

**TERMS OF REFERENCE (TOR) FOR
RECRUITING AND PAYROLL SERVICES
RFP/HCR/JOR/2019/25**

1. Background

1.1 Since end 2014, the Ministry of Planning and International Cooperation (MoPIC) has taken a stronger leadership, establishing the Jordan Response Plan (JRP) as a planning process incorporating both refugee (humanitarian) and resilience (development) programming. The process has been facilitated by a JRP Secretariat, funded and staffed largely by UNDP until 2017. At the same time UNHCR has been investing resources directly in MoPIC itself primarily through the Humanitarian Relief Coordination Unit.

In addition to the above from March 2018, UNHCR joined UNDP and WFP in supporting the JRP Secretariat for response and development planning. Currently, UNHCR is mostly alone supporting MoPIC and the JRP Secretariat. The latter is vital to ensure the continuity of the JRP. Based on this, UNHCR is keen on making additional efforts to extend broader support to it in a more sustainable way and so ensure the continuity of the JRP.

Furthermore, UNHCR is involved in a coordinated effort with the World Bank, UNICEF, WFP, and ILO to strengthen the National Aid Fund's (NAF) capacity to expand its Jordanian beneficiary caseload. Once implemented, the inclusion of Syrian refugees into Jordan's national social safety net programme would represent a positive development following on from similar developments in the region such as the EU-supported Emergency Social Safety Net (ESSN) programme in Turkey. In reforming its current national social protection system and expanding its ability to absorb the refugee population, the Government of Jordan faces three challenges – limited financing and limited institutional and technical capacity, including the absence of adequate business processes currently available to the refugee response. To address these challenges, UNHCR is working with other UN partners and the World Bank in assisting the Ministry of Social Development (MOSD), the National Aid Fund, and the Ministry of Partnership and International Cooperation (MoPIC), in establishing a common framework that would include a funding opportunity for refugees. Such a framework will include a national window to identify and assist refugees in need, which will enable direct funding options, coordination and de-duplication mechanisms, operated in partnership between governmental, development and humanitarian actors. In view of the success of UNHCR interventions and building on the long-standing trust relationship UNHCR has developed with the MOSD, the NAF has requested UNHCR's support for the Departments of Documentation, Eligibility and Field Monitoring/ Eligibility Validation.

1.2 United Nations High Commissioner for Refugees (UNHCR) in Amman Jordan, inviting qualified companies to make a firm offer for the establishment of Frame Agreement with initial period of two (2) years with a possible extension of one (1) year based on satisfactory performance for the provision of Recruiting & Payroll Services with qualified Service Providers.

1.3 Interested candidates may view /obtain/download the tender documents at www.UNGM.org,

1.4 The tender document downloaded from the website (UNGM) is free of charge and you need to be registered to download the tender document.

1.5 Additional documents also could be viewed /obtained/downloaded or by sending an e-mail to joramsup@unhcr.org, during normal working hours from Sunday to Thursday between 08:00 to 16:30 Jordan Time.

1.6 Other additional information regarding the tender could be found on the tender document.

1.7 Tenders in plain sealed envelopes clearly marked “**RFP/HCR/JOR/2019/25 TENDER FOR RECRUITING & PAYROLL SERVICES**”, addressed to:
UNHCR Branch Office Amman, Jordan
Attention: The Secretary of the LCC

1.8 Sealed envelopes could be submitted by hand to the Tender Box located at UNHCR Office, **319 Wasfi Al-Tal Street, opposite Paradise Bakery, Amman, Jordan**, as per the instruction of the Request for Proposal closing date.

2. Objectives and Scope of Work:

The objective of this tender is to solicit the services of a recruitment and payroll services from qualified service providers in Jordan as following:

- 1) To make a market research when requested by UNHCR for job requirements, qualifications and skill of each personnel to be recruited.
- 2) To recruit when requested as required by UNHCR, after the market research analysis and shared with UNHCR.
- 3) To manage the payroll of already recruited personnel by UNHCR and/or its partner agencies and/or line Ministries serving as the legal employer for their contracts. For the payroll management service only, it should be acknowledged that the employees are already recruited, and the management of their employment contract is carried out by relevant entity. The service provider shall be responsible only for the payment of the salaries and entitlements.
- 4) To oversee all contractual and/or employment procedures of the workforce, including but not limited to payroll processing, social security, taxes, financial and other entitlements, as well as initial employment and termination within the framework of the respective regulations of Jordan if required. It should be noted that the work plan is subject to change/modifications as per the needs of UNHCR and its partner entity.
- 5) To fulfil the job requirements (TOR, qualifications and skills) of each personnel which will be submitted by UNHCR or its partner entity prior to the actual needs of advertisement for recruiting in case of recruitment and payroll management service.
- 6) To manage the services of payroll management only it should be acknowledged that the employees are already recruited, and the management of their employment contract is carried out by relevant entity. The service provider shall be responsible only for the payment of the salaries and entitlements.

The resultant contract would cover the provision of Recruiting and Payroll Services hereafter referred to as “**Recruiting and Payroll Services**”. The Services shall include, but not limited to:

- Conducting of the labour market research and analysis of the findings including proposed monthly remuneration according to the functional group, job description, required.
- Provision of Recruitment Services (except where recruitment takes place through the line Ministry).
- Provision of Payroll Services.
- Provision of Applicant data management and related reports to UNHCR regularly (as per para 3 of the TOR) and upon request.
- Provision of General Conditions.

Timeliness is essential for the recruitment. Therefore, the Contractor shall strictly adhere to the proposed time schedule.

3. Requirements:

3.1 The office of the United Nations High Commissioner for Refugees (UNHCR) in Amman, Jordan, invites sealed bids from interested qualified suppliers, authorized Recruiting Agencies, Human Resource Agencies and Payroll Servicing Agencies to make a firm offer for the establishment of Frame Agreement for the Provision of Recruiting and Payroll Services for UNHCR office in Jordan as following:

1. Market Survey
2. Recruiting Services.
3. Payroll Services.
4. Data Management
5. Reporting

3.2 Market Survey:

- a) The service provider should advertise vacancies and conduct recruitment services and conduct a full comprehensive selection process for the positions identified by UNHCR of which participation of relevant parties to the project may be requested by UNHCR. The selection process should be competitive, transparent and comprehensive to include both written and oral assessments of shortlisted candidates and reference checks.
- b) The service provider should provide a list of successful candidates to UNHCR/and or its partner agencies for final review and clearance.
- c) The service provider should administer all related entitlements and benefits in line with existing Jordanian labor law.

3.3 Recruiting Services:

- a) The service provider should process contracts of the assigned individuals in line with existing Jordanian labor law.
- b) The service provider should obtain work permit for non-Jordanian citizens if required and with the consent of UNHCR.

- c) The service provider should maintain a proper filing system for all personnel within the scope of this contract.
- d) The service provider should apply the provisions of the local labour law to all individuals assigned within the scope of the contract with UNHCR.
- e) The service provider should be responsible and should act as a representative body of any legal liabilities or violations to the provisions of local law and UNHCR code of conduct.

3.4 Payroll Services:

- a) The Service provider should provide payroll services
- b) The service provider is responsible for payroll processing according to Jordanian Labor Law.
- c) The service provider should calculate the **Net Salary** for each recruited personnel after deducting leave days where applicable.
- d) The service provider should calculate and deduct the social security premium and income tax, benefits and recovery.
- e) The service provider should pay the agreed salary after the applicable deductions (if any) not later than 2nd of each month.
- f) The service provider should have the financial capacity to proceed with salary of each employee in:
 - Providing all the detailed payroll documentation (certified and approved time sheets) to UNHCR by no later than 25th of each month in order proceed with the service fee.
 - Monitor the leave and sick days and submit time sheets for each employee on a monthly basis, which will be the base for the payment of service fee. This shall be coordinated with the line ministries.
 - Provide the proof of all legal payments of (including but not limited Jordanian Social Security and Income tax) on behalf of each employee.
 - Maintain a proper filing system for all personnel within the scope of this contract.

3.5 Data Management Services:

- a) The Service provider should keep a database of all applicants and provide a report to UNHCR.
- b) The service provider should maintain Master details of recruited personnel and those receiving payments (address details, bank details and personal information etc.).

3.6 Reporting Services:

- a) The service Provider should provide a report of the data management to UNHCR.
- b) The service provider shall be responsible for submitting following documents as deliverables during the term of the Frame Agreement;

S/N	Estimated Date of Report Submission	Deliverables/Reports
1	When Required	Short-listed candidates' presentation
2	Monthly	Duly signed and certified monthly timesheets including vacation, sick leaves or etc. submitted for each personnel. <i>(Official "services received" letter from UNHCR's assigned entity/partner shall be provided by the Contractor)</i>
3	Monthly	Analysis of charges and payroll deductions under Jordanian law and regulations per employee
4	When Required	Mobilization Reports on the replacement of temporarily and/or permanently absent personnel (for resignation, vacation, illness or maternity leave of permanent personnel). The report shall include detailed information including but not limited to number of personnel, days of mission and locations)
5	Upon the expiry of Personnel contracts for renewal or separation purposes	Duly signed performance appraisals.

- c) The service provider should submit all deliverables to UNHCR Contract Manager for final approval.
- d) The service provider should get approvals for all of the deliverables from UNHCR's Contract Manager in order to issue the payments.
- e) The service provider reporting language should be in English unless otherwise indicated.
- f) The service provider reports must be accessible in Excel format.
- g) The service provider provision of reports should be in electronic storage format.

4. Employee Working Hours Requirement:

4.1 The employee who is subject to the special regulations of the agency where he is employed for.

4.2 The ordinary working hours shall be eight hours per day provided that the total working hours do not exceed forty-eight hours per week over a maximum of six days whereby the time allocated for meals and rest shall not be calculated. The working hours should not exceed such (total) except in the cases provided for in Jordanian Labor Law.

5. Monitoring of Services:

5.1 Service quality of the service provider shall be monitored through a monitoring plan which will be agreed upon by UNHCR and UNHCR's assigned entity/partner.

5.2 The monitoring materials to be used throughout the frame agreement period shall be provided and certified by UNHCR and its partners and cleared by UNHCR.

6. Company Resources/Qualifications:

6.1 The service provider shall assign dedicated representatives for communication and reporting purposes committed to this specific UNHCR Project.

6.2 It is expected that the representative of the service provider shall work in close collaboration with the representatives of UNHCR's relevant staff for efficient and effective delivery of services as well as UNHCR's partner entities representatives for minimum organizational requirements:

- a) Minimum of three (3) years of professional experience in market research, recruiting, payroll, monitoring, data management and reporting. Any experience beyond three years shall be additional asset to evaluate proportionally.
- b) Strong and proven experience in planning of research, implementation in recruitment, payroll and management in provision of required services for humanitarian organizations or Government institution; (i.e. reference letters from humanitarian organizations or Government institution).
- c) The service provider will assign two dedicated senior representatives for communication and reporting purposes with proven English skills.
- d) The assigned service provider representatives shall hold minimum bachelor's degree in business administration, Finance or Human Resource Management.

7. Equality:

7.1 UNHCR requires the service provider to ensure that there is no discrimination against any person with respect to opportunity for employment and/or conditions of employment because of age, gender, disability, marital status, race, religion, pregnancy and/or sexual orientation. To see more on this, please refer to UNHCR General Conditions of Contracts for the Provision of Services-2018 (**Annex E**).

8. Miscellaneous:

8.1 Copyrights: Copyrights and all other rights whatsoever nature in any material produced under the provisions of these Terms of References (ToRs) shall be owned exclusively by UNHCR.

9. Payment Terms and Conditions:

9.1 UNHCR shall, on the fulfillment of the delivery terms, unless otherwise provided in the Contract or purchase order, make payment within thirty days of receipt of the Contractor's original monthly invoice for the services supported by UNHCR and/or its partner's confirmation of satisfactory service delivery in the form of certified presence timesheet. This will serve to trigger the approval of deliverables by UNHCR specified in article 3.3 of this Terms of Reference.

9.2 The payments for each deliverable shall be based on the number of monthly timesheets provided. The payments shall be affected only if the deliverables required in these terms references (ToRs) are submitted to UNHCR within the time frames stipulated in the (ToRs) UNHCR approves that, based on receiving entities' certification, the services are successfully delivered.

9.3 Without submission of the certified timesheet and confirmation of service delivery by the receiving section of UNHCR and/or partner, the service provider shall not receive any payment even if the employees invest time for this assignment.

9.4 UNHCR shall also set up a complaint mechanism in order to receive complaints that may concern the employee and his/her work.

9.5 UNHCR retains its rights to cease the contractual obligation towards the person who is evaluated not to meet the standards or undertake actions infringing the rights or safety of the recipient of the service.

9.6 The amount quoted by the contractor shall be gross according to the net salaries as indicated on Annex A and inclusive of all associated costs such as social security, health insurance, pension, income tax and contractor service fees, etc. upon the receipt and acceptance of Submission of duly signed and certified monthly timesheets for each personnel.

10. Tender Eligibility and Qualification Criteria:

1. The service provider should have valid registration Certificate as a Market Researcher from the relevant authorities in Jordan.
2. The service provider should have valid registration Certificate as a recruiting service provider from the relevant authorities in Jordan.
3. The service provider should have valid registration Certificate as a payroll service provider from the relevant authorities in Jordan.
4. The service provider should have valid registration certificate from Chamber of Commerce for Market Research, Recruiting Services, Payroll Services and HR Resource Services.

5. The service provider should provide relevant experience in recruiting and payroll services for the last three (3) years.
6. The service provider should accept fixed price during the proposed frame agreement duration as per the tender documents.
7. The service provider should provide qualification of his professional employees.
8. The service provider should submit number of relevant clients with similar requirement of business minimum of 3 clients in Jordan.
9. The service provider should submit number of relevant clients with similar requirement of business minimum of 2 clients in other countries.
10. The service provider should provide he has the capacity and legal authority to obtain work permit for non-Jordanian citizens if required and with the consent of UNHCR.
11. The service provider should submit number of relevant of experience with UN Agencies, International Organisations, Embassies and Multinational Corporation, minimum of 3 references.
12. The service provider should provide a description of your organization's understanding of the requirement – i.e. description of capacity, method and approach
13. The service provider should provide order fulfilment capacity responses time between order and delivery.
14. The services provider should provide delivery capacity for the requested services deliverable in a time line for any location required in Jordan.
15. The service provider should submit list of dedicated staff for the required recruitment & payroll services.
16. The service provider should submit Audit Financial Statement for the last two (2) years from a certified **Audit Bureau**.
17. The service provider should dully sign and submit UNHCR Vendor Registration form
18. The service provider should dully sign and submit UNHCR General Conditions for goods and services.
19. The service provider should dully sign and submit UN Supplier Code of Conduct.

11. Evaluation Criteria

6.1 The bid evaluation criteria will be based on **70%** technical offer and **30%** financial offer meeting the specified UNHCR's requirement.

6.2 Your proposal should consist of two sets of documents:

- Technical Offer

- Financial Offer

6.4 The received proposal will be evaluated in three stages as detailed below:

- Stage 1: Compliance with mandatory requirements; **PASS/FAIL** criteria
- Stage 2: Compliance with Technical Evaluation **70% weighted** criteria
- Stage 3: Compliance with Financial Evaluation **30%** criteria

Stage 1: Mandatory Requirements:

The following mandatory requirements must be met. Non-compliance with any of the below requirements will totally disqualify the proposal.

No.	Requirement	Bidders response
01	Valid copy of registration Certificate as a Recruiting & Payroll Service provider from the relevant authorities in Jordan.	
02	Valid copy of registration certificate from Chamber of Commerce.	
03	Valid copy Permit from Ministry of Labour to deliver recruitment and payroll.	
04	The service provider should have valid registration Certificate as a Market Researcher from the relevant authorities in Jordan	
05	The bidder should not include the financial proposal with the technical proposal.	

Bidders complying with all the above requirements will proceed to the second (2) stage of technical evaluation.

Stage 2: Technical Evaluation:

Proposals meeting all the mandatory requirement in stage (1) will have their bids subjected to the weighted Technical Evaluation as following:

No.	1. Tender Eligibility/Qualification on Company's profile (15 Points)	POINTS	Total Points
01	Relevance of company Profile and Reliability (core business, qualification, years in business, submitted).		
02	Relevant experience in recruiting and payroll services for the last three (3) years.		
03	Relevant clients with similar requirement of business minimum of 3 clients in Jordan.		
04	Relevant clients with similar requirement of business minimum of 2 clients in other countries.		
05	The service provider should submit number of relevant of experience with UN Agencies, International Organisations, Embassies and Multinational Corporation, minimum of 3 references.		
2. Objectives and Scope of Work (20 Points)		POINTS	Remarks
2.1	Provide relevant sample documents of market research your company have previously accomplished in job recruitment with qualification of the personnel recruited.		
2.2	Provide relevant sample documents of analysis of your market research for recruitment.		
2.3	Provide a sample of payroll services your company have managed for already recruited personnel for UN Organizations, Government and Non-Governmental organizations, Embassies or private corporate companies.		
2.4	Provide all contractual and/or employment procedures of the workforce, including but not limited to payroll processing, social security, taxes, financial		

	and other entitlements, as well as initial employment and termination within the framework of the respective regulations of Jordan your company accomplished.		
2.5	Provide a sample of vacancies advertisement your company have conducted for recruitment services and a full comprehensive selection process for the positions identified, on relevant project you have accomplished.		
2.6	Provide a sample list of successful individuals your company contracted within the Three (3) years.		
2.7	Provide a sample copy obtained work permits for non-Jordanian citizen's your company recruited.		
3. Company Resources and Qualification (8 Points)		POINTS	Remarks
3.1	Provide minimum of three (3) years of professional experience in monitoring, data management and reporting.		
3.2	Provide documents of two senior representatives for communication and reporting purposes with proven English skills.		
3.3	Provide copy of the two representatives with minimum bachelor's degree in business administration, Finance or Human Resource Management.		
4. Order Fulfilment (22 Points)		POINTS	Remarks
4.1	Provide a description of your organization's understanding of the requirement – i.e. description of capacity, method and approach.		
4.2	Provide order fulfilment capacity responses time between order and delivery.		
4.3	The services provider should provide delivery capacity for the requested services deliverable in a time line for any location required in Jordan.		
4.4	The service provider should submit list of dedicated staff for the required recruitment & payroll services.		
4.5	The service provider should dully sign and submit UNHCR Vendor Registration form. <i>If your company already registered, please mention on the registration form that your company is registered with UNHCR.</i>		
4.6	The service provider should dully sign and submit UNHCR General Conditions for goods and services.		
4.7	The service provider should dully sign and submit UN Supplier Code of Conduct.		
5. Maintain Financial Records (5 Points)		POINTS	Remarks
5.1	Provide a copy of Audit Financial Statement for the last two (2) years from a certified Audit Bureau .		
5.2	Provide evidence of financial records and accounts for all transaction pertaining or material relevant to projects your company performed for UN Agencies or International organization(s), Embassies, Multinational corporation, minimum 3 records.		

Proposals meeting the minimum requirement is **42 Points** for technical evaluation. Bids who succeed above the (**42 points**) will proceed to the third (3) stage of Financial Evaluation.

The **Financial offer** will use the following percentage distribution: **[30]** % from the total score based on financial information provided in **Annex C**.

The maximum number of 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., $[\text{total Price Component}] \times [\text{JOD lowest}] \setminus [\text{JOD other}] = \text{points for other supplier's Price Component}$.