RFP 2018 1102
Annex A: Terms of Reference

FOR THE ESTABLISHMENT
OF FRAME AGRREMENT(S) FOR THE PROVISION OF
ONLINE VACANCY ADVERTISING SERVICES FOR UNHCR IN HUNGARY

1 May 2018
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Table of Contents

1 Introduction 3
1.1 Background 3
1.2 Statement of Purpose & Objectives 3
2 Requirements 4
2.1 Project title, or core requirement 4
2.2 Other services 4
2.3 Customer Responsibilities 4
3 Content of the Technical Offer 6
3.1 Company Qualifications 6
3.2 Proposed Services 6
3.3 Personnel Qualifications 7
3.4 Vendor Registration Form 7
3.5 Applicable General Conditions 7
4 Evaluation 8
4.1 Technical Evaluation 8
5 Key Performance Indicators 9
5.1 Performance Evaluation 9

1 Introduction

1.1 Background

The United Nations High Commissioner for Refugees (UNHCR) is one of the world's leading humanitarian organizations. Today, a staff of some 10,966people in 130 countries continues to help about millions of refugees and displaced persons. UNHCR Global Service Center (GSC) and the Regional Representation advertise general and professional positions externally on a regular basis. In order to ensure a wider pool of potential candidates, GSC is seeking to establish a frame agreement with high quality recruitment agencies located in Hungary for the advertisement of positions. The following is describing UNHCR's requirements in detail.

1.2 Statement of Purpose & Objectives

UNHCR Center Management Unit in the GSC wishes to attract, recruit, and develop a skilled workforce with the knowledge and expertise UNHCR GSC needs. The objective is therefore to identify well-qualified and motivated candidates and to select candidates best suited in relation to the pre-defined requirements for a post as per the job description, through comprehensive and quality assured search/assessment process.

By partnering with experts in the field of recruitment, we expect to receive qualified applicants and reduce the time required to fill vacancies. The Frame Agreement (FA) holder will be asked to provide advertising services for vacancies at UNHCR GSC in Hungary.

There may be a need for multiple frame agreements due to the different functions covered by UNHCR GSC and in line with the profile and specialization of the service providers.

2 Requirements

2.1 Online vacancy advertising services

UNHCR GSC is looking for a job advertising/recruitment agency to provide the following services for locally recruited staff in Hungary:

- Posting of vacancy advertisements on Hungarian website within 12 hours of notice.
- Share UNHCR postings with candidates registered on the company's website (newsletter)
- Include the UNHCR P11 form and supplementary pages or a link to these documents in the advertisement.
- Length of advertisement is minimum of one week and a maximum of four weeks of posting of vacancy call of which half of the advertising period (in case of posting for 2 or more weeks) is highlighted on the main site of the recruitment agency.
- Opportunity for introducing the organization on the website (content to be provided by UNHCR).
- Provision of online preview for advance checking of postings (draft).
- Provision of statistics of viewers/applicants for each individual advertisement.
- Possibility in browsing among CVs of candidates registered on the recruitment agency's website/database (optional).
- Dedicated English speaking contact person(s) preferably with a degree in HR or related field.

2.2 Pre-selection services

Please note that this section does not form a mandatory part of the offer. UNHCR GSC may require pre-selection services from the recruitment agency. These services may be ordered on an as-required basis, and support and/or supplement UNHCR's recruitment processes and procedures. This service may include one or more of the following support options:

- Identify and coordinate advertising sourcing and/or applicant pools
- Provide candidate resumes
- Identify pool of qualified candidates (pre-screen) based on UNHCR criteria
- Prepare and present candidate short or long lists
- Other recruitment assistance as required

2.3 Customer (UNHCR) Responsibilities

UNHCR is expected to provide the vacancy announcements and relevant contact details.

At the same time, UNHCR will provide the content of the organization's introduction.

In case pre-selection services as described above are required, the Center Management Unit will provide the type of services needed upon notifying the recruitment agency of the vacancy announcement.

3 Content of the Technical Offer

Your Technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

3.1 Company Qualifications

- A description of your company with evidence of your company's capacity to perform the services required, including company profile, registration certificate and last audit reports
- Description of target audience of the company
- Year founded
- If a multi-location company, please specify the location of the company's headquarters, and the branches that will be involved in the project work with founding dates
- Experience in the business or the number of similar partners
- Any relevant experience working with UNHCR, other UN Agencies and NGOs should be included;
- Total number of clients
- You are requested to provide three (3) references that we may contact from your current client list

3.2 Proposed Services

- Give an overview of your offer.
- Please provide a description of the services offered.
- Comment on all the requirements mentioned in section 2 and explain how you will meet them:
    - Posting advertisement on the company website within 12 hours;
    - Sharing UNHCR postings with candidates registered on the company's website (newsletter);
    - Including the options to display both the UNHCR P11 form and supplementary pages as well as a link to these documents in the advertisement;
    - Maintaining the UNHCR introductory page (content to be supplied by UNHCR);
    - Providing an online preview for advance checking of postings;
    - Providing statistics about postings (e.g. views per day, responses);
    - Able to cater for different lengths of advertisement (1 week, 2 weeks, 4 weeks) with the prescribed highlighted advertising period;
    - Possibility in browsing among CVs of candidates registered on the company website/database.

3.3 Personnel Qualifications

- Dedicated English speaking contact person(s) preferably with a degree in HR or related subject; any additional UN language is an advantage

3.4 Vendor Registration Form

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

3.5 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex D) and including it in your submitted Technical Proposal.

4 Evaluation

4.1 Technical Evaluation

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score.

Criteria Description	Percentage
A. Company Qualifications	
1. The institution's general qualifications – company profile, registration certificate and last audit reports; capacity to undertake the contract	10.5
2. References; description of target audience of the company	10.5
B. Proposed Services	
1. Comprehensiveness of proposal	10.5
2. Company's ability to post advertisements on their website within the required response time and for the required length of time, as well as to share UNHCR postings with candidates registered on the company's website	10.5
3. Capability to maintain UNHCR introductory page and to display the P11 form and supplementary pages as well as a link to these documents; online preview is available for advance checking of postings	10.5
4. Statistics about postings provided by the company (e.g. viewers/applicants) for each individual advertisement	7
C. Personnel Qualifications	
1. Dedicated English speaking contact person(s) preferably with a degree in HR or related field	10.5
Total:	**70**

Some technical criteria will be subject to minimum passing scores; if a bid does not meet these minimums it will be deemed technically non-compliant and will not proceed to the financial evaluation.

The minimum score to be considered technically compliant is 42.

4.2 Financial Evaluation

The Financial offer will be evaluated: **30% from the total score.**

5 Key Performance Indicators

5.1 Performance Evaluation

UNHCR expects to monitor the performance of the selected supplier(s) according to the following KPIs:

- Quality of service.
- Response time for posting vacancy notices.
- Quality and quantity of job applications received.