

**Annex A: Terms of Reference  
RFP/23/007/RBAP/PSP  
Request for Proposal  
Frame Agreement for F2F Fundraiser Contract and Administration Services  
for UNHCR Indonesia Private Sector Partnerships Unit**

Bidders are required to submit any request for clarification or any question in respect of this ToR by e-mail to [ling@unhcr.org](mailto:ling@unhcr.org) and [bagnall@unhcr.org](mailto:bagnall@unhcr.org). The deadline for receipt of questions is 15th of September 23:59 UTC + 7 hrs. (WIB Time).

## Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>3</b>
1.1	Background.....	3
1.2	Statement of Purpose & Objectives.....	3
<b>2</b>	<b>Requirements .....</b>	<b>5</b>
2.1	Provider Responsibility .....	5
2.2	Medical Insurance Minimum Requirements .....	5
2.3	Customer Responsibilities .....	6
<b>3</b>	<b>Evaluation .....</b>	<b>Error! Bookmark not defined.</b>
3.1	Vendor Registration Form (Annex D) .....	<b>Error! Bookmark not defined.</b>
3.2	Application General Conditions (Annex E) .....	<b>Error! Bookmark not defined.</b>
<b>4</b>	<b>Content of the Financial Proposal.....</b>	<b>Error! Bookmark not defined.</b>
<b>5</b>	<b>Key Performance Indicators .....</b>	<b>12</b>
5.1	Performance Evaluation .....	12

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## 1 Introduction

### 1.1 Background

UNHCR has been working in Indonesia since 1979, when the Government of Indonesia invited UNHCR to assist with the establishment of a refugee camp on Galang Island to accommodate more than 170,000 refugees who had fled conflict in Southeast Asia.

The primary purpose of the Private Sector Partnership Service (PSP) in Indonesia is to generate income from individual donors, corporates, and foundations, in order to support UNHCR activities in Indonesia and worldwide. PSP activities in Indonesia started in 2020 and now include two different main programs: Individual Giving (IG), raising money from individuals both regular and one-off, and Private Partnerships & Philanthropy (PPH) seeking support from companies, foundations focusing on Islamic Philanthropy and High Net-Worth individuals.

Within the Individual Giving strategy, PSP Indonesia primary objective is to continue increasing its donor base with high quality donors.

UNHCR has our acquisition activity across a wider range of channels from Face to Face (F2F), Multi-Channel and Digital fundraising programs. As part of a global UNHCR strategy of raising awareness and increasing private sector funding, UNHCR Indonesia seeks to grow its Individual Giving acquisition operation for In-House F2F Fundraiser in collaboration with service providers to provide HR support and administration services in-house fundraisers in Surabaya. This engagement is planned to commence in October 2023

### 1.2 Statement of Purpose & Objectives

UNHCR Indonesia through Private Sector Partnership (PSP) would like to seek an outsourcing service company to provide support in the UNHCR In-House F2F Fundraiser operations in Surabaya, Indonesia. The service provider shall be fully responsible and liable to provide F2F Fundraiser contracts based on Indonesian labour law, payment for the operational cost such as Payroll, Tax, Medical Insurance, Leaves, and day-to-day operational expenses which include; Venue rental, Travel cost for F2F Fundraisers, office rent and equipment.

The UNHCR PSP team in the Indonesia is currently looking to identify qualified agency to provide F2F Fundraiser Contract and Administration services, for the period one year, further extendable for two times one year period, subject to satisfactory performance, in total a 3-year agreement.

The service provider must have proven experience and expertise in comprehensive manpower services including staff contract management, payroll service, finance & administrative services, and group health insurance.

Scope of work: Contracting - Onboarding and Offboarding - HR matters that comply with Indonesian Law - Petty cash management - Additional Payment - Office Rent & Equipment.

The expected number of F2F Fundraiser staff (Team Leader and Fundraiser position) to be administered in Indonesia is listed below.

YEAR	TOTAL STAFF	
	TEAM LEADERS	FUNDRAISERS
2023	2	8
2024	4	16

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The confirmed service fees will be maintained for the duration of the contract.

### 1.3 1.3 Pass-Fail (yes or no) first cut

To be eligible to participate in this bidding, your company must be compliant with the below pre-selection criteria. Failure to comply will result in disqualification.

Criteria (Pass or fail)	Documents, information to be provided to establish compliance with the set criteria
Your company must be registered in Indonesia and to be able to do business in Indonesia	To be eligible to participate at this bidding, your company must have a local office in Indonesia and your company must be authorized to work/do business in Indonesia. To establish compliance with this criterion, the company profile is to be sent.
General liability and financial soundness	Please submit a certificate of good standing from your company's bank
Personal data protection policy	Personal data protection certificate and/or policy.
Acceptance of UNHCR General Conditions of Contracts (Annex D)	Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services (Annex D) on the technical response form.
Acceptance of UNHCR Special Data Protection Conditions (Annex E)	Please indicate your acknowledgement of the UNHCR Special Data Protection Conditions (Annex E) on the technical response form.
Acceptance of UN Supplier Code of Conduct	Please indicate your acknowledgement of the UN Supplier Code of Conduct for the provision of services (Annex F) on the technical response form.

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## 2 Requirements

### 2.1 Provider Responsibility

- Entirely prepare and manage F2F Fundraiser profile registration per UNHCR selection and collect documents to comply with UNHCR guidelines and the most recent update labor laws in Indonesia.
- Issue and discontinue F2F Fundraiser's contract according to the instruction of UNHCR
- Prepare accurate salary reports in a professional and timely manner.
- Issue salaries pay slips for F2F Fundraiser (electronic file and/or carbon slips)

**Important note 1: UNHCR shall inform all candidates, before their recruitment, that no contractual relation (such as employer–employee) exists between the employee and UNHCR. The contract is to be signed between the selected candidate and the service provider. UNHCR would not be liable to the selected face to face fundraiser staff for any sort of compensation, and UNHCR is protected by its privileges and immunities.**

- Manage entire F2F Fundraiser resignation process including determination of contracts, health insurance and settle their End of Service benefits per UNHCR instruction.
- Prepare salary report Provide F2F Fundraiser retention reports with accurate data on entry on duty, and last working day.
- Provide Employment Certificate if requested by F2F Fundraiser.
- Provide Monthly, Quarterly and Yearly Payroll Service and F2F Fundraiser Retention reports per UNHCR guidelines

**Important note 2: any fees related to termination must be stated in the proposal and reflected in the financial form (Annex B)**

- Prepare invoicing fundraisers travel cost; tickets, accommodation, local transportation, incentives in a timely manner.
- Prepare invoicing operational payment cost; rental office, venue payment, and vendors payment in a timely manner.
- Fully manage employee health insurance together with notification of newly hired, existing, resigned and terminated F2F Fundraisers.

### 2.2 Medical Insurance Minimum Requirements

- Health insurance from BPJS (Class 1)
- Monthly subscription service
- Coverage age between 20-60 years old
- Indonesian nationality

Area of cover	Indonesia Nationwide
Accidental Death and Dismemberment of benefit	IDR 5,000,000
Maternity benefit	IDR 13,500,000/pregnancy
Glasses benefit per policy period	IDR 1,300,000
Dental benefit per policy period	IDR 4,500,000
<b>IPD</b>	
1. Daily room & board	IDR 400,000/day
2. I.C.U.	IDR 800,000/day
3. Miscellaneous Hospital Expenses	IDR 8,000,000/confinement
4. One Day Surgery	IDR 9,800,000/surgery

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5. Surgery (Complex)	IDR 50,000,000/confinement
6. In-Hospital Physician's Visits	IDR 160,000/day
7. In-Hospital Specialist Joint Consultations	IDR 320,000/day
8. Emergency outpatient treatment	IDR 2,200,000/event
9. Ambulance service fees	IDR 400,000/confinement
<b>Outpatient benefit</b>	
Per policy period	IDR 7,000,000

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### 2.3 Customer Responsibilities

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Appointed agency will work closely with UNHCR's PSP Indonesia team where UNHCR will be responsible for:

- Provision of Administrative support to the service provider to create F2F Fundraiser contract for the selected candidates from UNHCR recruitment.
- Provision of the incentive calculation to the provider to be add with the F2F Fundraiser Salary
- Provision of Terms of Reference for different positions
- Provision of Entry and Exit working date information
- Provision of payment of fundraisers travel cost during Travel team; tickets, accommodation, local transportation and incentive reward
- Provision of payment operational cost; rental office and equipment's, venues and vendors payment (loading/unloading).

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Please fill out Annex B your technical response form.

Your proposal must be presented in English. Do not include any information from your financial offer in your technical proposal. Financial information in the technical proposal may lead to disqualification.

Please note that only companies passing the pre-selection (section 1.3) will be eligible for technical evaluation.

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### **3.1 Company Qualifications**

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During the technical evaluation, in this section, the panel will score your company`s (1) similar service provision experience based on number of projects and (2) similar service provision experience based on number of clients:

- (1) Service provision experience in staff administration services, based on the number of projects:
- Please describe the number of similar and successfully completed projects.
  - Please describe the number of projects currently underway.
- (2) Service provision experience in staff administration services, based on number of clients:
- Please list the number of current and previous clients.
  - Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted.

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### **3.2 Proposed services.**

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During the technical evaluation, in this section, the panel will score (1) *your company`s compliance with the services required under administration services; and (2.1) your company`s compliance with the services required under specialized services personnel management (2.2); and (2.3) reporting capabilities:*

- Please include your company policy, Code of Conduct and the terms of conditions related the requested services.
- Sample reports to be provided:
- One (1) employee contract template.
  - ✓ One (1) monthly salary report upon payroll completion
  - ✓ One (1) sample of individual contractor's retention report
  - ✓ One (1) sample of Health Insurance report

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### **3.3 Personnel Qualifications**

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Account management is crucial for a successful cooperation. This section is dedicated to measure the proposed customer service towards UNHCR Indonesia. During the technical evaluation, in this section, the panel will score the experience of the core people who will work on UNHCR project (based on the number of years and demonstration expertise in the area):

- Please provide a short CV (max half page) of the key personnel assigned to UNHCR account.
- A description of each team member's role within your firm proposed to carry out the services.

Please make sure you elaborate on this section properly, to understand the level of support proposed for managing our account.

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## 4.1 Technical Evaluation

The overall evaluation is based on a 100 points scale. The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution; **60% (i.e., max 60 points)** from the total score.

1. Company Qualification (20)	Documents, information to be provided to establish compliance with the set criteria
Service provision experience (project based) (10)	Service provision experience in administrative services. Boarding services and personnel management on the Indonesian market. List the number of projects successfully completed and currently underway. Please outline your service provision in onboarding & outboarding HR services and personnel management comply with the Indonesian Labour Law
Service provision experience (client based) (10)	Service provision experience in administrative services. Please list the current and previous clients. Please provide three references (reference letter, email address, contact person, phone number) from your current/previous clients to be contacted.  Reference and background checks are part of the due diligence during the selection process and in case of negative feedback may lead to disqualification.
2. Proposed Services (30)	
Compliance with the services required under recruitment and on-boarding services (2.1) (10)	The technical proposal has no set format, we recommend ppt or pdf. The general company profile will not be accepted, the proposal is to be tailored to UNHCR requirements to ease the scoring process.  Comprehensive proposal presented including all services. Emphasis on compliance with Indonesia labour law benefits and costs will be evaluated.
Compliance with the services required under health insurance management (2.2) (10)	Comprehensive proposal presented including all services listed under point 2.2.; outlining your company's experience and strategy to fulfil requirements.
Reporting capabilities (10)	Sample reports to be provided: <ul style="list-style-type: none"> <li>- One (1) sample report on outcomes from recruitment sources and response rates</li> <li>- One (1) monthly salary report upon payroll completion</li> <li>- One (1) sample of staff retention report</li> </ul>

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	<p>- One (1) sample table of contents for a quarterly analysis report</p> <p>The scores will be allocated for the quality of the samples and creative pieces provided.</p> <p><i>You are requested to add all the four samples to your proposal. Please note that without the samples, 0 point will be given.</i></p>
<b>3. Personnel qualification (10)</b>	
Account management / client service (5)	Please provide a brief explanation on your customer service approach, account management strategy to support UNHCR Indonesia.
Experience of core people who will work on UNHCR project. (5)	<p>Please provide a short CV (max half page) of the key personnel assigned to UNHCR account; and a description of each team member's role within your firm proposed to carry out the services.</p> <p>The scores will be allocated for the average number of years` of experience individual contractors experience, dedicated to UNHCR account.</p> <p><i>Please note that without the CVs, 0 points will be given.</i></p>

Bids must score a minimum of 45 out of 60 points for the technical proposal to be considered for further evaluation.

## 4.2 Financial evaluation

The financial component is 40% (i.e., 40 points) of the total score. The maximum number of points (40) will be allocated to the lowest price offer. All other offers will receive points in inverse proportion to the lowest price.

Important notes: Only Annex C will be accepted for confirming your fees.

The financial offer is based on the two main requirements:

1. **Administrative services cost:** continuous service cost to be paid to the selected vendor, based on individual contractor's member quantity, as fixed rate per person per month or % charged.
2. **Heath Insurance of the 3<sup>rd</sup> party:** continuous service cost or one-off cost based on the number of individual contractors; for volume, please refer to UNHCR estimation confirmed on page 4.

Payment terms:

**1. Heath Insurance cost:** once the insurance has been completed, the corresponding one-off costs are to be invoiced

**2. Administration service cost:** this is to be invoiced and paid on monthly basis

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## 5 Key Performance Indicators

### 5.1 *Performance Evaluation*

UNHCR PSP Indonesia expects to monitor the performance of the selected supplier according to a pre agreed KPI's:

- Professionalism and Expertise in the comprehensive payroll outsourcing services.
- Account management
- Response time
- Quality of the work of the designated team for UNHCR services