

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

Date: 09 March 2019
ITT Reference No: ITT-2019-003

Dear Sir/Madam,

Yayasan Sayangi Tunas Cilik (YSTC) partner of Save the Children invites you to partake in a tender process for the provision of

Telemarketing Agency for , YSTC Fundraising Program

All of the information required to complete a response to this tender is included within this Invitation to Tender (ITT) document and its appendices. A full list of the contents is detailed below:

- Part 1: Yayasan Sayangi Tunas Cilik partner of Save the Children – Who are we?
- Part 2: Project Overview and Requirements
- Part 3: Award Criteria
- Part 4: Instructions & Key Information
- Part 5: Conditions of Tendering
- Schedule 1 - Bidder Response Document
- Appendix 1 – Terms and Condition of Purchase
- Appendix 2 – Child Safeguarding Policy
- Appendix 3 - Yayasan Sayangi Tunas Cilik partner of Save the Children's Anti-Bribery and Corruption Policy
- Appendix 4 - Yayasan Sayangi Tunas Cilik partner of Save the Children's Human Trafficking and Modern Slavery Policy
- Appendix 5 - The IAPG Code of Conduct

Key Information

- All queries should be directed to procurement.indonesia@savethechildren.org following the process detailed in Section 4.3 of this ITT.
- The deadline for the submission of your response is **5pm on Saturday, 16th March 2019** as per section 4.4 of this ITT. Responses submitted after this time may be declined.
- Responses **must** be submitted using the templates provided. Partially completed responses, or responses in formats other than those prescribed may be void.

Yayasan Sayangi Tunas Cilik partner of Save the Children looks forward to receiving your response.

Kind Regards,

Yayasan Sayangi Tunas Cilik
Procurement & Supply Chain

Invitation to Tender- ITT-2019-003

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children



1. YAYASAN SAYANGI TUNAS CILIK PARTNER OF SAVE THE CHILDREN – WHO ARE WE?

Save the Children is the world's leading independent organisation for children. We save children's lives; we fight for their rights; we help them fulfil their potential. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

Our Vision is a world in which every child attains the right to survival, protection, development and participation.

Our Mission is to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

We do this through a range of initiatives and programmes, to:

- Provide life-saving supplies and emotional support for children caught up in disasters like floods, famine and wars.
- Campaign for long term change to improve children's lives.
- Improve children's access to the food and healthcare they need to survive.
- Secure a good quality education for the children who need it most.
- Protect the worlds' most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty or exploitation.
- Work with families to help them out of the poverty cycle so they can feed and support their children.

In 2017 we reached over 50 million children in over 100 countries directly through our and our partners work.

For more information on the work we undertake and recent achievements, visit our website at <https://www.stc.or.id/>

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children



2. PROJECT OVERVIEW AND REQUIREMENTS

1) Project Context

Since 2014 Yayasan Sayangi Tunas Cilik partner of Save the Children (YSTC) began to fundraise in Indonesia that aims to be a strong, local, and self-sustaining voice for children in Indonesia. Currently YSTC has active donors are more than 18,000 donors. The donors are voluntary and are committed to donating regularly through automatic credit card or direct debit transfer.

2) Yayasan Sayangi Tunas Cilik partner of Save the Children Response

Save the Children Indonesia has tested regular giving acquisition through online lead generation and telemarketing conversion (lead conversion). We found this channels had offered an alternative way to recruit individual monthly donors besides Face to Face (F2F) fundraising programme. We began to use telemarketing in 2015. Furthermore, we have increased agree rate from 2% to 10% in average. It shows that the lead conversion programme by telefundraising programme is one of advantageous alternative channel for Save the Children in Indonesia to get regular (monthly) donors. This explains our requirements for a partner to support our on-going activities of using Telemarketing agency to manage activities related to our donor base and be ready to scale up when the new list is available for execution. We are looking for agency with excellent technical Telemarketing skills and experience and can give proactive advice and suggestion for how to maximize the success of charity.

A full list of the products required are detailed within the 'Bidder Response Document' embedded in this document as Schedule 1.

All submissions **must** be in line with the specifications provided. However, within your submission you are also invited to provide a response for a comparable specification, or a variant specification if you believe it would better suit our needs. Any variant specifications must be clearly stated in the 'Bidder Response Document'.

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

3. AWARD CRITERIA

Yayasan Sayangi Tunas Cilik partner of Save the Children is committed to ensure that all bidders are treated and assessed equally during any tender process. To enable this, internal processes and policies guide how tenders are evaluated through the use of a 'Competitive Bid Analysis' tool.

The award decision on this tender will be based on three different criteria: - 'Essential Criteria', 'Capability Criteria' and 'Commercial Criteria'. Each criteria will carry a weighting appropriate to the tender, and this is detailed below.

Yayasan Sayangi Tunas Cilik partner of Save the Children will not disclose the exact award criteria and scoring mechanisms. However, below is a summary of the factors which will be considered when reviewing bidders responses prior to making an award decision.

1) Essential Criteria

Bidders **must meet all** of the below criteria if they are to be successful. Failure of the bidder to meet any criteria will result in them being excluded from the process.


- The bidder has legitimate business / official premises, OR the bidder is registered for trading and tax as appropriate.
- Bidder is not on any prohibited parties list of Government blacklist.
- Bidder confirms acceptance of, and compliance with the attached policies:
 - Conditions of Tendering
 - Terms and Conditions of Purchase
 - Human Trafficking & Modern Slavery Policy
 - Anti-Bribery and Corruption Policy
 - Child Safeguarding Policy
 - IAPG Code of Conduct

2) Capability Criteria

Working with the most capable suppliers allows Yayasan Sayangi Tunas Cilik partner of Save the Children to deliver the most effective product and services to the targeted children giving the best possible aid.

The Capability Criteria will be used by Yayasan Sayangi Tunas Cilik partner of Save the Children to evaluate the bidders ability to meet the tender requirements in terms of capacity, capability, responsiveness and quality. Responses will be evaluated against several pre-determined criteria, including but not limited to:

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

- Bring and convert monthly donors using credit card and bank account payment
- KPI of Telefundraising project:
 - Minimum 40% Contact Rate
 - Minimum 10% Agree Rate
 - Minimum 3 call attempts for each data
 - Submission of daily and monthly report (Reporting Template and Submission template based on the Agreement).
- Performance will be evaluated in monthly basis on the agreed KPIs to determine the following month steps and improvements required to the services.
- Experience of working with large multinationals, NGO's etc.

The Capability Criteria element will be weighted as 40% for the Competitive Bid Analysis.

3) Commercial Criteria

Achieving good commercial value allows Yayasan Sayangi Tunas Cilik partner of Save the Children to have the maximum impact and reach as many children as possible and is therefore a key priority.

The Commercial Criteria will be used by Yayasan Sayangi Tunas Cilik partner of Save the Children to evaluate the bidders ability to provide competitive pricing and overall commercial value. Responses will be evaluated against several pre-determined criteria, including but not limited to:

- Commercially competitive pricing and rates.
- Ability to fix pricing over an extended term.
- Discounts available or other 'added value' – e.g. free resource, discounts etc.

The Capability Criteria element will have a weighting of 60% for the Competitive Bid Analysis.

4. INSTRUCTIONS

4.1 Timescales

The below table illustrates the timescales under which this tender process will be ran. The issuing of this ITT represents the start of the tender process.

Activity	Date
Issue Tender Notice & Invitation to Tender	09 March 2019
Deadline for Return of Tenders	16 March 2019 at 5pm Jakarta time.

Please note that these timings / dates are for indicative purposes only and are subject to change. However, Yayasan Sayangi Tunas Cilik partner of Save the Children commits to suppliers that they are treated fairly and equally to ensure all parties have equal opportunities to participate.

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

4.2 Submission Format

If you wish to respond to this tender, you **must** complete and submit the following documents:

- **Bidder Response Document** (*Schedule 1*) – allows you to illustrate your ability to meet the desired Essential, Capability and Commercial Criteria. The document provides sufficient guidance on what information is required and in what format.

A blank template of the 'Bidder Response Document' is available in the Schedules of this ITT in a ready to read format and a downloadable Microsoft Excel.

In addition, there will requirements of vehicle and documents review and inspection. Any documents, photos required will clearly be detailed in the 'Bidder Response Document'.

4.3 Submission Requirements

You should ensure that you use the templates provided to complete your tender submission. Responses should only be submitted when completed in their entirety. **Any incomplete responses or responses not in the format of the provided templates may be treated as void.**

Supplier Location	Hard Copy (signed, sealed and with the tender reference number on the outside)
Jakarta area	Jalan Bangka IX No. 40 A,B. RT.1/RW.10, Pela Mampang, Mampang Prpt., Kota Jakarta Selatan, Daerah Khusus Ibukota Jakarta 12720

4.4 Deadline

All bids must be received, either at the address listed above, **no later than 5pm on Saturday, 16th March 2019**. This deadline also applies for the receipt of all samples as well as supplier responses.

Failure to submit your bid prior to the Closing Date may result in your bid being void. Returned bids must remain open for consideration for a period of not less than 60 days from the Closing Date.

4.5 Questions & Key Contact

Invitation to Tender- ITT-2019-003

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

Should you have any questions about Yayasan Sayangi Tunas Cilik partner of Save the Children, this tender or anything related to this document, please contact the Yayasan Sayangi Tunas Cilik partner of Save the Children contact detailed below. Enquiries should be submitted in writing via email

YSTC - Procurement Indonesia

Procurement.indonesia@savethechildren.org

Yayasan Sayangi Tunas Cilik partner of Save the Children

Please be advised local working hours are 9am to 5pm and therefore there may be a delay in responses.

Please allow up to 1 days for a response.

Where the enquiry may have an impact on other parties within the process, Yayasan Sayangi Tunas Cilik partner of Save the Children will notify all other bidders to maintain a fair and transparent process.

5. 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.

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

(i) **Supplier** - the party which provides Goods and/or Services to SCI.

2. The Contract

The contract awarded shall be for the supply of goods and/or services, subject to SCI's Terms and Conditions of Purchase (attached to these Conditions). 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 this Invitation to Tender. Any request for information should be received at least 5 days before the Closing Date, as defined in the Invitation to Tender. Where appropriate 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;

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

- 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 Procurement 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. Human Trafficking and Modern Slavery

All Bidders are required to comply fully with SCI's Human Trafficking and Modern Slavery Policy (attached to these Conditions).

15. 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

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

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.

16. 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.

17. 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.

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

SCHEDULE 1 – BIDDER RESPONSE DOCUMENT

1.1 Introduction

A copy of the 'Bidder Response Document' is attached below. If you require a hard copy of this document to be mailed, please contact the designated contact is detailed in Section 4.5 of this ITT.

This document has been created with two purposes:

- 1) To illustrate the catalogue of product / services required
- 2) To allow the bidder to submit their response to this ITT.

The bidder is invited to complete and return the attached document. Any bidder wishing to take part in the tender must complete all the required fields. Partially completed documents will not be accepted.

Instructions are provided within the document to provide guidance on what information is required for each section of the tender. In addition, for all items that you wish to bid for, the information listed below is required.

1.2 Specific Requirements

Requirement	Definition
Upgrade	
Reactivation	
One Off Give	
Non-Sales Call: Welcoming Call, Up-date Call	
Lead Gen Conversion	

1.3 Bidder Guidance

If a bidder does not complete all the required information for a single product / service line it shall be assumed that they do not wish to quote for that particular product / service. If a supplier is unable to satisfy a particular requirement for a product / service (e.g. warranty, delivery etc) this should be labelled as 'NA'.

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

APPENDIX 1 : TERMS AND CONDITIONS OF PURCHASE

[The terms and conditions below are the standard short form term & conditions for Goods or Services. If the Long form Contract or Framework Agreement will be required for Goods or Services, please replace the Terms and Conditions below with the correct long form version]

[This document should be reviewed under local law and amended as necessary]

1 Definitions and Interpretation

These terms and conditions ("Conditions") provide the basis of the contract between the supplier ("Supplier") and Yayasan Sayangi Tunas Cilik partner of Save the Children International (the "Customer"), in relation to the validly issued purchase order ("Order") (the Order and the Conditions are together referred to as the "Contract"). All references in these terms and conditions to defined terms - Goods, Services, Prices and Delivery - refer to the relevant provisions of the Order.

2 Quality and Defects

2.1 The Goods and the Services shall, as appropriate:

- a) correspond with their description in the Order and any applicable specification;
- b) comply with all applicable statutory and regulatory requirements;
- c) be of the highest quality and fit for any purposes held out by the Supplier or made known to the Supplier by the Customer;
- d) be free from defects in design, material, workmanship and installation; and
- e) be performed with the best care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade.

2.2 The Customer (including its representatives or agents) reserves the right at any time to audit the Supplier's records, inspect work being undertaken in relation to the supply of the Goods and Services and, in the case of Goods, to test them.

3 Compliance and Ethical Standards

3.1 The Supplier, its suppliers and sub-contractors, shall (a) observe the highest ethical standards, and shall comply with all applicable laws, statutes, regulations and codes (including environmental regulations and the International Labour Organisation's international labour standards on child labour and forced labour) from time to time in force, (b) comply with the following Customer policies, which are annexed: Child Safeguarding; Fraud, Bribery and Corruption; and Human Trafficking and Modern Slavery (together the "Mandatory Policies"),

and (c) act in relation to the Contract in accordance with the principles of the Inter-Agency Procurement Group Code of Conduct.

3.2 The Supplier, its suppliers and sub-contractors shall not in any way be involved in (a) the manufacture or sale of arms or have any business relations with prohibited party armed groups or governments for any war related purpose; or (b) terrorism, including checking its staff, suppliers and sub-contractors against the following sanctions lists: UK Treasury List, EC List, OFAC List and US Treasury List.

3.3 The Supplier is taking reasonable steps (including but not limited to having in place adequate policies and procedures) to ensure it conducts its business (including its relationship with any contractor, employee, or other agent of the Supplier) in such a way as to comply with the Mandatory Policies, and shall upon request provide the Customer with information confirming its compliance.

3.4 The Supplier shall notify the Customer as soon as it becomes aware of any breach, or suspected or attempted breach, of the Mandatory Policies or Condition 8 (Supplier's Warranties), and shall inform the Customer of full details of any action taken in relation to the reported breach.

4 Delivery / Performance

4.1 The Goods shall be delivered to, and the Services shall be performed at the address and on the date or within the period stated in the Order, and in either case during the Customer's usual business hours, except where otherwise agreed in the Order. Time shall be of the essence in respect of this Condition 4.1.

4.2 Where the date of delivery of the Goods or of performance of Services is to be specified after issue of the Order, the Supplier shall give the Customer reasonable written notice of the specified date.

4.3 Delivery of the goods shall take place and title in the Goods will pass on the completion of the physical transfer of the goods from the Supplier or its agents to the Customer or its agents at the address specified in the Order.

4.4 Risk of damage to or loss of the Goods shall pass to the Customer in accordance with the relevant provisions of Incoterms 2010 identified in the Order, or, where Incoterms do not apply, risk in the Goods shall pass to the Customer on completion of delivery.

4.5 The Customer shall not be deemed to have accepted any Goods or Services until the Customer has had reasonable time to inspect them following delivery and/or performance by the Supplier.

4.6 The Customer shall be entitled to reject any Goods delivered or Services supplied which are not in accordance with the Contract. If any Goods or Services are so rejected, at the Customer's option, the Supplier shall forthwith re-supply substitute Goods or Services

which conform with the Contract. Alternatively, the Customer may cancel the Contract and return any rejected Goods to the Supplier at the Supplier's risk and expense.

5 Indemnity

The Supplier shall indemnify the Customer in full against all liability, loss, damages, costs and expenses (including legal expenses) awarded against or incurred or paid by the Customer as a result of or in connection with any act or omission of the Supplier or its employees, agents or sub-contractors in performing its obligations under this Contract, and any claims made against the Customer by third parties (including claims for death, personal injury or damage to property) arising out of, or in connection with, the supply of the Goods or Services.

6 Price and Payment

Payment will be made as set out in the Order and the Customer shall be entitled to off-set against the price set out in the Order all sums owed to the Customer by the Supplier.

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 the Supplier:

- a) becomes insolvent, goes into liquidation, makes any voluntary arrangement with its creditors, or becomes subject to an administration order; or
- b) is in material breach of its obligations under the Contract or is in breach of its obligations and fails to remedy such breach within 14 days of written request from the Customer.

7.3 In the event of termination, all existing Orders must be completed.

8 Supplier's Warranties

8.1 The Supplier warrants to the Customer that:

- a) it has all necessary internal authorisations and all authorisations from all relevant third parties to enable it to supply the Goods and the Services without infringing any applicable law, regulation, code or practice or any third party's rights;
- b) 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;

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

- c) the Services will be performed by appropriately qualified and trained personnel, with the best care, skill and diligence and to such high standard of quality as it is reasonable for the Customer to expect in all the circumstances;
- d) none of its directors or officers or any of its employees have any interest in any supplier or potential supplier of the Customer or is a party to, or are otherwise interested in, any transaction or arrangement with the Customer; and
- e) information provided to the Customer are, and remain, complete and accurate in all material respects.

9 Force majeure

9.1 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 an event that is beyond that party's reasonable control (a "Force Majeure Event") provided that the Supplier shall use best endeavours to cure such Force Majeure Event and resume performance under the Contract.

9.2 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.

10 General

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

10.2 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.

10.3 Any notice under or in connection with the Contract shall be given in writing to the address specified in the Order or to such other address as shall be notified from time to time. For the purposes of this Condition, "writing" shall include e-mails and faxes.

10.4 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.

10.5 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 both parties.

10.6 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


Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

settle any dispute or claim arising out of or in connection with the Contract or its subject matter or formation.

10.7 A person who is not a party to the Contract shall not have any rights under or in connection with it.

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

APPENDIX 2 - YAYASAN SAYANGI TUNAS CILIK PARTNER OF 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 Yayasan Sayangi Tunas Cilik partner of Save the Children are committed to safeguard children whom they are in contact with.

What we do

Yayasan Sayangi Tunas Cilik partner of Save the Children is committed to safeguard children through the following means:

Awareness: Ensuring that all staff and those who work with Yayasan Sayangi Tunas Cilik partner of 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 Yayasan Sayangi Tunas Cilik partner of 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 Yayasan Sayangi Tunas Cilik partner 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.

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

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 Yayasan Sayangi Tunas Cilik partner of 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 Yayasan Sayangi Tunas Cilik partner of 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 Yayasan Sayangi Tunas Cilik partner of Save the Children manager.

Yayasan Sayangi Tunas Cilik

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APPENDIX 3 - YAYASAN SAYANGI TUNAS CILIK PARTNER OF SAVE THE CHILDREN'S ANTI-BRIBERY AND CORRUPTION POLICY

Our values and principles

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

What we do

Yayasan Sayangi Tunas Cilik partner of 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 Yayasan Sayangi Tunas Cilik partner of 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 Yayasan Sayangi Tunas Cilik partner of Save the Children minimise the risks of bribery and corruption.

Reporting: Ensuring that all staff and those who work with Yayasan Sayangi Tunas Cilik partner of 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) Nepotism 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.

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

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 Yayasan Sayangi Tunas Cilik partner of Save the Children from any form of corruption. Furthermore, you must immediately report any suspicion of bribery or corruption to the Yayasan Sayangi Tunas Cilik partner of 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 Yayasan Sayangi Tunas Cilik partner of Save the Children.

You are obliged to:-

- act quickly and get help
- encourage your own staff to report on bribery and corruption
- contact the Yayasan Sayangi Tunas Cilik partner of 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 Yayasan Sayangi Tunas Cilik partner of Save the Children representative.

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APPENDIX 4 - YAYASAN SAYANGI TUNAS CILIK PARTNER OF SAVE THE CHILDREN'S HUMAN TRAFFICKING AND MODERN SLAVERY POLICY

1. Our values and principles

Yayasan Sayangi Tunas Cilik partner of Save the Children does not allow any partner, supplier, sub-contractor, agent or any individual engaged by Yayasan Sayangi Tunas Cilik partner of Save the Children to engage in human trafficking or modern slavery.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives and business partners.

2. What is human trafficking and modern slavery?

The Modern Slavery Act (MSA) 2015 covers four activities:

Slavery	Exercising powers of ownership over a person
Servitude	The obligation to provide services is imposed by the use of coercion
Forced or compulsory labour	Work or services are exacted from a person under the menace of any penalty and for which the person has not offered themselves voluntarily
Human trafficking	Arranging or facilitating the travel of another person with a view to their exploitation


Modern slavery, including human trafficking, is a crime and a violation of fundamental human rights. It takes various forms, such as slavery, servitude, forced and compulsory labour and human trafficking, all of which have in common the deprivation of a person's liberty by another in order to exploit them for personal or commercial gain. We have a zero-tolerance approach to modern slavery and we are committed to acting ethically and with integrity in all our business dealings and relationships and to implementing and enforcing effective systems and controls to ensure modern slavery is not taking place anywhere in our own business or in any of our supply chains.

We are also committed to ensuring there is transparency in our own business and in our approach to tackling modern slavery throughout our supply chains, consistent with our national and international disclosure obligations, and shall comply with all applicable laws, statutes, regulations and codes from time to time in force, including:

- UK Modern Slavery Act 2015 (see above);

Invitation to Tender- ITT-2019-003

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

- US Trafficking Victims Protection Act 2000;
- USAID ADS 303 Mandatory Standard Provision, Trafficking in Persons (July 2015); and
- International Labour Standards on Child Labour and Forced Labour.

3. Our approach to preventing human trafficking and modern slavery

Yayasan Sayangi Tunas Cilik partner of Save the Children is committed to preventing human trafficking and modern slavery, including through the following means:

Awareness: Ensuring that all staff and those who work with Yayasan Sayangi Tunas Cilik partner of Save the Children are aware of the problem of human trafficking and modern slavery.

Prevention: Ensuring, through awareness and good practice, that staff and those who work with Yayasan Sayangi Tunas Cilik partner of Save the Children minimise the risks of human trafficking and modern slavery.

Reporting: Ensuring that all staff and those who work with Yayasan Sayangi Tunas Cilik partner of Save the Children are clear on what steps to take where concerns arise regarding allegations of human trafficking and modern slavery.

Responding: Ensuring that action is taken to identify and address cases of human trafficking and modern slavery.

To help you identify cases of human trafficking and modern slavery, the following are examples of prohibited categories of behaviour:

- a. **'Chattel slavery'**, in which one person owns another person.
- b. **'Bonded labour' or 'debt bondage'**, which is when a person's work is the security for a debt – effectively the person is on 'a long lease' which they cannot bring to an end, and so cannot leave their 'employer'. Often the conditions of employment can be such that the labourer can't pay off their debt and is stuck for life, because of low wages, deductions for food and lodging, and high interest rates.
- c. **'Serfdom'**, which is when a person has to live and work for another on the other's land.
- d. **Other forms of forced labour**, such as when passports are confiscated (sometimes by unscrupulous recruitment agencies) from migrant workers to keep them in bondage, or when a worker is 'kept in captivity' as a domestic servant. If a supplier or contractor appears to impose excessively harsh working conditions, or excessively poor wages, then you should always be alive to the possibility that a form of forced labour is occurring, and take care with your due diligence.

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Partner of  Save the Children

- e. **'Child slavery'**, which is the transfer of a young person (under 18) to another person so that the young person can be exploited. Child labour may, in fact, be a form of child slavery, and should not be tolerated. See the Save the Children Child Safeguarding Policy for further details.
- f. **'Marital and sexual slavery'**, including forced marriage, the purchase of women for marriage, forced prostitution, or other sexual exploitation of individuals through the use or threat of force or other penalty.

4. The commitment we expect from commercial partners

We expect the same high standards from all of our contractors, suppliers and other business partners, and as part of our contracting processes, we may include specific prohibitions against the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude, whether adults or children, and we expect that our suppliers will hold their own suppliers to the same high standards.

Please contact your Yayasan Sayangi Tunas Cilik partner of Save the Children representative if you have further questions.

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Partner of  Save the Children

IAPG

The Inter-Agency
Procurement Group

APPENDIX 5 - 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:

Yayasan Sayangi Tunas Cilik

Partner of  Save the Children

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

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