

**Annex A: Terms of Reference**

**UNHCR RFP 1339 (RFP/25/005/RBAP/PSP)**

**Request for proposal for establishing frame agreement for staff administration services for UNHCR  
Malaysia Private Sector Partnerships Unit**

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## 1 Introduction

### 1.1 Background

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950, by the United Nations General Assembly, is the world's leading organization dedicated to saving lives, protecting rights and building a better future for refugees. Today, UNHCR is one of the world's principal humanitarian agencies. Their staffs of more than 20,000 personnel are helping more than 120 million people in 136 countries. For more information, please see [www.unhcr.org](http://www.unhcr.org).

UNHCR began its operations in Malaysia in 1975, when Vietnamese refugees began to arrive by boat in Malaysia and other countries in the region. For over 50 years, UNHCR has worked to assist the Government of Malaysia in providing protection to, and assistance for, refugees in the country. Today, UNHCR's humanitarian programmes protect and assist over 190,000 refugee men, women and children in Malaysia.

The Public Sector Partnership (PSP) service of the United Nations High Commissioner for Refugees in Malaysia raises awareness on refugee issues and asks individuals to financially support UNHCR's activities through professional face-to-face interactions with members of the public and other fundraising channels. PSP Malaysia has been running successful face-to-face (F2F) fundraising since 2017 and has been garnering support of over 90,000 individual donors. F2F consistently adopted the LTV principles of soliciting an optimal monthly gift and purposively approaching market segments capable of giving for the long term.

UNHCR Malaysia seeks to grow its F2F operation in collaboration with service providers to expand its reach in Malaysia.

### 1.2 Statement of Purpose & Objectives

To achieve cost efficiency whilst ensuring quality service, UNHCR is seeking to appoint a provider for staff administration support services for In-House F2F fundraisers in Malaysia.

PSP Malaysia is looking for a qualified vendor to establish a frame agreement with one year, potentially further extendable twice for a period one year, subject to satisfactory performance, in total a 3-year contract. As the contract tentatively would start in September 2025 and PSP Malaysia would like to work with the winning bidder for 3 full calendar years therefore the contract duration would be as highlighted in the below table.

The supplier must have proven experience and expertise in comprehensive staff administration services including **individual contractor's contract management, payroll service and group health insurance**. The confirmed service fees will be maintained for the duration of the contract.

The expected number of fundraisers to be administered is listed below:

Total individual contractors	Number of staff on board	Number of new hires	Total staff to administer
Year 1 (Sept – Dec 2025)	1	4	5
Year 2 (Jan – Dec 2026)	5	7	12
Year 3 (Jan – Dec 2027)	12	5	17
Year 4 (Jan – Dec 2028)	17	7	24

### 1.3 Pre-selection Criteria

Please take note of the pre-qualification criteria hereunder and fill in Annex B and attach supporting requested documents, failure to comply or provide the requested documentation with the below criteria will result in disqualification:

Pre-selection criteria	Documents, information to be provided to establish compliance with the set criteria
Locally based and licensed to do business in Malaysia	Your company must be registered in Malaysia and licensed to provide staff administration services. To establish compliance, please send your company registration certificate and fill in the vendor registration form <b>Annex H</b>
<u>Personal data protection policy:</u>	Your company must have such policy in place, align with the Personal Data Protection Act (PDPA) 2010. Please attach the certificate to your technical proposal, and confirm in <b>Annex B – Technical response form for pre-selection criteria</b> .
Compliance with UNHCR Special data protection conditions	<p>Acknowledge the Supplementary Agreement on protection of personal data, including UNHCR special data protection conditions, in its entirety. Please:</p> <ul style="list-style-type: none"> <li>• add your company name</li> <li>• representant name</li> <li>• date</li> <li>• signature</li> </ul> <p>to the last page of <b>Annex E</b> and send along with your proposal. This agreement will be tailored made and signed with the selected company, as part of the frame agreement</p>
Acceptance with UNHCR general terms and conditions	<p>Acceptance of UNHCR general terms and conditions in its entirety, please add to the last page:</p> <ul style="list-style-type: none"> <li>• your company name</li> <li>• representant name</li> <li>• date</li> <li>• signature</li> </ul> <p>to all pages of <b>Annex D</b> and send along with your proposal</p>
Compliance with UN Supplier Code of Conduct	Please acknowledge UN Suppliers Code of Conduct ( <b>Annex G</b> )

## 2 Requirements

### 2.1 Staff administration services

- Entirely prepare and manage profile registration per UNHCR selection and collect documents to comply with UNHCR guidelines and ensure compliance with all applicable employment laws and requirements including those specified but not limited to the Employment Act 1995, all Minimum Wage Orders, the Employees Provident Fund Act 1991, the Employees' Social Security Act 1969, as well as the Personal Data Protection Act 2010 and other relevant labor laws in Malaysia.
- Issue a staff contract between the service provider and the selected candidate and discontinue staff contract according to the instruction of UNHCR based on existing policies and guidelines.
- Operate all wage and payroll in a manner which is fully compliant with applicable laws, including as to the calculation of payments owing and as to timing of payments.
- Prepare accurate salary reports in a professional and timely manner.
- Issue salaries pay slips for employees (electronic file and/or carbon slips).
- Manage entire employee separation process including determination of contracts, health insurance and settle their End of Service benefits per UNHCR instruction in accordance with existing policies and guidelines.
- Provide employee retention reports with accurate data on entry on duty, and last working day.
- Provide Employment Certificate if requested by the employee.
- Provide Monthly, Quarterly and Yearly Payroll Service and F2F Fundraiser Retention reports per UNHCR guidelines.
- Prepare invoicing fundraisers travel cost (as needed); tickets, accommodation, local transportation, incentives in a timely manner.
- Prepare invoicing operational payment cost; rental office, venue payment, uniforms, equipment (including booths) and vendors payment in a timely manner.
- Fully manage employee health insurance including providing necessary notifications and health insurance reports to newly hired, existing, resigned and terminated employees.
- Ensure fair and non-discriminatory hiring practices, without bias based on race, gender, religion, nationality, or other status.
- Implement and uphold a zero-tolerance policy towards all forms of harassment, including sexual harassment, and ensure all employees are aware of appropriate conduct.
- Keep UNHCR indemnified against any loss, damage, or claims arising from the actions or negligence of its employees, including misconduct or breach of duty.

**Important note 1: any fees related to termination must be stated in the proposal and reflected in the financial form (Annex C)**

**Important note 2: UNHCR shall inform all candidates, before their recruitment, that no contractual relation (such as employer–employee) exists between the employee and UNHCR. The contract is to be signed between the selected candidate and the service provider. UNHCR would not be liable to the selected face to face fundraiser staff for any sort of compensation, and UNHCR is protected by its privileges and immunities.**

### 2.2 Medical Insurance Minimum Requirements

- Please submit details of any additional health insurance benefits/package you offer, if applicable

The employee(s) will be offered minimum medical insurance as below:

Area of cover	Malaysia Nationwide
Daily Room and Board – Regular Private -Max. Benefit Limit (MBL)	MYR 150 (MBL)
Death Benefit	MYR 20,000
Accidental Death and Dismemberment of benefit	MYR 20,000

Dental Care	Covered
<b>IPD</b>	
1. Daily room & board	Covered subject to MBL
2. I.C.U.	Covered subject to MBL
3. Miscellaneous Hospital Expenses	Covered subject to MBL
4. Surgical Fees	Covered subject to MBL
5. In-Hospital Physician's Visits and Services	Covered subject to MBL
6. Emergency outpatient treatment	Covered
8. Ambulance service fees	Covered
<b>Outpatient benefit</b>	
Outpatient prescribed medicine	Covered up to RM100

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### **2.3 Other arrangement of Petty Cash, Travel and Venue booking**

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- Appointed agency will assist in arranging payment for venue booking for event sites and travel arrangement.
- Appointed agency will support on the petty cash reimbursement for employees based on pre-approved amount and claim with actual invoices.

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### **2.4 Customer Responsibilities**

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Appointed agency will work closely with UNHCR Malaysia's PSP unit where UNHCR will be responsible for:

- Provision of Administrative support to the service provider to create employee contract for the selected candidates.
  - Provision of Terms of Reference for different positions
  - Provision of salary and incentive calculations for payroll services
  - Provision of Entry and Exit working date information
  - Provision of payment of fundraisers travel cost during team travel (if needed); tickets, accommodation, local transportation and incentive reward.
  - Provision of payment operational cost; rental office and equipment's, venues, and vendors payment (loading/unloading).
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### 3 Content of the proposal

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#### 3.1 Technical offer

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**Please 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.

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#### 3.2 Company Qualifications

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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.

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#### 3.3 Proposed Services

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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 to 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

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#### 3.4 Personnel Qualifications

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Account management is crucial for a successful cooperation. This section is dedicated to measure the proposed customer service towards UNHCR Malaysia. 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.

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#### 3.5 Financial offer

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**Please fill out Annex C your financial offer form.**

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## 4 Evaluation

### 4.1 Technical Evaluation

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. **Please take note of the technical evaluation criteria hereunder and fill in Annex F and attach supporting requested documents:**

1. Company Qualifications (20 points)	Documents, information to be provided to establish compliance with the set criteria
Service provision experience projects and clients based	<p>Please provide a list of your projects/clients from the past 5 years. The corresponding service provision must be for individual contractor's contract management, payroll service and group health insurance.</p> <p>The scores will be allocated for the numbers of projects/clients in total.</p> <p><i>Please note that without the list of clients/projects, no point will be given.</i></p>
2. Proposed services (30 points)	Documents, information to be provided to establish compliance with the set criteria
Compliance with all the services required under section 2 (25 points)	<p>In your technical proposal please outline the following to have a comprehensive description outlining your capability to provide the services under section 2, in your offer please include:</p> <ul style="list-style-type: none"> <li>- Administration with managing profile registration</li> <li>- Efficiency on onboarding/issuing contracts.</li> <li>- Handling of employee resignation process</li> <li>- Compliance with local labour laws, health insurance and local mandatory benefits and contributions</li> <li>- Accuracy and timeliness of payslip processing for employees</li> <li>- Ability to handle different invoicing in a timely manner as listed in section 2.</li> <li>- Handling of employee health insurance including providing necessary notifications and health insurance reports</li> <li>- Handling of payroll reports and F2F fundraiser retention report.</li> </ul> <p><i>Please note that if you don't add information about this section on Annex B, 0 point will be given.</i></p>
Reporting capabilities (5 points)	<p>Please outline in your technical proposal the following:</p> <ul style="list-style-type: none"> <li>- types of reports provided</li> <li>- customizations options for reports</li> </ul>



	<ul style="list-style-type: none"> <li>- frequency of reporting and your ability to integrate data into your reporting</li> </ul> <p>To support your proposal, please send reporting samples with Annex F – Technical Response Form.</p> <p>The scores will be allocated for quality of proposed reports.</p>
<b>3. Personnel qualifications (10)</b>	<b>Documents, information to be provided to establish compliance with the set criteria</b>
Experience of core people who will work on UNHCR project.	<p>UNHCR requires a designated account manager to handle day to day interactions. Please provide a short CV (max half page) of the account manager assigned to UNHCR account.</p> <p>The scores will be allocated for the average number of years' of experience of the account manager dedicated to UNHCR account.</p> <p><i>Please note that without the CV, 0 point will be given.</i></p>

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.

#### 4.2 Financial evaluation

The financial component is 40% (i.e., 40 points) of the total score. The maximum number of points (40) will be allocated to the lowest price offer. All other offers will receive points in inverse proportion to the lowest price.

Important notes: Only Annex C will be accepted for confirming your fees.

**Financial Offers** must contain an overall offer in a single currency, which shall be Hong Kong Dollars (HKD). The financial offer is based on the two main requirements:

- 1. Administrative services cost:** continuous service cost to be paid to the selected vendor, based on individual contractor's member quantity, as fixed rate per person per month or % charged.
- 2. Health Insurance of the 3<sup>rd</sup> party:** continuous service cost or one-off cost based on the number of employees; for volume, please refer to UNHCR estimation confirmed on page 4.

Payment terms:

**1. Health Insurance cost:** once the insurance has been completed, the corresponding one-off costs are to be invoiced

**2. Administration service cost:** this is to be invoiced and paid on monthly basis

## 5 Key Performance Indicators

### 5.1 *Performance Evaluation*

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UNHCR PSP Malaysia expects to monitor the performance of the selected supplier according to a pre agreed KPI's:

- Account management
  - Response time
  - Quantity of the employees
  - Quality of the work of the designated team for UNHCR services
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