

DATE: 28th of August 2023

REQUEST FOR PROPOSAL: RFP/23/007/RBAP/PSP

FOR THE PROVISION OF

Request for Proposal

**Frame Agreement for F2F Fundraiser Contract and Administration Services
for UNHCR Indonesia Private Sector Partnerships Unit**

CLOSING DATE AND TIME: 25th of September 2023 – 23:59 UTC + 7 hrs. (WIB Time)

INTRODUCTION

The Office of the United Nations High Commissioner for Refugees was established on 14 December 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

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.

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. REQUIREMENTS

UNHCR Indonesia through Private Sector Partnership (PSP) would like to seek an outsourcing service company to establish a Frame Agreement 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.

IMPORTANT:

The Terms of Reference (TOR) and other relevant documentation are detailed in the Annexes of this Request for Proposal (RFP).

IMPORTANT:

When a Frame Agreement (FA) is awarded, the successful bidder(s) are requested to maintain their quoted price model for the duration of the FA.

IMPORTANT:

When a Frame Agreement (FA) is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.
The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Services shall not be deemed to be a "cause" for or otherwise to be a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Conditions of Contracts for provision of Services.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

Annex A:	Terms of Reference (TORs)
Annex B:	Technical Response Form
Annex C:	Financial Offer Form
Annex D:	UNHCR General Conditions of Contracts for the Provision of Services
Annex E:	UNHCR Special Data Protection Conditions
Annex F:	UN Supplier Code of Conduct
Annex G:	Registration Guide for eTenderBox
Annex H:	eTenderBox Supplier User Manual

Please kindly note that this RFP is posted on UNHCR Global and UNGM websites too.

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to Yun Ling ling@unhcr.org and Rachel Bagnall bagnall@unhcr.org as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting your proposal

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Yun Ling ling@unhcr.org and Rachel Bagnall bagnall@unhcr.org **The deadline for receipt of questions is the 15th of September 23:59 UTC + 7 hrs. (WIB Time).** Bidders are requested to keep all questions concise.

IMPORTANT:

Please note that Proposal Submissions are **NOT** to be sent to the e-mail addresses above.

UNHCR will compile and answer all questions received. UNHCR may, at its discretion, copy and reply to all or a question(s) to all other invited bidders at once for transparency purposes in line with applicable confidentiality clauses.

The consolidated Q&A file will be also posted on UNHCR Global website and UNGM.

IMPORTANT:

UNHCR may invite all bidders who have sent their confirmation of receipt of the RFP and expressed their interest in submitting a proposal to a Supplier Conference to explain ToRs, the RFP process and answer any questions raised by the potential bidders.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not be taken into consideration.

IMPORTANT:

Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the prescribed submission method will result in disqualification of the offer. Please send your bid only in the manner specified in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise **the following two sets of documents:**

- Technical Offer
- Financial Offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT: No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

Pre-selection criteria (mandatory to fulfil with this criteria):

Please take note of the pre-qualification criteria hereunder, failure to comply with ALL criteria will result in disqualification:

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.

Please see section 2 in the TOR for the Technical Requirements and 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.

1. **Company Qualifications**

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.

2. **Proposed services**

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) your company's compliance with the services required under specialized services personnel management (2.2); and (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

3. **Personnel Qualifications**

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.

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offers** must contain an overall offer in a single currency, which shall be Indonesian Rupiah. Please ensure to read thoroughly the instructions on the financial offer form.

IMPORTANT:

The Financial Offer is to be submitted as per the Financial Offer Form. Financial offers and bids submitted in different manner and that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regard, price must be given excluding any taxes and/or duties.

You are requested to hold your offer valid for ninety (90) days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within thirty (30) days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

2.5.1 **Supplier Registration:**

The qualified supplier(s) will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing;
- Core business;
- Track record;
- Contract capacity.

2.5.2 **Technical and Financial evaluation:**

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

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)	<p>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.</p> <p>Comprehensive proposal presented including all services. Emphasis on compliance with Indonesia labour law benefits and costs will be evaluated.</p>
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)	<p>Sample reports to be provided:</p> <ul style="list-style-type: none"> • One (1) sample report on outcomes from recruitment sources and response rates • One (1) monthly salary report upon payroll completion • One (1) sample of staff retention report • One (1) sample table of contents for a quarterly analysis report <p>The scores will be allocated for the quality of the samples and creative pieces provided. <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>
3. Personnel qualification (10)	
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>

IMPORTANT:

The minimum passing score of the evaluation is 45 out of 60; if a bid does not meet these minimums, it will be deemed technically non-compliant and will not proceed to the financial evaluation.

Bidders might be requested to deliver a presentation on their proposal and to introduce the team members who will work with UNHCR via web/teleconference in case PSP deems necessary the agencies will be informed on time.

The **Financial offers** will use the following percentage distribution: **40%** from the total score.

The maximum number of points (40 points) will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price, e.g., $[\text{total Price Component}] \times [\text{IDR lowest}] \setminus [\text{IDR other}] = \text{points for other supplier's Price Component}$.

2.6 SUBMISSION OF BID:

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL:

<http://etenderbox.unhcr.org>

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

IMPORTANT:

The technical and financial offers shall be clearly separated by uploading them to the appropriate category in the system. Failure to do so may result in disqualification.

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the 'Save & Submit' button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier's responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.

CLOSING DATE AND TIME: 25th of September 2023 – 23:59 UTC + 7 hrs. (WIB Time Zone)

IMPORTANT:

Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is supplier's responsibility to verify that documents and correspondence have been submitted properly before the deadline.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

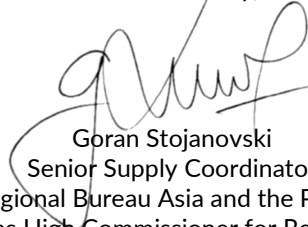
2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued because of this RFP will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts for Provision of Services will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Yours faithfully,



Goran Stojanovski
Senior Supply Coordinator
Regional Bureau Asia and the Pacific
United Nations High Commissioner for Refugees (UNHCR)