

**ANNEX I**  
**LRPS-2021-9165025**  
**TERMS OF REFERENCE FOR**  
**INSTITUTIONAL CONTRACT**



**1. Title of the assignment:**

**Long Term Arrangement (LTA)** for provision of Outsourcing service for in-house fundraisers.

**2. Background and Justification:**

Over the last 6 years, UNICEF Indonesia has developed an In-House Face-to-Face team which recruits monthly giving individual (“Pledge”). This operation currently employs approximately 50 people, consists of (“Fundraisers”) who are positioned in malls and event sites to engage members of the public in agreeing to support UNICEF financially by becoming pledge donors and a few support staff (“Back-end”) who provide administrative support. It is expected that over the next 3 years, this team will expand and scale to 80 – 100 people.

UNICEF Indonesia is currently contracting a manpower agency to deliver hiring-firing, contracting, payroll service, and petty cash arrangement (note that they do not undertake recruitment as that is done by UNICEF). The contract with the existing manpower service company is now ending its two years period and UNICEF is prospecting for potential suppliers for the service outlined in these Terms of Reference.

This TOR is prepared for having a Long-Term Arrangement for the period of 3 years (2021 – 2024) with the possibility of extension for another 2 years (2024-2026).

Establishing a Long-Term Agreement will assure timely provision of the above services as and when required during five years period.

**3. Purpose of the assignment:**

UNICEF Indonesia through Private Fundraising and Partnership (“PFP”) team would like to seek an outsourcing service company to provide support in the overall in-house F2F operations: Sourcing, Contracting and On-boarding, HR matters such as payroll, medical, leaves, including to advise on Indonesia HR regulations, and petty cash arrangement for day-to-day operational expenses.

Areas of coverage: The office locations are in Jakarta, Surabaya and Medan, with the potential to travel to other cities.

**4. Scope of Work:**

- a) Sourcing: job advertisement, sourcing for suitable candidates based on requirement provided by In-house Face to Face (F2F) UNICEF team and collect all the CVs. All the collected CV’s will be sent to UNICEF and In-house F2F UNICEF team is the one who will shortlisting all CV’s.
- b) Contracting: To manage the contracts of fundraisers and back-end which includes: ensuring the signing process are in place, to inform UNICEF in advance of when a contract is due, to make changes in contract should the job scope’s of any position change. The contractor shall ensure that all staff have valid contracts and these contracts adhere to the statutory labour and legal requirements, policies of the State/ Governments of Indonesia. Please note that the sales-based/target-driven nature of the work means that people do not always stay long thus relatively high turnover should be anticipated.
- c) On-boarding and off-boarding: To cover the constitutional of fundraisers terms and conditions of the contract agreed by UNICEF. The contractor shall ensure the contract administration are completed before

the staff joining UNICEF, i.e., registering payroll account, insurance, and taxpayer registration, etc. Off-boarding will be done by the contractor based on the exit policy that UNICEF and the contractor jointly agree. Upon written notice from UNICEF, the contractor shall issue an exit letter to any fundraisers/backend whose performance is not satisfactory or behavior/conduct is shown to be undesirable (e.g., theft, fraud, etc.) or threat to the satisfactory operation of the project activities.

- d) HR matters: To manage payroll, medical insurance, and various leaves records. Payroll will be a combination of basic pay, commissions, and expenses, in which the details will be provided by UNICEF to the selected contractor. The contractor is also expected to advise UNICEF on HR related regulation to avoid an industrial relations case and in relation to the Indonesia Labour Regulations.
- e) Petty cash: To manage petty cash arrangement for day-to-day operational expenses – approximately Rp.150 mio in a month – this is for supporting UNICEF in-house F2F team operations.
- f) Additional payment: To pay a payment on behalf of UNICEF for any additional cost incurred for PFP operations (for example rental venue, rental office space, etc)
- g) Office equipment: The contractor has to provide equipment to support our in-house team operation, preferably a brand new laptop that is working properly and according to the needs of the in-house team. The laptop needs to be installed with the latest original Windows OS, i.e., Windows 10 with regular patches update, and antivirus according to UNICEF standard. If the laptop is broken (system of factory failure), the contractor needs to change the laptop within 2 days. Estimated need 20 laptops in the first year. If the laptop needs to be replaced or returned then the contractor shall ensure that all the data, cache, and cookies erased from the laptop to ensure data protection. UNICEF has the full rights of the laptop to erase and edit any component of the laptop.

**Reporting Requirements:**

Contractor to provide regular reports on following:

- Monthly sourcing documentation and report, indicating number of CVs collected
- Monthly recruitment documentation and report, indicating number of interviewee
- Monthly contracting documentation and report, indicating number of contracts issued and terminated
- Monthly on-boarding and off-boarding documentation and report, indicating number of on-boarding and off-boarding happen
- Monthly HR documentation and report on balance of annual leave, applied medial and hospitalization leaves, commission and expenses paid
- Biweekly replenishment documentation and report, on balance expenses paid.

Tasks	Deliverable	Timeframe/duration/ Due date
Sourcing: To do Job ads, source candidates, collect CVs	On-time candidates sourcing and meet the required volume of CVs. Monthly report update is provided.	Biweekly
Contracting: To manage high-turnover contracting	On-time contracting. Monthly status update is provided.	As required
On-boarding and off boarding: To cover the constitutional of fundraisers terms and conditions of contract	On-time and thorough on-boarding and off-boarding. Monthly status update is provided.	Weekly
HR Matters: To manage payroll, medical, leaves, and to advice on Indonesia Labor Regulations	On-time monthly payroll Accurate documentation of medical and leaves Industrial/Indonesia Labor Regulations advice provided	Monthly

	Promptly. Monthly report update is provided.		
Petty cash: To manage petty cash for day-to-day operational expenses	On-time replenishment Accurate documentation and reporting of petty cash payment. Monthly report update is provided.	Biweekly	
Additional payment for UNICEF	On-time replenishment Accurate documentation and reporting of petty cash payment. Monthly report update is provided.	Monthly	

**5. Methodology:**

Selected contractor would provide all the required services based on the scope of works, task – deliverable – time frame, with no issue left behind and manage all the required services properly well, such as: no major delay on payment for salaries or petty cash, recruitment or other related services as described in scope of works.

**6. Timing/duration of contract:**

The Long-Term Agreement contract will be managed by the PFP in close coordination with Supply Unit.  
Duration: 36 months, with possible extension for 24 months, subject to satisfactory performance.

**7. Deliverable and payment schedule**

30 days payment term on monthly basis upon reports received, the payment would be based on actual activities with provide a prove payment and or receipt. The contractor will claim the payment to UNICEF with additional percentage fee as agreed on the contract.

**9. Qualifications Required:**

1. Experienced manpower or outsourcing companies in Indonesia for at least 5 years
2. Proven track record of successful manpower or outsourcing services in Indonesia especially
3. Experience in outsourcing for UN and non-profit organizations will be preferred
4. Experience in high-turnover manpower or outsourcing will be preferred
5. Demonstrate a full understanding and knowledge on Indonesia Labor Regulations and Industrial related sector
6. Experience in handle fundraising / face to face fundraising team / company / organization

**10. Evaluation Criteria:**

CATEGORY	MAX POINT	MIN PASSING POINT
<b>1. ORGANIZATIONAL CAPACITY</b>	20	
<b>1.1</b> Detail of relevant experience and list of clients in the last five years, including contact details (name, email address, and phone numbers that can be used as reference) <b>1.2</b> Financial Statement and Balance Sheet (audited preferably) for the last 3 years.		
<b>2. QUALITY OF THE TECHNICAL PROPOSAL</b>	40	

<p><b>2.1</b> Proposed methodology and approach with reference to objectives in TOR</p> <p><b>2.2</b> Implementation timeline: identify key tasks and timeline, focal person for each activity/deliverable should be identified.</p> <p><b>2.3</b> Anticipated project risks and mitigation measures as well as quality assurance</p>		
<p><b>3. KEY PERSONNEL</b></p> <p><b>3.1</b> Names and full CVs of the institution personnel that will be directly involved in the consultancy, including (but not limited to) the designated Team Leader/ Project Manager. The list should include at least one senior staff with good experience on work related issues. Adequate and appropriate staff combination in relation to the respective tasks and deliverables (see TOR); and relevant prior experiences of similar scope and complexity.</p>	10	
<p><b>TOTAL TECHNICAL PROPOSAL</b></p> <p>*The bidder has to meet this minimum passing point for the Technical Evaluation in order to be considered further for the Technical Presentation.</p>	70	49
<p><b>Technical Presentation</b></p> <p>*The bidder has to meet this minimum passing point for the Technical Presentation in order to be considered further for the Financial Evaluation</p>	10	7
<p><b>PRICE/FINANCIAL PROPOSAL</b></p> <p>Financial proposals should be all-inclusive, including costs for fees, travel, sub-contracts and other necessary expenses.</p>	20	
<p><b>TOTAL MARKS</b></p>	<b>100</b>	

**Note:**

1. *The technical evaluation criteria above can be changed to appropriately reflect requirement.*
2. *The total weight/score of technical component should be in a range of 50 % - 80%, and the total weight/score of financial criteria in a range of 20% - 50%.*
3. *Sum of technical and commercial must always equal 100 %*