

# REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

To: All Interested Bidders	DATE: March 2, 2021
	REFERENCE: RFP/UNDP/RESTORE/131254/011/2021 - The Impact Evaluation of Pre-Employment Card as COVID 19 Recovery Program.

#### Dear Sir / Madam:

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal with reference RFP/UNDP/RESTORE/131254/011/2021 - The Impact Evaluation of Pre-Employment Card as COVID 19 Recovery Program

### A **bidder's conference** will be held on:

Date/Time: Monday, March 8th, 2021 at 13.00 hour (GMT +7)

Place: https://undp.zoom.us/j/87921918317?pwd=RVBocHcwWE44REJ6c0FxaDFaUDE5UT09

Meeting ID: 879 2191 8317

Password. : 208523

Detailed Terms of Reference (TOR) as well as other requirements are listed in the RFP available on UNDP ATLAS e-Tendering system (<a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>) Event ID: 0000008674.

Your offer, comprising of a Technical and Financial Proposal, should be submitted in accordance with the RFP requirements, through the UNDP ATLAS e-Tendering system and by the deadline indicated in <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>.

NOTE! The <u>Technical Proposal and Financial Proposal</u> files <u>MUST BE COMPLETELY SEPARATE</u> and <u>uploaded separately in the system and clearly named</u> as either <u>"TECHNICAL PROPOSAL"</u> or <u>"FINANCIAL PROPOSAL"</u>, as appropriate. Each document shall include the Proposer's name and address.

The file with the "FINANCIAL PROPOSAL" must be encrypted with a password so that it cannot be opened nor viewed until the Technical Proposal has been found to be pass the technical evaluation stage.

Once a Technical Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request the Proposer to submit the password to open the Financial Proposal.

The Proposer shall assume the responsibility for not encrypting the Financial Proposal. NOTE: DO NOT ENTER BID AMOUNT IN THE SYSTEM, INSTEAD ENTER THE NUMBER 1. Failed to meet this requirement, proposal will be rejected

In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it is submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. In case of any discrepancies, the deadline indicated in the system shall prevail.

Kindly ensure that supporting documents required are signed and stamped and in the .pdf format, and free from any virus or corrupted files and the <u>FINANCIAL PROPOSAL IS PASSWORD PROTECTED</u>.

Failed to meet this requirement, proposal will be rejected

NOTE: The file name should contain only Latin characters (No Cyrillic or other alphabets.).

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking "Accept Invitation" but not later than 17 March 2021 If this is not the case, UNDP would appreciate indicating your reason, for our records.

If you have not registered in the system before, you can register by logging in using:

Username: event.guest Password: why2change

The step by step instructions for registration of bidders and quotation submission through the UNDP ATLAS e-Tendering system is available in the attached "Instructions Manual for the Bidders". Should you require any training on the UNDP ATLAS e-Tendering system or face any difficulties when registering your company or submitting your quotation, please send an email to sri.hastutiningsih@undp.org and yusef.millah@undp.org

Please note that ATLAS has following minimum requirements for password:

- 1. Minimum length of 8 characters;
- 2. At least one capital letter; and
- 3. At least one number.

New proposer registering for the first time, the system will not accept any password that does not meet the above requirement, and thus registration cannot be completed.

For existing vendor whose current password does not meet the abovementioned password requirements, the system will prompt you to change your password upon signing in. Please change your password in accordance with the abovementioned password requirements to be able to login to the system.

The user guide and video are available to you in the UNDP public website in this link: <a href="https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html">https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html</a>

You are advised to use Internet Explorer (Version 10 or above) to avoid any incompatibility issues with the re-tendering system.

No hard copy or email submissions will be accepted by UNDP.

UNDP looks forward to receiving your Proposal and appreciate your interest to participate in UNDP procurement opportunities.

Sincerely yours,

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Martin Stephanus Kurnia Head of Procurement Unit 3/2/2021

### Annex 1

### **Description of Requirements**

Context of the	THE IMPACT EVALUATION OF PRE-EMPLOYMENT CARD AS COVID			
Requirement	19 RECOVERY PROGRAM			
Implementing	Fiscal Policy Agency (BKF-MoF) and PMO Kartu Pra-Kerja			
Partner of UNDP				
Brief Description	_		•	ate the implementation
of the Required	1		COVID 19 recovery	program using both
Services <sup>1</sup>		qualitative approach.		
List and	The expected out	•		
Description of		n design and plan		
Expected Outputs	2. The rese	arch ethical clearance		
to be Delivered	3. Final in	strument for both q	uantitative and qua	litative assessment in
	English a	and Bahasa		
	4. Final sar	npling framework in l	English and Bahasa	
	<ol><li>Final rep</li></ol>	ort of the study in bo	th English and Bahas	a
		he study result	C	
	7. Policy b	rief on the study resul	t	
Person to				
Supervise the	UNDP Country Economist			
Work/Performanc	OTIDI Cominy Beonomisi			
e of the Service				
Provider				
Frequency of	Refer to the TOR			
Reporting				
Progress	No			
Reporting				
Requirements				
	☐ Exact Address/es [pls. specify]			
Location of work	☑ At Contractor's Location			
Expected duration	Three and half month from April to July 2021			
of work				
Target start date	1 April 2021			
Latest completion	15 July 2021			
date				
Turnels E			D · e	
Travels Expected	D4:- 4: /	Tradin 4 1	Brief	T4
	Destination/s	Estimated	Description of	Target
		Duration	Purpose of the Travel	Date/s
			Travei	

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<sup>&</sup>lt;sup>1</sup> A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

	NA		
Special Security Requirements	□ Security Clearance from UN prior to travelling □ Completion of UN's Basic and Advanced Security Training □ Comprehensive Travel Insurance 図 Others N/A		
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	☐ Office space and facilities ☐ Land Transportation ☑ Others None		
Implementation Schedule indicating breakdown and timing of activities/sub- activities	<ul><li>☑ Required</li><li>☐ Not Required</li></ul>		
Names and curriculum vitae of individuals who will be involved in completing the services	⊠ Required □ Not Required		
Currency of Proposal	<ul> <li>☑ United States Dollars</li> <li>☐ Euro</li> <li>☑ Local Currency/IDR for Local Bidders</li> </ul>		
Value Added Tax on Price Proposal <sup>2</sup>	☐ must be inclusive of VAT and other applicable indirect taxes ☐ must be exclusive of VAT and other applicable indirect taxes		
Validity Period of Proposals (Counting for the last day of submission of quotes)	<ul> <li>☑ 60 days</li> <li>☐ 90 days</li> <li>☐ 120 days</li> <li>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.</li> </ul>		
Partial Quotes	☑ Not permitted		

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 $<sup>^2</sup>$  VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

Payment Terms <sup>3</sup>	Outputs	Percentage	Timing	Condition for Payment Release
	1st Payment:  1. Design of a project work plan specifying methodology on data collection and analysis, activities and milestones, required resources, dependencies and proposed timeline for conducting the study. The work plan should be presented to UNDP, Fiscal Policy Agency (MoF) and PMO Prakerja for comment and approval.  2. The research ethical clearance  3. Final instrument for both quantitative and qualitative assessment in English and Bahasa  4. Final sampling framework in English and Bahasa	30 %	2 weeks after the contract signing	Within thirty (30) days from the date of meeting the following conditions:  a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
	2 <sup>nd</sup> Payment:  Preliminary report of the study, that consist of:  a. quantitative data analysis  b. qualitative data analysis	40%	June 2021	
	3 <sup>rd</sup> Payment :	30%	July 2021	

<sup>&</sup>lt;sup>3</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	1. Final report of the study in both English and Bahasa 2. PPT of the study result 3. Policy brief on the study result		
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Country Economist		
Type of Contract to be Signed	□ Purchase Order □ Institutional Contract □ Contract for Professional Services □ Long-Term Agreement <sup>4</sup> (if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) □ Other Type of Contract [pls. specify]		
Criteria for Contract Award	<ul> <li>□ Lowest Price Quote among technically responsive offers</li> <li>☑ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</li> <li>☑ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</li> </ul>		
Criteria for the Assessment of Proposal	Technical Proposal (70%)  ☑ Expertise of the Firm 30%  ☑ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 30%  ☑ Management Structure and Qualification of Key Personnel 40%  Financial Proposal (30%)  To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.		
	☑ One and only one Service Provider		

<sup>&</sup>lt;sup>4</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$200,000.00.

UNDP will award the contract to:	☐ One or more Service Providers, depending on the following factors: [Clarify fully how and why will this be achieved. Please do not choose this option without
	indicating the parameters for awarding to multiple Service Providers]
Contract General Terms and Conditions <sup>5</sup>	☐ General Terms and Conditions for contracts (goods and/or services) ☐ General Terms and Conditions for de minimis contracts (services only, less than \$50,000)  Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Annexes to this RFP <sup>6</sup>	<ul> <li>☑ Form for Submission of Proposal (Annex 2)</li> <li>☑ Detailed TOR (Annex 3)</li> <li>☑ Sample written self declaration</li> </ul>
Contact Person for Inquiries (Written inquiries only) <sup>7</sup>	Sri Hastutiningsih Procurement – RRU/Restore Sri.hastutiningsih@undp.org Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	

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<sup>&</sup>lt;sup>5</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

<sup>&</sup>lt;sup>6</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>&</sup>lt;sup>7</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

Annex 2

### FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL8

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery)

[insert: Location]. [insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

### A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- *a)* Profile describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses Registration Papers, Tax Payment Certification, etc.
- c) Latest Audited Financial Statement income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.;
- *d)* Track Record list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

### B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

<sup>&</sup>lt;sup>8</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>&</sup>lt;sup>9</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

### C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

### D. Cost Breakdown per Deliverable\*

	Deliverables	Percentage of Total Price	Price
	[list them as referred to in the	(Weight for payment)	(Lump Sum,
	RFP]		All
			Inclusive)
1	1. Design of a project work plan	30%	
	specifying methodology on data		
	collection and analysis,		
	activities and milestones,		
	required resources, dependencies and proposed		
	timeline for conducting the		
	study. The work plan should be		
	presented to UNDP, Fiscal		
	Policy Agency (MoF) and PMO		
	Prakerja for comment and		
	approval.		
	2. The research ethical clearance		
	3. Final instrument for both		
	quantitative and qualitative		
	assessment in English and		
	Bahasa		
	4. Final sampling framework in		
	English and Bahasa		
2	Preliminary report of the study, that	40%	
	consist of:		
	a. quantitative data analysis		
	b. qualitative data analysis		
3	1. Final report of the study in both	30%	
	English and Bahasa		
	2. PPT of the study result		
	3. Policy brief on the study result Total	100%	
	1 Otal	10070	

<sup>\*</sup>This shall be the basis of the payment tranches

### E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
a. Team Leader	person		1	
b. Quantitative Researcher	person		1	
c. Qualitative Researcher	person		1	
d. Research Assistant	person		2 max	
e. Administration staff	person		1	
f. Enumerator	Person		10 max	
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others		·		
III. Other Related Costs			·	

[Name and Signature of the Service Provider's Authorized Person]
[Designation]
[Date]

Annex 3

### **TERMS OF REFERENCE**

## THE IMPACT EVALUATION OF PRE-EMPLOYMENT CARD AS COVID 19 RECOVERY PROGRAM

### I. BACKGROUND AND EXPECTED OUTPUTS

Pre-Employment Card program is the Government of Indonesia's (GoI) conditional cash transfer program in particular for job seekers. This program is one of President Jokowi's campaign promises; thus, this program is one of the government's priority programs. To accommodate this program, the GoI stipulated the Presidential Regulation number 36 of 2020 concerning work competency development through Pre-Employment Card program.

The main objectives of this program are to develop competence and to increase productivity of workers or human capital in Indonesia in general. This program is the first public program that uses online system, ranging from registration process, training activities, to incentives payment. The Pre-Employment Card program ecosystem includes digital platforms, training institutions, and payment partners that work together to provide various training programs for the beneficiaries.

Since the Covid-19 pandemic has caused the layoffs of more than two million workers in Indonesia, the focus of this program is expanded. It is delivered not only to job seekers, but also to workers and self-employed people engaged in small and micro businesses, especially those who are affected by the pandemic or lost their job.

However, after the pandemic, the focus of the program will be reverted to the initial focus, i.e. to develop competence and to increase Indonesian workers' productivity. To ensure the effectiveness and efficiency of this program, the government is required to evaluate this program. Impact evaluation analysis and rigorous research studies are needed, in particular, to measure the program's impact on competency and productivity improvement of the beneficiaries.

The main objective of this research is to investigate the impact of Pre-Employment Card program (Kartu Prakerja) on its beneficiaries' competence and productivity, competitiveness, and entrepreneurship skills in both quantitative and qualitative approach. The research will cover, but not limited to, following contributions:

- To provide evidence-based information and analysis of pre-employment program on its beneficiaries' competency and productivity, competitiveness and entrepreneurship skills,
- To assess the effectiveness of the program as a measure to cushion the COVID 19 pandemic impact
- To provide policy recommendation to strengthen program delivery and targeting

Basic research quantitative questions that in this study would address are as follows:

- 1. What is the impact of pre-employment card on income generation, employment status and competency, productivity, competitiveness, and entrepreneurship skills of beneficiaries?
- 2. What is the impact of pre-employment card on business creation and financial inclusion of beneficiaries?

- 3. Does the program have impact between gender and beneficiaries' residential location?
- 4. What is the quality of training material and how does the training could support the beneficiaries in finding better economic opportunity?

For the analysis of the above questions, attention should be paid to factors that may exacerbate exclusions -- especially those related to women and people with disabilities.

Whereas the qualitative methods will be employed through in-depth interviews and FGDs to complement the quantitative data analysis as well as to acquire comprehensive understanding on the program implementation, such as:

- 1. What is the rationale of training provider and training course selection by the beneficiaries?
- 2. The experiences and lesson learned from different stakeholders (beneficiaries, training and financial providers) on the program implementations

Both data types need to be analysed rigorously using mix-method. For the quantitative approach, the propose methodology need also to use econometric approach particularly quasi experiment method.

### II. LOCATION AND TARGET BENEFICIARIES

The study conducted at national level that take account the representativeness of gender and residential location (rural-urban and java-non java) of the beneficiaries. The minimum number of samples for quantitative survey will be 2000-3000 people that consist of the beneficiaries and controls. The study should be cover minimum of 7 provinces that 70% of it should be located in Java and 30% of it from Sumatera, Sulawesi and Kalimantan. In addition to that around 10-15% of sample also need to be in-depth interviewed qualitatively along with the training and financial providers. All the data collection could be conducted using combination of online and offline methods. For offline data collection should be conducted by local enumerator with strict COVID 19 protocols, therefore core team do not require to travel to collect data. Consequently, there should not be any travel cost in the financial proposal. UNDP has the right to reduce any travel cost proposed in the proposal. Since the locations have not been determined in the ToR, Bidders are expected to calculate the general costs in the selected proposed locations for the offline survey, taken into consideration all potential cost that may occur if the implementation are on different locations which will be decided later. The contract awarded would be on lump sum basis and no further price alteration is possible after the submission deadline except for arithmetical correction.

### III. TIMELINE AND EXPECTED OUTPUT

Outputs	Timing
1 <sup>st</sup> Deliverable:	Two weeks upon signing
Inception Report that covers:	
1. Design of a research work plan specifying	
methodology on data collection and analysis,	
activities and milestones, required resources,	
dependencies and proposed timeline for	
conducting the study. The work plan should	
be presented to UNDP, Fiscal Policy Agency	

approval.  2. Final instruction qualitative	d PMO Prakerja for comment and crument for both quantitative and e assessment in English and Bahasa pling framework	
2 <sup>nd</sup> deliverable:		End of June 2021
1. Preliminary rep	ort of the study, that consist of:	
a. quantita	ntive data analysis	
b. qualitat	ive data analysis	
2. The ethical Research clearance		
3 <sup>rd</sup> Deliverable		Mid of July 2021
1. Final repo	ort of the study in both English and	
Bahasa		
2. PPT of th	e study result	
<ol><li>Policy bri</li></ol>	ef on the study result	

### IV. ELIGIBLITY AND SELECTION PROCESS

The work for this study will be done by a firm or research institute. It is expected that the successful institution will have experience in labor market policy assessment, human capital, and skill development. It is also preferred for this institution to have a solid knowledge on public policy and Indonesia's labor market as the context of this study. Previous working relationship with relevant ministries/implementing agency of the *Kartu Prakerja* is mandatory. To be considered, the selected institution must have:

- At least 5 years working experience conducting similar research in the area of qualitative and quantitative research on socio-economic development issues in Indonesia. The proposal must include structure of Team Leader and members and their educational background and areas of expertise.
- Having experience in managing large-scale (over 1,000) household database in Indonesia.
- Extensive experience (more than 5 relevant research projects) that implementing qualitative method to assess social aspect of Indonesian household.
- Have series of publication about socio-economic condition of household in Indonesia including analysis on employment and poverty.
- Having experiences research collaboration with the Government of Indonesia on related key issues
  of socio-economic development would be an advantage.
- Having more than 5 number of staff, excellent report writing skills, and mechanisms to ensure high quality of fieldwork
- High quality control procedures and management system that ensures adequate progress of the different phases of the project and timely delivery of outputs
- Has a valid registration certificate

The composition of the proposed team members is at the discretion of the Institution. However, it is expected that its member possesses the following qualifications and skills:

### Team Leader (1 person)

- Postgraduate degree in economics and/or public policy
- At least 10 years of experience in economic research and policy especially in labor market policy and unemployment in Indonesia
- High level of proficiency in conducting research and analysis
- Has experience in managing and coordinating similar studies in Indonesia
- Ability to gain information from different stakeholders and experience in conducting discussions with government officials
- Strong communication skills; ability to effectively communicate in Bahasa Indonesia and English (writing and speaking)
- Having similar research publication

### Quantitative Researcher (1 person)

Quantitative Data Analyst will be responsible for cleaning and analysis data as well as conducting error checks to ensure high quality data. Quantitative Data Analyst must have:

- Bachelor's or Master's in economics or public policy for Masters minimum 5 years or 8 years for bachelor of working experience in research, evaluation design, or survey analysis.
- demonstrated strong quantitative and statistical analysis skills to present and interpret statistical results.
- demonstrated skills in using statistical analysis software packages such as, but no limited to R/Python/STATA/SPSS/SAS.
- highly motivated and ability to work in a team.
- proven ability to work under tight deadlines.

### Qualitative Researcher (1 person)

Qualitative researcher will be responsible for the qualitative data collection. Qualitative researcher must have:

- Bachelor's or master's in sociology or anthropology or other social sciences with 5 years or 8 years for bachelor of working experience in qualitative research.
- highly motivated and ability to work in a team.
- proven ability to work under tight deadlines.

### Research Assistant(s) (2 person maximum)

Research assistant will be responsible to support the quantitative and qualitative researcher in conducting both qualitative and quantitative analysis

- Bachelor's in economics or public policy with 2 years of working experience in research, evaluation design, or survey analysis.
- Having ability in conducting quantitative and statistical analysis skills to present and interpret statistical results or qualitative analysis.
- highly motivated and ability to work in a team.
- proven ability to work under tight deadlines.

### Enumerator (10 person max per province)

The enumerators will be responsible to collect offline qualitative and quantitative data collection whenever it is required. In each of province, maximum number of enumerators are 10 and they need to be trained online.

- Bachelor's in any major with experience conducting data at least in 2 household survey
- highly motivated and ability to work in a team.

### Administration Staff (1 person)

The administration staff will be responsible to manage all the research administrative.

- D3 (3 years Diploma) or Bachelor's degree in any relevant major study
- Minimum 3 years working experience for D3 or 1 year working experience for Bachelor degree in administrative works.
- Excellent time management skills with an ability to deliver high-quality outputs on time.