier shall comply with the international labour standards promoted by the International Labour Organisation specifically in the areas of child labour and forced labour.

- 3.3 The Supplier, its suppliers and sub-contractors shall not in any way be involved directly or indirectly with terrorism, in the manufacture or sale of arms or have any business relations with armed groups or governments for any war related purpose or transport the Goods together with any military equipment. The Supplier shall also warrant that it has checked and will continue to check its staff, suppliers and sub-contractors against the United Kingdom Treasury List of Financial Sanctions Targets, the European Commission's List of Persons and Entities Subject to Financial Sanctions and the list of specially designated individuals and blocked persons maintained by the Office of Foreign Assets Control ('OFAC') of the Department of the Treasury of the United States of America (and any similar list of prohibited persons and entities) and will immediately inform the Customer of any apparent correlation.
- 3.4 The Supplier shall ensure that its employees, suppliers and sub-contractors are aware of, understand, and adhere to the Customer's Child Safeguarding policy (attached to these Conditions).
- 3.5 The Supplier shall ensure that its employees, suppliers and sub-contractors are aware of, understand and adhere to the Customer's Anti-Bribery and Corruption policy (attached to these Conditions).
- 3.6 The Supplier, its suppliers and sub-contractors shall be subject to, and shall in relation to the Contract act in accordance with, the IAPG Code of Conduct and any local or international standards which are applicable to the Services.
- 3.7 The Supplier agrees to allow the Customer's employees, agents, professional advisers or other duly authorised representatives to inspect and audit all the Supplier's books, documents, papers and records and other information, including information in electronic format, for the purpose of making audits, examinations, excerpts and transcriptions. The Supplier agrees the extension of such rights to duly authorised representatives of the European Commission, the European Court of Auditors and the European Anti-Fraud Office (OLAF), the United States Government, the Controller General of the United States and any other such representatives instructed by a donor organisation of the Customer to carry an audit of the Supplier's operations.

4. Performance

- 4.1 The Supplier shall perform the Services in accordance with the timings specified in the Agreement or in the Order. Time shall be of the essence in respect of this Condition 4.1.
- 4.2 If the Supplier fails to comply with the time requirement referred to in Condition 4.1 the Customer, without prejudice to its other rights under the Contract, shall be under no obligation to make payment in respect of any Services which are not accepted.
- 4.3 The Services shall be supplied at the destination and on the date or within the period specified in the Agreement or in the Order and, in any event, during the Customer's usual business hours.
- 4.4 The Customer shall not be deemed to have accepted any Services until the Customer has had reasonable time to inspect them following performance.
- 4.5 The Customer shall be entitled to reject any Services supplied which are not in accordance with the Agreement. If any goods that belong to the Customer or that the Customer has agreed to purchase are being transported as part of the Services, such goods shall be returned to the Customer without delay.
- 4.6 If any Services are so rejected, at the Customer's option, the Supplier shall forthwith re-supply substitute Services which conform with the Contract. Alternatively, the Customer may cancel

the Contract, return any Deliverables to the Supplier at the Supplier's expense and claim costs and direct damages from the Supplier.

- 4.7 The Supplier shall ensure that it is available at the request of the Customer outside normal business hours, in order to address the requirements of any emergency in a timely fashion.

5. Indemnity

- 5.1 The Supplier shall keep the Customer indemnified in full against all costs, expenses, damages and losses (whether direct or indirect), including any interest, penalties, and legal and other professional fees and expenses awarded against or incurred or paid by the Customer as a result of or in connection with:

- (a) breach of any warranty given by the Supplier in Condition 9;
- (b) personal injury, death or damage to property caused to the Customer or its employees arising out of, or in connection with, defects in the supply of the Services, to the extent that the defect in the Services is attributable to the acts or omissions of the Supplier, its employees, agents or subcontractors;
- (c) any claim made against the Customer for actual or alleged infringement of a third party's intellectual property rights arising out of, or in connection with, the supply or use of the Services, to the extent that the claim is attributable to the acts or omissions of the Supplier, its employees, agents or subcontractors;
- (d) any claim made against the Customer by a third party arising out of, or in connection with, the supply of the Services, to the extent that such claim arises out of the breach, negligent performance or failure or delay in performance of the Contract by the Supplier, its employees, agents or subcontractors;
- (e) any claim made against the Customer by a third party for death, personal injury or damage to property arising out of, or in connection with, defects in the supply of the Services, to the extent that the defect in the Services is attributable to the acts or omissions of the Supplier, its employees, agents or subcontractors; and
- (f) any claim in respect of death or personal injury howsoever caused to any of the employees of the Supplier whilst at the premises of the Customer save where caused by the direct negligence of the Customer or its respective employees or agents.

6. Price and Payment

- 6.1 The price of the Services shall be the price set out in the Order which includes packing, labelling, carriage, insurance, delivery, royalties and licence fees (if applicable) and all other charges, taxes, duties and impositions and is not subject to alteration for any reason whatsoever.
- 6.2 Unless otherwise specified in the Contract, the Supplier shall invoice the Customer in arrears from date of supply of the Services (to be determined in accordance with the Agreement and with the Order) and the Customer shall pay correctly rendered invoices within 45 days from the date of invoice.
- 6.3 The Customer reserves the right to withhold payment in respect of Services supplied which are defective, rejected or otherwise not in accordance with the requirements of the Contract.
- 6.4 The Customer may, without limiting any other rights or remedies it may have, set off any amount owed to it by the Supplier against any amounts payable by it to the Supplier under the Contract.

7. Termination

- 7.1 The Customer may terminate the Contract in whole or in part at any time and for any reason whatsoever by giving the Supplier at least one month's written notice.
- 7.2 The Customer may terminate the Contract with immediate effect by giving written notice to the Supplier and claim any losses (including all associated costs, liabilities and expenses including legal costs) back from the Supplier at any time if:
- (a) the Supplier is in material breach of its obligations under the Contract; or
 - (b) the Supplier is in breach of its obligations under the Contract and fails to remedy such breach (where the breach is capable of remedy) within 14 days of written request; or
 - (c) the Supplier becomes insolvent or makes any voluntary arrangement with its creditors or (being an individual or corporate entity) becomes subject to an administration order or goes into liquidation or the Supplier ceases, or threatens to cease, to carry on business; or
 - (d) the Customer reasonably believes that any of the events mentioned above in sub-sections (a) through (c) is about to occur in relation to the Supplier and notifies the Supplier accordingly; or
 - (e) the Customer reasonably believes that continuing contractual relations with the Supplier may damage the reputation of the Customer; or
 - (f) the Customer reasonably believes that the Supplier has or is engaged in corrupt, fraudulent, collusive or coercive practices.
- 7.3 Termination of the Contract shall not affect Conditions 2.2, 4.2(a), 4.4, 4.5, 4.6, 5, 8, 9, 12, 13, 14, and 16.7 which shall continue without limit in time. Termination of the Contract shall not affect any rights, liabilities or remedies arising under the Contract prior to such termination.

8. Customer's Name, Branding and Logo

The Supplier shall not use the Customer's name, branding or logo other than in accordance with the Customer's written instructions or authorisation.

9. The Supplier's Warranties

The Supplier warrants to the Customer that:

- (a) the Services will be performed by appropriately qualified and trained personnel, with the best care, skill and diligence and to such high standards of quality as it is reasonable for the Customer to expect in all the circumstances;
- (b) it has all authorisations from all relevant third parties to enable it to supply the Services without infringing any applicable law, regulation, code or practice or any third party's rights and has all necessary internal authorisations to approve the execution and performance under the Contract and will produce evidence of that action to the Customer on its request;
- (c) it will ensure that the Customer is made aware of all relevant requirements of any applicable law, regulation or code of practice which applies or is relevant to the supply of the Services to the Customer;

- (d) it will not and will procure that none of its employees will accept any commission, gift, inducement or other financial benefit from any supplier or potential supplier of the Customer; and
- (e) none of its directors or officers or any of the employees of the Supplier has any interest in any supplier or potential supplier of the Customer or is a party to, or otherwise interested in, any transaction or arrangement with the Customer.

10. Re-tendering

The Supplier undertakes to fully co-operate with the Customer in relation to any tender process which may, at the option of the Customer, be carried out at any time in relation to the supply of any of the Services.

11. Insurance

During the term of the Contract, the Supplier shall maintain in force, with a reputable insurance company, professional indemnity insurance, product liability insurance and public liability insurance to cover such heads of liability as may arise under or in connection with the Contract, and shall, on the Customer's request, produce both the insurance certificate giving details of cover and the receipt for the current year's premium in respect of each insurance.

12. Confidentiality

A party (**Receiving Party**) shall keep in strict confidence all technical or commercial know-how, Specifications, inventions, processes or initiatives which are of a confidential nature and have been disclosed to, or otherwise obtained by, the Receiving Party by the other party (**Disclosing Party**), its employees, agents or subcontractors, and any other confidential information concerning the Disclosing Party's business or its products or its services which the Receiving Party may obtain (the "**Confidential Information**"). The Receiving Party shall restrict disclosure of such Confidential Information to such of its employees, agents or subcontractors as need to know it for the purpose of discharging the Receiving Party's obligations under the Contract, and shall ensure that such employees, agents or subcontractors are subject to obligations of confidentiality corresponding to those which bind the Receiving Party.

13. Customer property

The Supplier acknowledges that all materials, equipment and tools, drawings, Specifications, and data supplied by the Customer to the Supplier (**Customer Materials**) and all rights in the Customer Materials are and shall remain the exclusive property of the Customer. The Supplier shall keep the Customer Materials in safe custody at its own risk, maintain them in good condition until returned to the Customer, and not dispose or use the same other than in accordance with the Customer's written instructions or authorisation.

14. Notices

- 14.1 Any notice under or in connection with the Contract shall be given in writing to the address specified in the Agreement or to such other address as shall be notified from time to time in accordance with this Condition and shall be sent by prepaid first-class post, recorded delivery, e-mail, fax or by commercial courier. All notices sent internationally shall be sent by courier or e-mail.
- 14.2 Any notice shall be deemed to have been duly received if sent by prepaid first-class post or recorded delivery, on the second day after posting, or if delivered by commercial courier, on the date that the courier's delivery receipt is signed.
- 14.3 This Condition 14 shall not apply to the service of any proceedings or other documents in any legal action. For the purposes of this Condition, "writing" shall include e-mails and faxes.

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15. Force majeure

- 15.1 Neither party shall be liable for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is caused by a Force Majeure Event provided that the Supplier shall use best endeavours to cure such Force Majeure Event and resume performance under the Contract.
- 15.2 A Force Majeure Event means any event beyond a party's reasonable control, which by its nature could not have been foreseen, or, if it could have been foreseen, was unavoidable, including strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, armed conflict, malicious damage, nuclear, chemical or biological contamination, sonic boom, explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters, or extreme adverse weather conditions.
- 15.3 If any events or circumstances prevent the Supplier from carrying out its obligations under the Contract for a continuous period of more than 14 days, the Customer may terminate the Contract immediately by giving written notice to the Supplier.

16. General**16.1 Assignment and subcontracting:**

- (a) The Customer may at any time assign, transfer, charge, subcontract, novate or deal in any other manner with any or all of its rights or obligations under the Contract.
- (b) The Supplier may not assign, transfer, charge, subcontract, novate or deal in any other manner with any or all of its rights or obligations under the Contract without the Customer's prior written consent.

16.2 Severance:

- (a) If any court or competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.
- (b) If any invalid, unenforceable or illegal provision of the Contract would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

16.3 Waiver and cumulative remedies:

- (a) No waiver of any right or remedy under the Contract shall be effective unless it is in writing and signed by both parties. No failure or delay by a party in exercising any right or remedy under the Contract or by law shall constitute a waiver of that or any other right or remedy, nor preclude or restrict its further exercise. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.
- (b) Unless specifically provided otherwise, rights arising under the Contract are cumulative and do not exclude rights provided by law.

- 16.4 No partnership: Nothing in the Contract is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between the parties, nor constitute any party the agent of another party for any purpose. No party shall have authority to act as agent for, or to bind, the other party in any way.

- 16.5 Third party rights: A person who is not a party to the Contract shall not have any rights under or in connection with it.
- 16.6 Variation: Except as set out in these Conditions, any variation to the Contract, including the introduction of any additional terms and conditions, shall only be binding when agreed in writing and signed by the Customer. The Customer reserves the right to conduct a formal review of the Contract after 12 months. For the avoidance of doubt, no terms and conditions produced by the Supplier, including, but not limited to, those forming part of the Supplier's quotation, shall supersede and take precedence over these Conditions and the Contract.
- 16.7 Governing law and jurisdiction: The Contract shall be governed by and construed in accordance with English law. The parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales to settle any dispute or claim arising out of or in connection with the Contract or its subject matter or formation (including non-contractual disputes or claims).

PART 4: SAVE THE CHILDREN'S CHILD SAFEGUARDING POLICY

Our values and principles

Child abuse is when anyone under 18 years of age is being harmed or isn't being looked after properly. The abuse can be physical, sexual, emotional or neglect. The abuse and exploitation of children happens in all countries and societies across the world. Child abuse is never acceptable.

It is expected that all who work with Save the Children are committed to safeguard children whom they are in contact with.

What we do

Save the Children is committed to safeguard children through the following means:

Awareness: Ensuring that all staff and those who work with Save the Children are aware of the problem of child abuse and the risks to children.

Prevention: Ensuring, through awareness and good practice, that staff and those who work with Save the Children minimise the risks to children.

Reporting: Ensuring that you are clear on what steps to take where concerns arise regarding the safety of children.

Responding: Ensuring that action is taken to support and protect children where concerns arise regarding possible abuse.

To help you clarify our safeguarding approach, we list here examples of the behaviour by a representative of Save the Children which are prohibited. These include but are not limited to:

1. Hitting or otherwise physically assaulting or physically abusing children.
2. Engaging in sexual activity or having a sexual relationship with anyone under the age of 18 years regardless of the age of majority/consent or custom locally. Mistaken belief in the age of a child is not a defence.
3. Developing relationships with children which could in any way be deemed exploitative or abusive.
4. Acting in ways that may be abusive in any way or may place a child at risk of abuse.
5. Using language, making suggestions or offering advice which is inappropriate, offensive or abusive.
6. Behaving physically in a manner which is inappropriate or sexually provocative.
7. Sleeping in the same bed or same room as a child, or having a child/children with whom one is working to stay overnight at a home unsupervised.
8. Doing things for children of a personal nature that they can do themselves.
9. Condoning, or participating in, behaviour of children which is illegal, unsafe or abusive.
10. Acting in ways intended to shame, humiliate, belittle or degrade children, or otherwise perpetrate any form of emotional abuse.

11. Discriminating against, showing unfair differential treatment or favour to particular children to the exclusion of others.

12. Spending excessive time alone with children away from others.

13. Placing oneself in a position where one is made vulnerable to allegations of misconduct.

In order that the above standards of reporting and responding are met, **this is what is expected of you:**

If you are worried that a child or young person is being abused or neglected, (such as in points 1, 2, 3, 4, 6, 8, 9 and 10 above for example) or you are concerned about the inappropriate behaviour of an employee, or someone working with Save the Children, towards a child or young person, then you are obliged to:

- act quickly and get help
- support and respect the child
- where possible, ensure that the child is safe
- contact your Save the Children manager with your concerns immediately (or their senior manager if necessary)
- keep any information confidential to you and the manager.

If you want to know more about the Child Safeguarding Policy then please contact your Save the Children manager.

PART 5: SAVE THE CHILDREN'S ANTI-BRIBERY AND CORRUPTION POLICY

Our values and principles

Save the Children does not allow any partner, supplier, sub-contractor, agent or any individual engaged by Save the Children to behave in a corrupt manner while carrying out Save the Children's work.

What we do

Save the Children is committed to preventing acts of bribery and corruption through the following means:

Awareness: Ensuring that all staff and those who work with Save the Children are aware of the problem of bribery and corruption.

Prevention: Ensuring, through awareness and good practice, that staff and those who work with Save the Children minimise the risks of bribery and corruption.

Reporting: Ensuring that all staff and those who work with Save the Children are clear on what steps to take where concerns arise regarding allegations of bribery and corruption.

Responding: Ensuring that action is taken to support and protect assets and identifying cases of bribery and corruption.

To help you identify cases of bribery and corruption, behaviour which amounts to corruption includes but is not limited to:

- a) Paying or Offering a Bribe – where a person improperly offers, gives or promises any form of material benefit or other advantage, whether in cash or in kind, to another in order to influence their conduct in any way.
- b) Receiving or Requesting a Bribe – where a person improperly requests, agrees to receive or accepts any form of material benefit or other advantage, whether in cash or in kind, which influences or is designed to influence the individual's conduct in any way.
- c) Receiving or Paying a so-called 'Grease' or 'Facilitation' payment – where a person improperly receives something of value from another party for performing a service or other action that they were required by their employment to do anyway.
- d) Neotism or Patronage – where a person improperly uses their employment to favour or materially benefit friends, relatives or other associates in some way. For example, through the awarding of contracts or other material advantages.
- e) Embezzlement - where a person improperly uses funds, property, resources or other assets that belong to an organisation or individual.
- f) Receiving a so-called 'Kickback' Payment – where a person improperly receives a share of funds, a commission, material benefit or other advantage from a supplier as a result of their involvement in a corrupt bid or tender process.
- g) Collusion – where a person improperly colludes with others to circumvent, undermine or otherwise ignore rules, policies or guidance.
- h) Abuse of a Position of Trust – where a person improperly uses their position within their organisation to materially benefit themselves or any other party.

In order that the above standards of reporting and responding are met, **this is what is expected of you:**

You have a duty to protect the assets of Save the Children from any form of corruption. Furthermore, you must immediately report any suspicion of bribery or corruption to the Save the Children senior management team or Country Director and not to anyone else. Failure to report will be treated as serious and may result in termination of any agreement with Save the Children.

You are obliged to:-

- act quickly and get help
- encourage your own staff to report on bribery and corruption
- contact the Save the Children senior management team or Country Director with your concerns immediately (or their senior manager if necessary)
- keep any information confidential to you and the manager.

Attempted corruption is as serious as the actual acts and will be treated in the same way under this policy.

If you want to know more about the Anti-Bribery and Corruption Policy then please contact your Save the Children representative.



PART 6: CODE OF CONDUCT FOR IAPG AGENCIES AND SUPPLIERS

Suppliers and manufacturers to Non Governmental Organisations (NGO's) should be aware of the Code of Conduct initiatives that the Inter-Agency Procurement Group (IAPG) support. This information is to advise you, our suppliers, of the Corporate Social Responsibility (CSR) element in our supplier relationships.

- Goods and services purchased are produced and developed under conditions that do not involve the abuse or exploitation of any persons.
- Goods produced and delivered by organisations subscribe to no exploitation of children
- Goods produced and manufactured have the least impact on the environment

Code of Conduct for Suppliers:

Goods and services are produced and delivered under conditions where:

- Employment is freely chosen
- The rights of staff to freedom of association and collective bargaining are respected.
- Living wages are paid
- There is no exploitation of children
- Working conditions are safe and hygienic
- Working hours are not excessive
- No discrimination is practised
- Regular employment is provided
- No harsh or inhumane treatment of staff is allowed.

Environmental Standards:

Suppliers should as a minimum comply with all statutory and other legal requirements relating to environmental impacts of their business. Areas to be considered are:

- Waste Management
- Packaging and Paper
- Conservation
- Energy Use
- Sustainability

Business Behaviour:

IAPG members will seek alternative sources where the conduct of suppliers demonstrably violates anyone's basic human rights, and there is no willingness to address the situation within a reasonable timeframe.

IAPG members will seek alternative sources where companies in the supply chain are involved in the manufacture of arms or the sale of arms to governments which systematically violate the human rights of their citizens.

Qualifications to the statement

Where speed of deployment is essential in saving lives, IAPG members will purchase necessary goods and services from the most appropriate available source.

Disclaimer

Reference No: FWA/MOZ/COSACA/2016/002

This Code of Conduct does not supersede IAPG Members' individual Codes of Conduct. Suppliers are recommended to check the Agencies' own websites.