



**Terms of Reference**

**UNHCR Private Sector Partnership (PSP)**

**RFP/PSP/IT/2024/005**

**FOR THE PROVISION OF RECRUITMENT, PAYROLL AND MANAGEMENT SERVICES OF  
AUXILIARY PERSONNEL FOR FUNDRAISING OPERATION IN ITALY**

## Table of Contents

1.	Background and description of services .....	3
2.	Statement of Purpose & Objectives .....	3
3.	Description of Services and Requirements .....	4
4.	UNHCR Responsibilities .....	4
5.	Content of the technical offer .....	5
5.1	Company Qualifications .....	5
5.2	Proposed services .....	5
5.3	Personnel Qualifications .....	5
5.4	Vendor Registration Form .....	5
5.5	Applicable General Conditions .....	5
5.6	Special Data Protection Conditions .....	6
6.	Evaluation .....	6
6.1	Technical Evaluation .....	6
6.2	Financial Evaluation .....	6
7.	Key Performance Indicators .....	7

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## 1. Background and description of services

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The Office of the United Nations High Commissioner for Refugees (UNHCR) was established by the U.N. General Assembly in 1950 to provide protection and assistance to refugees and Internally Displaced People (IDPs). In more than five decades, the agency has helped tens of millions of people to restart their lives. Today, UNHCR is one of the world's principal humanitarian agencies. Their staffs of more than 18,879 personnel are helping more than 89.3 million people in 137 countries.

The world will continue to see more people forcibly displaced from their homes than at any other time since post World War II. The staggering increase of people who are forcibly displaced means that UNHCR's services are needed now more than ever. **It is therefore critical that UNHCR continues to harness the power of media campaigns in order to effectively increase awareness and donations, from both new and existing audiences, helping to bring change to those affected by these horrifying issues.** For more information please go to [www.unhcr.it](http://www.unhcr.it)

UNHCR has an ambitious Private Sector Partnership (PSP) program which endeavours to capitalize donations from private-sector donors, through a variety of channels including Face-to-Face, Direct Mailing, DRTV, Print and Digital Channels.

Fundraising activities in Italy include two main programs:

- the Individual Giving (IG), raising contributions from individuals both regular and one-off (including Mid-Value donors, High Value donors and Small and Medium Sized Enterprises), and
- Private Partnerships and Philanthropy (PPH) targeting companies, foundations, High Net Worth individual and Legacy.

Fundraising activities are supported by 3 other units, which directly collaborate with the IG and PPH:

- the Communication for Fundraising Team,
- the Support Team and
- the Database and Analysis Team.

**In addition to current UNHCR personnel, PSP Italy may need to have additional workforce, crucial to reach the ambitious income and supporters engagement target.**

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## 2. Statement of Purpose & Objectives

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In this regard, PSP Italy is seeking a **qualified temporary agency**, with possibility of a back-up agency, able to scout and recruit personnel and manage the contractual relationship, including payroll and any contractual benefits, with the selected workforce for a period of 2+1 years.

The selected personnel will be contracted by the Temporary Agency and will be located either at UNHCR premises in Rome or Milan, or will work home-based, or hybrid modality, depending on specific needs described in the vacancy notice.

The temporary agency shall issue contracts in line with the national law, with contractual levels in accordance with the tasks described and with the years of experience required for the position.

The contracts shall include any benefits as per the relevant national contract (as an example, annual leave, pension fund, social and medical insurance, maternity/paternity leave, sick leave).

UNHCR may request profiles with different years of experience and in different areas as follow:

- Years of experience:
  - a. Junior (<2 years' experience)
  - b. Mid-level (2 - 7 years' experience)
  - c. Senior-level (> 7 years' experience)
- Areas of experience:
  - d. Fundraising
  - e. Communication
  - f. Administration
  - g. Finance
  - h. Supply
  - i. Data Analysis

Whenever a new position is required, UNHCR will provide the Temporary Agency with the Job Description, listing the experience required (whether Junior, Mid-level or Senior) and the specific job area. Usually, auxiliary positions are required on a full-time basis, equivalent for UNHCR to 37.5 hours/week, but part-time jobs may also be requested.

Duration may vary from a few months up to 1 year, with possibility of extension.

The dedicated personnel may occasionally be requested to travel in Italy, and if so, the Temporary Agency shall arrange the travel and cover for any travel entitlements and expenses. Any travel required will be subject to UN travel rules and must be pre-approved by UNHCR's contract / project manager.

UNHCR needs could vary between 5-10 junior/mid-level resources per year. This scenario is purely indicative and in no way it represents a commitment that UNHCR will purchase a minimum volume of services.

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### ***3. Description of Services and Requirements***

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Upon request from UNHCR, the selected Temporary Agency shall:

- a) Advertise the vacancy and conduct high-quality candidate search, if candidates with the skills and competences required in job description are not present in the agency's database;
- b) Review and screen all applications and provide a shortlist to UNHCR for secondary review and confirmation of the candidates to test. The candidates shortlisted shall have the right attitude in working in a humanitarian organization;
- c) Organize interview and written test if requested by UNHCR. UNHCR may be present at the interview stage and may review written tests;
- d) Upon final selection of the candidate(s) agreed with UNHCR, communicate the outcome to the candidate and prepare the contractual documentation;
- e) Ensure that all contractual documentation, including UNHCR Code of Conduct and oath of confidentiality, is duly signed before the identified workforce starts the assignment;
- f) Manage payroll;
- g) Manage the renewal and / or termination of contracts upon UNHCR request;
- h) Manage personnel substitution in case of periods of prolonged leave of the identified personnel (as a way of example, maternity leave);
- i) Manage any communication with regard to the contractual terms with the personnel, including dispute that may arise;
- j) With UNHCR's support, keep tracks of presences and absences of identified personnel;
- k) Provide specific reports upon UNHCR request;
- l) Refrain from using UNHCR logo, emblem or alias, without prior written authorization from UNHCR.
- m) In case of performance issues as reported by UNHCR, warn the identified personnel and elaborate with UNHCR measures to put in place;
- n) Be liable for all acts and omissions of the identified personnel;
- o) Timely notify UNHCR in case of any issue that may raise in regard to the personnel working for UNHCR, including performance, conduct or absence issues;
- p) Ensure that in every selection process the highest standard of integrity, transparency, impartiality and non-discrimination are applied to all candidates;
- q) Update UNHCR focal point with any relevant changes to the Labour Law that may be relevant to the provision of the services;
- r) Show a collaborative and pro-active approach with UNHCR.

UNHCR expects the temporary agency to have the following requirements:

- Comply with Italian Labour Law;
- Comply with relevant data protection policy;
- At least 5 years of experience in the selection, recruitment and management services for auxiliary personnel in Italy;
- Assign to UNHCR a dedicate account manager with at least 5 years of experience;
- Be registered at the MyANPAL and be authorized to perform the services in Italy;
- Be quality-certified for the provision of the services (eg have the Certificate ISO 9001:15, ethical certificate SA8000 and other relevant quality certification for the provision of the services);
- Having experience with other international organizations and/or no-profit organization specialized in fundraising will be considered an asset;

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### ***4. UNHCR Responsibilities***

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UNHCR will:

- provide job descriptions to the selected temporary agency with tasks, skills and competences required;
- Review shortlisted candidates list;
- Prepare and possibly conduct written / oral tests;

- Provide regular feedback on the performance and presence of the personnel;
- Timely inform the temporary agency if any issue or complaints arise;
- Timely notify the temporary agency if extension or early termination is required;
- Define a focal point that will act as main point of contact;
- Provide any useful document/information that the temporary agency may require for the provision of the services.

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## 5. Content of the technical offer

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To take part in the tender process, interested temporary agencies shall submit the following documentation, as part of the technical offer. The Technical offer shall be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

### 5.1 Company Qualifications

- Company registration certificate (Iscrizione al registro delle imprese o Visura Camerale);
- Company profile and description
- Year founded;
- Last Balance sheet;
- Self-certification that contracts of employees and that contracts of temporary personnel are in line with the Italian law;
- Documento unico di regolarità contributiva (DURC);
- Evidence of MyANPAL registration and authorisation to perform recruitment and contract management services in Italy;
- Valid Quality certificate (such as ISO 9001:15, ethical certificate SA8000 or any other relevant quality certification for the provision of the services);
- List of main clients;
- A minimum of 3 relevant references with contact details;
- Internal ethical standards / code of conduct, if any;
- Any information that will facilitate PSP Italy's evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

### 5.2 Proposed services

Your technical offer shall provide the following information:

- Description of contract type(s) and CCLN levels that your company use per each vacancy based on:
  - a. experience level (junior, mid, senior) and
  - b. areas of experience (fundraising, communication, administration, finance, supply, database analysis);
- List of benefits that workforce will get for a full-time and a part-time contract;
- Description of the methodology and timeline of the recruitment process (from the reception of UNHCR request for a new personnel until the selection of the candidate and contract signature);
- Example of reports that may be provided to UNHCR.

### 5.3 Personnel Qualifications

- Brief CV of the account manager and the team assigned to UNHCR, including members that will take part in the recruitment and contract management process with identified personnel.

### 5.4 Vendor Registration Form

If your company is not already registered with UNHCR you should sign and submit with your Technical Proposal the Vendor Registration Form (Annex C).

### 5.5 Applicable General Conditions

Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods and Services by signing Annex D.

## 5.6 Special Data Protection Conditions

Please indicate your acknowledgement of the UNHCR Special Data Protection Conditions (Annex E).

By acknowledging the Special Data Protection Conditions, selected supplier represents and warrants that personal data managed by the supplier is processed in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and with any applicable laws and regulations.

**Important:** Please note that proposals should be prepared in English (or in English and Italian) while company's qualifications are accepted in Italian.

## 6. Evaluation

### 6.1 Technical Evaluation

Technical offers will be evaluated based on criteria reported below and with the following percentage distribution: 70% of the total score.

	Criterion	Evaluation modality
<b>1. Company Qualifications and Experience (30%)</b>	General Liability / Capacity of the Company (10%)	Please submit the company registration certificate, a company description, the DURC, the last balance sheet or audit report, MyANPAL registration, quality certificate
	Overall experience/time in business (15%)	Scores will be allocated proportionally on the number of years of relevant experience in providing the services
	Experience with international organisations (5%)	Scores will be allocated proportionally on the number of international organisations for which relevant services have been provided and with positive reference.
<b>2. Quality of Service (35%)</b>	Methodology in running recruitment processes and managing contractual relationships (20%)	Scores will be allocated based on the understanding of the services and the quality of the proposed services
	Timing in running recruitment processes (5%)	Scores will be allocated based on the average time required by the temp agency to recruit personnel for similar positions and levels
	Reporting Methodology (10%)	Scores will be allocated based on the type and examples of reports that the temp agency can provide
<b>3. Project staff (5%)</b>	Experience of core people who will work on the project	Scores will be allocated proportionally on the number of years of relevant experience of the dedicated staff based on the information contained on the CVs.

The minimum score to pass the technical evaluation is 45 out of 70 points; if a supplier does not reach the minimum score, it will not be considered technically compliant and will not be considered for financial evaluation.

### 6.2 Financial Evaluation

The financial component is 30% of the total score. The maximum number of points (30) will be allotted to the lowest price offer. All other price offers will receive points in inverse proportion to the lowest price.

Financial evaluation will be based on overall monthly cost based on the type(s) of contract proposed. Monthly fee shall include all services listed and social benefits as per the national contract (price "all-inclusive").

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## ***7. Key Performance Indicators***

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UNHCR plans to monitor the performance of selected temporary agency on the following elements:

- Quality of candidates identified;
- Turnover of selected candidates;
- Duration of the recruitment process;
- Timely and active collaboration;
- Quality of reports and of information shared.