



REQUEST FOR PROPOSAL (RFP)

To: All Interested Bidders	DATE: July 23, 2021
	REFERENCE: RFP/UNDP/SP4N-LAPOR!/146074/021/2021 – “4th Public Service Complaint Handling Competition”

Dear Sir / Madam:

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to the Request for Proposal **RFP/UNDP/SP4N-LAPOR!/146074/021/2021 – “4th Public Service Complaint Handling Competition”**

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

Date : 28 July 2021

Time : 0900 hours (GMT +7, Jakarta Time)

Venue : Zoom Online Meeting

Meeting ID : <https://undp.zoom.us/j/2270581228?pwd=QVBzZ0xNWFOzYzd1bVF4di9zZUt6UT09> (836 2396 4313)

Password : 774645

Detailed Terms of Reference as well as other requirements are listed in the RFP available on UNDP ATLAS e-Tendering system” (<https://etendering.partneragencies.org>) **Event ID: 0000009915**

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

NOTE! The Financial Proposal and the Technical Proposal files **MUST BE COMPLETELY SEPARATE** and uploaded separately in the system and clearly named as either “TECHNICAL PROPOSAL” or “FINANCIAL PROPOSAL”, 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 Proposal has been found to pass the technical evaluation stage. Once a 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 PROPOSAL PRICE IN THE SYSTEM, INSTEAD ENTER ONE. 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 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 **FINANCIAL PROPOSAL IS PASSWORD PROTECTED. NOTE! The File name should contain only Latin characters (No Cyrillic or other alphabets). Failed to meet this requirement, proposal will be rejected**

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on “**Accept Invitation**” button no later than **28 July 2021**. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

If you have not registered in the system before, you can register now 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 “Instructions Manual for the Bidders”, attached. Should you require any training on the UNDP ATLAS e-Tendering system or face with any difficulties when registering your company or submitting your quotation, please send an email to armada.pratama@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.
3. At least one number.

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

For already existing bidders whose current password does not meet the criteria, when signing in, system will prompt you to change the password, and it will not accept a new password that does not meet requirement.

The user guide and videos are made available to bidder in the UNDP public website in this link: <https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders>

The bidders are advised to use Internet Explorer (Version 10 or above) to avoid any compatibility issues with the e-tendering system.

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

UNDP looks forward to receiving your Proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Sincerely yours,

A handwritten signature in black ink, appearing to be 'MSK' with a stylized flourish.

Martin Stephanus Kurnia
Procurement Analyst
7/23/2021

Annex 1

Description of Requirements

Context of the Requirement	To assist Ministry of Administrative and Bureaucratic Reform (KemenPANRB), Ombudsman of The Republic of Indonesia (ORI), and Executive Office of President Republic of Indonesia (KSP) to implement the 4th Public Service Complaint Handling Competition to assist KemenPANRB, ORI, and KSP to implement the 4th Public Service Complaint Handling Competition
Implementing Partner of UNDP	Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia
Brief Description of the Required Services ¹	<ol style="list-style-type: none"> 1. Provide the 4th Public Service Complaint Handling Competition Activities Plan 2. Develop Online Competition's Implementation Guidelines Handbook and online application 3. Facilitate Evaluation Team appointment and administration 4. Organize the 4th Public Service Complaint Handling Competition Online Launching Event 5. Develop and disseminate promotion materials for the 4th Public Service Complaint Handling Competition 6. Facilitating day to day helpdesk service and webinars to assist the 4th Public Service Complaint Handling Competition Participants 7. Organizing on-site document evaluation by Evaluation Document Team 8. Facilitate on-site Potential Awardees evaluation process 9. Organize on-site Award Event
List and Description of Expected Outputs to be Delivered	<p>The Service Provider will be expected to produce the deliverables below.</p> <ol style="list-style-type: none"> 1. The 4th Public Service Complaint Handling Competition Activities and Promotional Strategy will consist of: <ul style="list-style-type: none"> Activities Plan <ol style="list-style-type: none"> a. Introduction b. The 4th Public Service Complaint Handling Competitions stages, detail of activities and PIC for each stage including Kick-Off Meeting, E-registration, Webinars, Evaluation Process by Evaluation Team and Award Event. c. LAPOR Competition Timelines d. Risk Management e. Summary of consultation meeting results with KemenPANRB, ORI, and KSP as an annex. Promotional Strategy <ol style="list-style-type: none"> a. Introduction b. Assessment on the 4th Public Service Complaint Handling Competition Promotion c. Online and in-person marketing strategies for the 4th Public Service Complaint Handling Competition will include: <ol style="list-style-type: none"> i. Maximizing the use of the existing social media SP4N LAPOR!'s accounts and government partners' social media accounts

¹A 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.

	<p>(KemenPANRB, Executive Office of President (KSP), Ministry of Communication and Informatics (Kominfo), Ministry of Home Affairs (Kemendagri)</p> <p>ii. 4th Public Service Complaint Handling Competitions` media coverage strategy</p> <p>2. Competition`s Implementation Guidelines Handbook and online application will consist of:</p> <p>a. Competition`s Implementation Guidelines Handbook consists of:</p> <ol style="list-style-type: none"> Summary of Public Service Complaint Handling Competition 4th Public Service Complaint Handling Competition selection stages 4th Public Service Complaint Handling Competition evaluation criteria 4th Public Service Complaint Handling Competition required documents 4th Public Service Complaint Handling Competition application and guidance on how to register and upload the documents 4th Public Service Complaint Handling Competition participants assistance <p>b. Approval of online application for the 4th Public Service Complaint Handling Competition</p> <p>3. Evaluation Team Selection Report will consist of:</p> <ol style="list-style-type: none"> Introduction Evaluation Team/Judges Selection process and results Recommendation and follow-up CV and Contracts for judges as annexes <p>4. The 4th Public Service Complaint Handling Competition Online Launching Event Report will consist of:</p> <ol style="list-style-type: none"> Introduction Online launching event implementation process Online launching event results Recommendation and follow-up Two final videos of Public Service Complaint Handling Competition in general and flashback of 3rd competition in 2020 and video bumper for Online Launching Minutes of the meeting Video recording for the event and the edited 20 photos as part of attachments. <p>5. Approved design of promotion materials and dissemination for the 4th Public Service Complaint Handling Competition will consist of:</p> <ol style="list-style-type: none"> Final design and dissemination of promotional materials for the 4th Public Service Complaint Handling Competition will consist of: <ol style="list-style-type: none"> Hashtag ideas and e-poster production.
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	<ul style="list-style-type: none"> ii. Promotional video footage about the 4th Public Service Complaint Handling Competition stages, terms, and conditions. b. TV, printed, and online Media news coverage report c. Promotional material dissemination report will consist of: <ul style="list-style-type: none"> - Dates and screen shoots of e-poster posts on SP4N-LAPOR! and government partners' social media accounts (Facebook, Twitter, Instagram, and Youtube) - Dates and screen shoots of video posts in SP4N-LAPOR! and government partners' social media accounts (Facebook, Twitter, Instagram, and Youtube) <p>6. Report for day to day helpdesk service and webinars to assist the 4th Public Service Complaint Handling Competition Participants will consist of:</p> <ul style="list-style-type: none"> a. Introduction b. Results of day to day consultation service in the helpdesk c. Webinar series implementation process d. Day to day consultation service Webinar Series results summary e. Recommendation and follow up plans f. Minutes of the meeting, event audiovisual recording, and 40 photos from webinars <p>7. Document Evaluation Report will consist of:</p> <ul style="list-style-type: none"> a. Introduction b. The Document Evaluation process c. The document Evaluation process, including a list of Top Potential Awardees to be selected by the Evaluation Team d. Minutes of the meeting, video footage of the evaluation meeting (for the on-site meeting), and selected 20 photos as an attachment. <p>8. Report for Potential Awardees Evaluation will consist of:</p> <ul style="list-style-type: none"> a. Introduction b. Evaluation for Potential Awardees process c. Potential Awardees evaluation results summary d. Minutes of the meeting, video footage of the evaluation meeting, and selected 30 photos as an attachment. <p>9. Awards Event Reports will consist of:</p> <ul style="list-style-type: none"> a. Introduction b. Award Event implementation process c. Award Event result d. Conclusion and Recommendations e. Minutes of the meeting, approved 4th Public Service Complaint Handling Competition 2021 Selection process video, raw and edited video and selected 30 photos as report attachments.
Person to Supervise the Work/Performance	<ul style="list-style-type: none"> 1. <i>National Project Manager for SP4N LAPOR!</i> 2. <i>Technical Officer for Public Outreach and Advocacy for SP4N LAPOR!</i> 3. <i>Marketing & Communication Officer for SP4N LAPOR</i>

of the Service Provider	4. <i>Outreach and Advocacy Officer for SP4N LAPOR!</i>
Frequency of Reporting	<i>Please refer to ANNEX 3 - Terms of References</i>
Progress Reporting Requirements	<i>Please refer to ANNEX 3 - Terms of References</i>
Location of work	<input type="checkbox"/> Exact Address/es <input checked="" type="checkbox"/> At Contractor's Location, if required, for technical works specifically indicated in the proposal
Expected duration of work	5 months
Target start date	1 September 2021
Latest completion date	29 February 2022
Travels Expected	N/A
Special Security Requirements	<input checked="" type="checkbox"/> Security Clearance from UN prior to travelling
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars or <input checked="" type="checkbox"/> Local Currency - IDR for Local Bidders
Value Added Tax on Price Proposal ¹	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days 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.

¹VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

Partial Quotes	X Not permitted			
Payment Terms¹	Deliverables		Percentage	Timing
	1st Deliverable	The 4th Public Service Complaint Handling Competition Activities Plan and Promotional Strategy	15 %	3 rd week of September 2021
	2nd Deliverable	a. Competition's Implementation Guidelines Handbook and online application b. Evaluation Team Selection Report c. The 4th Public Service Complaint Handling Competition Online Launching Event Report	10 %	3 rd week of October 2021
	3rd Deliverable	a. Approved design of promotion materials and dissemination for the 4th Public Service Complaint Handling Competition b. Report for day to day helpdesk service and webinars to assist the 4th Public Service Complaint Handling Competition Participants	20%	2 nd week of December 2021

¹UNDP 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.

	<p>4th Deliverable</p> <p>a. Document Evaluation Report b. Report for Potential Awardees Evaluation</p> <p>30%</p> <p>2nd week of January 2022</p>
	<p>5th Deliverable</p> <p>Awards Event Report</p> <p>10%</p> <p>1st week of February 2022</p>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<ol style="list-style-type: none"> 1. National Project Manager for SP4N LAPOR! 2. Technical Officer for Public Outreach and Advocacy for SP4N LAPOR! 3. Marketing & Communication Officer for SP4N LAPOR! 4. Outreach and Advocacy Officer for SP4N LAPOR!
Type of Contract to be Signed	<input checked="" type="checkbox"/> professional service contract
Criteria for Contract Award	<p><input type="checkbox"/> Lowest Price Quote among technically responsive offers</p> <p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</p> <p><input checked="" type="checkbox"/> 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.</p>
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of the Firm 35%</p> <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40%</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 25%</p> <p><i>NOTE: only bidder(s) who received minimum of 70 points where the financial proposal will be opened</i></p> <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers</p>
Contract General Terms and Conditions ¹	<p><input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html </p>

¹Service 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.

Annexes to this RFP ¹	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Others ² sample written self declaration of impartiality
Contact Person for Inquiries (Written inquiries only) ³	Armada Eras Pratama and Yusef Saiful Millah Procurement Unit armada.pratama@undp.org and yusef.millah@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]	

¹ Where the information is available in the web, a URL for the information may simply be provided.

²A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

³This 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 PROPOSAL¹*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)*

[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 or 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, 2 (two) 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.

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 is supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and

¹This serves as a guide to the Service Provider in preparing the Proposal.

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

c) Written confirmation from each person that they are available for the entire duration of the contract.

D. Cost Breakdown per Deliverable*

No	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All- Inclusive)
1	The 4th Public Service Complaint Handling Competition Activities Plan and Promotional Strategy	10%	
2	a. Competition`s Implementation Guidelines Handbook and online application b. Evaluation Team Selection Report c. The 4th Public Service Complaint Handling Competition Online Launching Event Report	30%	
3	a. Approved design of promotion materials and dissemination for the 4th Public Service Complaint Handling Competition b. Report for day to day helpdesk service and webinars to assist the 4th Public Service Complaint Handling Competition Participants	20%	
4	a. Document Evaluation Report b. Report for Potential Awardees Evaluation	30%	
5	Awards Event Reports	10%	
	Total	100%	

*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			1	
b. Liaison Officer			1	
c. Technical Officer Promotion and Dissemination			1	
d. Administrative Assistant			1	
e. Finance Officer			1	
f. Helpdesk assistant			2	
g. Web Programmer and Maintenance			1	
h. Graphic Designer			1	
II. Other Related Costs				

<p>A. 4th Public Service Complaint Handling Competition Online Launching Event</p> <p>4th Public Service Complaint Handling Competition Online Launching Event on method as required in the scope of work no 4 in the TOR (please provide detailed breakdown cost), which should cover:</p> <p>1) The minimum support personnel are:</p> <ul style="list-style-type: none"> - 1 Master of Ceremony, - 1 Moderator, - 1 Resource Person from echelon 1. - 1 Resource Person from echelon 2. - 1 Resource person from echelon 3. - 1 note taker. <p>2) Health equipment for COVID-19, including:</p> <ul style="list-style-type: none"> - 2 units of pump hand sanitizers @500ml - 2 boxes masks @50 pieces (3 ply masks) - 1 box latex gloves @40 pcs. <p>3) For Coordinating Event:</p> <ul style="list-style-type: none"> - 1 Event Manager - 1 Show director - 2 zoom operators - 1 Vmix operator - 2 camera operator to support in KEMENPANRB Office <p>4) 1 video for approximately 5-10 minutes about Public Service Complaint Handling Competition in general and flashback of 3rd competition in 2020. The video will include:</p> <ul style="list-style-type: none"> - Storyboard - Animation - Graphic design - Voice-over - English and/or Indonesian subtitles. - Editing <p>ii. 1 video for approximately 1-2 minutes bumper video for virtual launching. The video will</p>				
		1 event	1 person	
		1 event	1 person	
		1 hour	1 person	
		1 hour	1 person	
		1 hour	1 person	
		1 hour	1 person	
		1 event	2 unit	
		1 event	2 boxes	
		1 event	1 box	
		1 event	1 person	
		1 event	1 person	
		1 event	2 person	
		1 event	1 person	
		1 event	1 person	
		1 event	2 persons	
		1 event	1 package	
		1 event	1 package	

<p>include:</p> <ul style="list-style-type: none"> - Storyboard - Animation - Graphic design - Voice-over - English and/or Indonesian subtitles. - Editing 				
	5) 1 print backdrops, for the event with size 3x1 meters with material flexy 270 gsm.	1 event	1 unit	
	6) Facilitating media handling fees for media news in the Kick-Off meeting with a minimum of National 15 mainstream online media.	1 event	1 package	
	7) 50 meals pax (1 snack and 1 lunch) for KemenPANRB officials who work from the office.	1 event	50 pax	
	8) Conducting dry run one day prior to the event to check the room and the connectivity in the KemenPAN's meeting room	1 event	1 package	
	9) Providing event documentation as follows: <ul style="list-style-type: none"> - 20 edited photos (1 photographer) 	1 event	1 package	
B.	<p>Developing and disseminating promotion materials for the 4th Public Service Complaint Handling Competition</p> <p>Developing and disseminating promotion materials for the 4th Public Service Complaint Handling Competition in the scope of work no 5 in the TOR (please provide detailed breakdown cost), which should cover:</p> <p>Designing and distributing promotional materials as follows: Promotional HD videos about the 4th Public Service Complaint Handling Competition and how to apply to the competition. The video includes:</p> <ul style="list-style-type: none"> - Storyboard - Animation 	1 time	1 package	

<ul style="list-style-type: none"> - Graphic design - Voice-over - English and/or Indonesian subtitles. - Editing 				
<p>C. Organizing on-site document evaluation by Evaluation Document Team</p> <p>Organizing on-site document evaluation by Evaluation Document Team on method as required in the scope of work no 7 in the TOR (please provide detailed breakdown cost), which should cover:</p> <p>1) Full-day meeting for 10 days, by providing a two-time coffee break and lunch for 20 participants (include personnel from the selected contractor).</p> <p>2) Providing 4 stars hotel accommodation within Bogor City/Depok City, or Bogor Regency (e.g. Sentul, Ciawi) for 20 persons and 10 days using the latest SBM standard. (The bidder should provide one price that can represent the price in these 3 areas. In the implementation, the venue location must not in a red status of COVID-19).</p> <p>3) Providing honorarium for Evaluation Document Team based on latest Ministry of Finance's Standard Output Cost (SBM) for 15 persons for approximately 390 documents applications.</p> <p>4) Per diem (uang saku harian) for echelon 3 and 4 using SBM latest standard (West Java) for 15 persons.</p> <p>5) Health equipment for COVID-19, including:</p> <ul style="list-style-type: none"> - 2 pump hand sanitizers (@500 ml) - 10 boxes masks @50 pieces (3 ply masks) 		<p>10 days</p> <p>10 days</p> <p>26 forms</p> <p>10 days</p> <p>1 event</p> <p>1 event</p>	<p>20 pax</p> <p>20 persons</p> <p>15 persons</p> <p>15 persons</p> <p>2 unit</p> <p>10 boxes</p>	

<p>evaluation is completed (Judges are usually former Minister/Head of Government Organization, Senior Academia, Senior Activist)</p> <p>5) Facilitating payment for Activity Committee fee for 5 persons during 4 days teleconference interview with latest SBM standard for:</p> <ul style="list-style-type: none"> - 1 Chair (Ketua) - 1 Co-Chair (Wakil Ketua) - 3 Team Members (anggota) <p>6) 2 roll-up banners, size 60x160, material Flexy 340 gsm, laminating glossy</p> <p>7) 1 print backdrop for the event with size 3x1 meters with material flexy 270 gsm.</p> <p>8) Notetaker for 5 days meeting.</p> <p>9) Event documentation for Evaluation Team meeting as follows:</p> <ul style="list-style-type: none"> - 30 edited photos (1 photographer) - 10 minutes edited video footage of the evaluation process 		<p>1 activity</p> <p>1 activity</p> <p>1 activity</p> <p>1 time</p> <p>1 time</p> <p>5 days</p> <p>5 days</p>	<p>1 person</p> <p>1 person</p> <p>3 persons</p> <p>2 unit</p> <p>1 unit</p> <p>1 person</p> <p>1 package</p>	
<p>E. Organizing on-site Awards Event</p> <p>Organizing on-site Award Event on method as required in the scope of work no 9 in the TOR (please provide detailed breakdown cost), which should cover:</p> <p>1) Design and printing and 80 hard copy invitations and design online invitations to participants. The printing invitation specification is a single hardcover 14x 20, doff lamination and envelope</p> <p>2) 125 pax of half-day meeting packages in 5 stars hotel in Jakarta. The meeting room is a ballroom to accommodate social distancing seat arrangements for 125 participants and resource</p>		<p>1 event</p> <p>1 event</p>	<p>80 printed invitations</p> <p>125 pax</p>	

persons (min 1.5 m distance between each seat). The hotel should be following strict COVID-19 protocol standards and not included on a list of quarantine hotels in Ministry of Foreign Affairs Circular Letter No. D/00847/04/2021/64.				
3) Stage installation that is including:				
- Installing and operating LCD Videotron with size 6x4 meters		1 event	1 package	
- Designing motion graphic for LCD Videotron during the award event		1 event	1 package	
- Rigging for stage with size 8x6 m		1 event	1 package	
- Mini garden for 12 m		1 event	1 package	
- 5 Clip-on Microphones		1 event	5 units	
- 2 wireless microphones		1 event	2 units	
4) Live Cam equipment which consists of:				
- 2 set camera equipment (plus cameramen)		1 event	2 packages	
- 1 set Switchers		1 event	1 unit	
- 1 unit Genset for LED screen, sound system, lighting, and Videotron		1 event	1 unit	
- 1 Level for LED screen		1 event	1 unit	
5) 1 package traditional entertainment attraction during the event (approximately 3 hours)		1 event	1 unit	
6) 1 Transit room for 25 pax with seat arrangements (min 1.5 m distance between each seat) – round table		1 event	25 pax	
6) 1 Press Conference room for 25 pax with seat arrangements class room including seats and table for resource person (min 1.5 m distance between each seat)		1 event	25 pax	
7) Backdrop for Press Conference with size 3x2 meters and flexy material 340		1 event	1 unit	

gsm				
<p>8) Providing event contributors as follows:</p> <ul style="list-style-type: none"> - 3 resource persons Ministry Level - 1 person for echelon 1 - 1 person from MC (TV/Radio Anchor) - 1 notetaker 		<p>1 event</p> <p>1 event</p> <p>1 event</p> <p>1 event</p>	<p>3 persons</p> <p>1 person</p> <p>1 person</p> <p>1 person</p>	
<p>9) Providing event organizer crew as follows:</p> <ul style="list-style-type: none"> - 1 event manager - 1 show director, - 2 liaison officers - 2 vmix operators/switchers, - 1 production crew, - 2 ushers, - 3 registration crew 		<p>1 event</p> <p>1 event</p> <p>1 event</p> <p>1 event</p> <p>1 event</p> <p>1 event</p> <p>1 event</p>	<p>1 person</p> <p>1 person</p> <p>2 persons</p> <p>2 persons</p> <p>1 person</p> <p>2 persons</p> <p>3 persons</p>	
<p>10) Providing health equipment for COVID-19, including:</p> <ul style="list-style-type: none"> - 5 hand sanitizers (@ 500 ml) - 3 boxes of masks - 1 pack of gloves 		<p>1 event</p> <p>1 event</p> <p>1 event</p>	<p>5 units</p> <p>3 boxes</p> <p>1 box</p>	
<p>11) Designing and providing 125 seminar kits and souvenir that are consisting:</p> <ul style="list-style-type: none"> - 1 block note (Cover: Art Carton 310 Gsm, Content: A5, 80 gsm, 25 pages, Page; Finishing: laminating doffs, Spiral Binding) - 1 tote bag with material calico/<i>belacu</i> (30 cm x 40 cm) - 1 name tag neck strap Lanyard + plastic cover with size 10,5x 16 cm - 1 boss-type pen with custom design - 1 Cable organizer with specification: PU leather + Polyester, black/gray colour, inner size: L16,5 x W6 x H10,5 (cm) and outer size : L18 x W7,5 x H11,5 (cm). 		<p>1 event</p> <p>1 event</p> <p>1 event</p> <p>1 event</p> <p>1 event</p>	<p>125 pax</p> <p>125 pax</p> <p>125 pax</p> <p>125 pax</p> <p>125 pax</p>	

12)	30 batik uniform shirts (male and female) for the Award Event committee with specification: long sleeves, 100% cotton, printed pattern		1 event	30 units	
13)	Cooperating online media to cover LAPOR! Competition Award Event. The vendor can facilitate media handling fees for media news in the Kick-Off meeting and Award Event, with a minimum of National 15 mainstream online media.		1 event	1 package	
14)	Designing and printing for 15 Award Certificates and Certificate Frames, with specification:				
	- Certificate: Blue White Cartoon, A4 size, 1 side, dove laminating.		1 event	15 unit	
	- Frames for the certificates with specifications: inner size A4, glass front cover, and fiber frame with gold and linen finishing.		1 event	15 unit	
15)	Designing and providing 15 Public Service Complaint Handling Competition Trophies with specification: Custom Trophy metal, gold plated, maximum 30 cm height, including the box.		1 event	15 unit	
16)	Providing maximum 7 minutes edited video of the 2021 LAPOR! Selection Process Journey which will play during the event. The video includes:				
	- Storyboard				
	- Animation				
	- Graphic design				
	- Voice-over				
	- English and/or Indonesian subtitles.		1 event	1 package	
17)	Providing event documentation as follows:				
	- 30 soft copy of edited				

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Annex 3**Term of Reference (TOR)****4th Public Service Complaint Handling Competition**

A. General Information	:	Terminology of this TOR
Title	:	4th Public Service Complaint Handling Competition
Report to	:	1. National Project Manager for SP4N LAPOR! 2. Technical Officer for Public Outreach and Advoc 3. Marketing & Communication Officer for SP4N LAPOR! 4. Outreach and Advocacy for SP4N LAPOR!
Location	:	UNDP Indonesia Country Office, Menara Thamrin 8-9th Floor. Jl. MH Thamrin Kav.3 Jakarta 10250, Indonesia
Expected place of travel	:	As listed in Annex 1
Duration of contract	:	The expected duration of the contract is August - December (5) months upon contract signing by both parties
Provision of support services	:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Equipment (laptop etc.)	:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Secretarial Services	:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

The terms listed here under are used throughout this request for proposal (RFP) to mean the following:

SP4N LAPOR	The National Public Service Complaints Management System LAPOR is an online citizen complaints management system and was designed to increase public participation in the supervision of programs and government performance as well as the provision of public services
GESI Strategy	Gender equality refers to the equal rights, responsibilities and opportunities of women and men and girls and boys. Social exclusion is defined by the Department of Economic and Social Affairs of the United Nations as the involuntary exclusion of individuals and groups from society's political, economic and societal processes, which prevents their full participation in the society in which they live ⁷ . Gender equality and social inclusion are seen as not only a fundamental aspect of human rights and social justice, but also a precondition to improve the development process by putting social concerns at the forefront of interventions
Project Location	1. Province of West Sumatera 2. Province of DI Yogyakarta 3. Province of Bali 4. Regency of Sleman 5. Regency of Badung 6. Regency of Tangerang
Main Partner	Ministry of Administrative and Bureaucratic Reform

Term of Reference
4th Public Service Complaint Handling Competition
September 2021 – February 2022

The United Nations Development Programme (UNDP) in Indonesia has initiated a new program with the Korean International Cooperation Agency (KOICA) to support the Government of Indonesia in strengthening the capacity of the government to handle civil petitions that can improve public service provision over time. In doing so, UNDP and KOICA have established a tripartite collaboration with KemenPANRB to develop a comprehensive and integrated national strategy on the public service complaint management system. This collaboration is also intended to capacitate respective agencies responsible for the management and operation of LAPOR.

The project aims to enhance the e-governance system of the government of Indonesia by strengthening the national complaint handling system (SP4N LAPOR!). In achieving the objective, three main outputs are to be achieved: 1) develop a masterplan and roadmap for a comprehensive national complaint handling system (SP4N-LAPOR!); 2) Enhanced institutional capacity on complaint handling of national and subnational governments through Invitational and Local training; and 3) Increased government and public awareness on SP4N-LAPOR!, and citizen participation to improve the system, with particular attention to women, youth, Persons with Disabilities (PwDs) and other marginalized groups of the population through Workshops and Promotions.

With support from UNDP, the Ministry of Administrative and Bureaucratic Reforms (KemenPANRB-RB) has developed the national public complaint handling system (SP4N LAPOR!) roadmap for 2020-2024 which has been adopted into the ministry regulation number 46 of 2020. The roadmap serves as a legal basis for the implementation of SP4N LAPOR! by sub-national governments. The roadmap also guides the subnational officials for forming the regional policy priorities and securing the regional budget in the implementation of SP4N LAPOR!.

However, developing a strategy alone will not enhance overall management and system operations from the supply side. Various innovations and initiatives in the public service complaints handling that have been carried out by various Ministries/Government Institutions, as well as local governments on many levels need to be acknowledged and appreciated. As a part of the application for the best initiatives and innovations for public service delivery complaint handlings, KemenPANRB, Ombudsman Republic Indonesia (ORI) and Executive Office of President (KSP) have been annually conducting a Public Service Complaint Management Competition or Public Service Complaint Handling Competition since 2018.

The Public Service Complaint Handling Competition has been designed to give awards to public service providers showing the best performance based on the committee's evaluation criteria. The Competition's objectives are:

- a. To capture, document, disseminate, and promote public service complaint handling as an effort to improve the quality of public services.
- b. To motivate public service providers to develop an integrated, participatory, and beneficial public service complaint handling system to maintain sustainable improvement for public service delivery.

- c. To create knowledge management in the public services delivery, especially in terms of cross experiences and learning on the public service complaints handling; and
- d. To accelerate the achievement of the expected conditions as formulated in the SP4N Roadmap.

The SP4N-LAPOR! KOICA-UNDP project has committed to supporting the implementation of the Public Service Complaint Handling Competition in 2021. This commitment is a part of the strategies to enhance institutional capacity on complaint handling for national and sub-national governments, as well as increasing the government's awareness on SP4N-LAPOR! by focusing on project target groups, women, youth, persons with disabilities (PWDs), and other marginalized groups.

B. Context of the TOR

In the context stated above, to assist KemenPANRB, ORI, and KSP to implement the 4th Public Service Complaint Handling Competition, a service provider will be contracted to:

1. Provide the 4th Public Service Complaint Handling Competition Activities Plan
2. Develop Online Competition's Implementation Guidelines Handbook and online application
3. Facilitate Evaluation Team appointment and administration
4. Organize the 4th Public Service Complaint Handling Competition Online Launching Event
5. Develop and disseminate promotion materials for the 4th Public Service Complaint Handling Competition
6. Facilitating day to day helpdesk service and webinars to assist the 4th Public Service Complaint Handling Competition Participants
7. Organizing on-site document evaluation by Evaluation Document Team
8. Facilitate on-site Potential Awardees evaluation process
9. Organize on-site Award Event

C. Scope of Work

Under the direct supervision of the National Project Manager of SP4N LAPOR! project, the service provider will undertake the following tasks:

1. Providing the 4th Public Service Complaint Handling Competition Activities Plan and Promotional Strategy. This will include:
 - a. The 4th Public Service Complaint Handling Competition Activities Plan and Promotional Strategy development will be conducted from the 2nd week to the 3rd week of September 2021.
 - b. Conducting consultations with KemenPANRB, ORI, and KSP to discuss the 4th Public Service Complaint Handling Competition Plan and Preparations, including the competition timelines.
 - c. Developing the Public Service Complaint Handling Competition Plan for KemenPANRB and UNDP.
 - d. Developing online and offline promotional strategies and platforms as required, including working with Media
2. Developing Online Competition's Implementation Guidelines Handbook and online application will include:

- a. The development of competition implementation guidelines and online applications is expected to begin from contract signing until the launching event (2nd week of September to 1st week of October 2021).
 - b. Developing and Designing Online Competition's Implementation Guidelines Handbook
Developing and designing Online Competition's Implementation Guidelines Handbook based on Ministry Decree for 4th Public Service Complaint Handling Competition that includes "Summary of Public Service Complaint Handling Competition
 - i. 4th Public Service Complaint Handling Competition selection stages
 - ii. 4th Public Service Complaint Handling Competition evaluation criteria
 - iii. 4th Public Service Complaint Handling Competition required documents
 - iv. 4th Public Service Complaint Handling Competition application and guidance on how to register and upload the documents
 - v. 4th Public Service Complaint Handling Competition participants assistance, such as help desks and webinars
 - c. Developing or refining the 4th Public Service Complaint Handling Competition page on KemenPANRB's website <https://sipp.menpan.go.id/kompetisi-sp4n>, including information about LAPOR Competition, links for registration and self-assessment forms, during the course of the contract.
 - d. Day-to-day maintenance for website and other forms of online applications during the competition.
3. Facilitate Evaluation Team appointment and administration
 - a. The Evaluation will be appointed directly by KemenPAN, KSP, and ORI's officials and consist of 5 judges who have expertise in public services, academicians, media, and other experts as required. The minimum competence is a bachelor's degree with 10 years of experience.
 - b. The appointment and contracting process will be conducted in the 4th week of September 2021
 - c. The evaluation team will be working as an advisor during the competition, evaluating the potential awardees and selecting the winner. They are starting to work from the launching event until the Award Event. Their fee will be paid after they select the competition winner in the scope of work no. 8.
 - d. Assisting administration process for recruiting Evaluation Team, such as providing TOR with the desk job, collecting CVs, and processing contract (as necessary)
 - e. Transportation, Antigen Test for COVID -19 in Health Facility Allowances, and accommodation for judges during the competition will be arranged and provided by UNDP.
 4. 4th Public Service Complaint Handling Competition Online Launching Event will include (Hybrid with office in KEMENPANRB):
 - a. The Online Launching is expected to be conducted in the 1st week of October and inviting prospective participants from National and Local Governments, State-Owned Enterprises (BUMN) and Local Government Owned Enterprises (BUMD), and other institutions which provide public service complaint handling.

- b. Providing Term of Reference (TOR) for the event, invitation, and list of invitees' drafts for the launching event. All documents should be approved by UNDP and KemenPANRB.
- c. Organizing virtual meetings with up to 500 participants supported by language interpretation, including in-person meetings at the KemenPANRB's Command Center or any other specified room (for a hybrid meeting).
- d. Providing Event Contributors that consist of 1 Master of Ceremonies (MC), 1 Moderator, 1 note-taker, and 3 resource persons from KemenPAN (1 from echelon 1, 1 from echelon 2, and 1 from echelon 3).
- e. Providing health equipment for COVID-19, including 2 units of hand sanitizers @500ml, 2 boxes 3 ply masks @50 pieces, and 1 box latex gloves @40 pcs.
- f. The Service provider should provide a minimum of 1 Event Manager, 1 Show director, 2 zoom operators, 1 Vmix operator, and 2 camera operator to be organizing the event from KemenPAN Office.
- g. Transportation allowances, Antigen Test for COVID -19 in Health Facility allowances, and accommodation for any external participants (who are not KemenPAN staff) will be arranged and provided by UNDP.
- h. Producing 2 videos for the event that includes:
 - i. 1 video for approximately 5-10 minutes about Public Service Complaint Handling Competition in general and flashback of 3rd competition in 2020.
 - ii. 1 video for approximately 1-2 minutes bumper video for virtual launching
 - iii. The two videos will include:
 - Storyboard
 - Animation
 - Graphic design
 - Voice-over
 - English and/or Indonesian subtitles
 - Editing
 - iv. The video will use existing video materials and without shoot a new video footage
- i. Providing 1 print backdrop, for the event with size 3x1 meters with material flexy 270 gsm.
- j. Providing virtual backdrop, layover, and lower third for the zoom
- k. Assisting UNDP and KemenPANRB for press release development and distribution.
- l. Cooperating with online media to cover LAPOR! Competition Award Event. The vendor can facilitate media handling fees for media news in the Kick-Off meeting and Award Event, with a minimum of National 15 mainstream online media.
- m. Providing 50 meals pax (1 snack and 1 lunch) for KemenPANRB officials who work from the office.
- n. Conducting dry run one day before the event to check the room and the connectivity in the KemenPAN's meeting room
- o. Providing event documentation as follows:
 - minutes of meeting
 - 20 pieces edited photos (1 photographer)
 - meeting video recording

5. Developing and disseminating promotion materials for the 4th Public Service Complaint Handling Competition include:
 - a. The development of the promotion materials is expected to be starting once the competition implementation strategy is approved. The dissemination will be conducted from the day of the kick-off meeting until the second week of December.
 - b. Designing and distributing promotional materials as follows:
 - i. The vendor will prepare e-posters and hashtag ideas which will be disseminated via LAPOR! and government counterparts' social media channels.
 - ii. Promotional HD videos about the 4th Public Service Complaint Handling Competition and how to apply to the competition. The video includes:
 - Storyboard
 - Animation
 - Graphic design
 - Voice-over
 - English and/or Indonesian subtitles.
 - Editing
 - iii. The video will use existing video materials and without shoot a new video footage
 - c. Social media campaigns, including maximizing the use of the existing social media accounts, such as SP4N-LAPOR!'s Twitter, Facebook, Instagram, and YouTube accounts) to promote the Competition.
 - d. Cooperating with KemenPANRB's Public Relation Unit for Press Release development and dissemination.
 - e. Liaising with SP4N LAPOR!, KemenPANRB, ORI, and KSP Social media team for 4th Public Service Complaint Handling Competition contents and schedules in their social media.
6. Facilitating day to day helpdesk service and webinars to assist the 4th Public Service Complaint Handling Competition Participants
 - a. Facilitating day-to-day helpdesk services will be conducted from the 1st week of October until the 4th week of November.
 - b. The helpdesk will coordinate by Liaison Officers with two helpdesk officers with desk jobs as follows:
 - i. Contacting prospective participants to confirm their participation
 - ii. Providing information and consultations about the competition to participants, particularly related to e-registration and self-assessment documents.
 - iii. follow up any questions from participants who need further confirmation/answer
 - iv. Acting as resource persons in the webinars to explain any information related to the 4th Public Service Complaint Handling Competition.
 - c. The 20 webinars will be conducted from the 2nd week of October to the 3rd week of November 2021.
 - d. Facilitating webinars registration for participants. This includes distributing invitations and managing the webinar schedule.
 - e. Organizing Zoom meetings with 20-30 participants. The Zoom meetings should have a moderator and a note taker in each meeting.
 - f. Providing helpdesk assistants as resource persons

- g. Liaising and providing fee for 6 resource persons from KemenPAN/KSP/ORI from echelon 3 or below and 2 resources person from Judges.
 - h. Preparing material for encouraging participation in the webinar
 - i. Providing 1 roll-up banner size 60x160, material Flexy 340 gsm, and laminating glossy in the lobby of KemenPAN Office to inform about the competition.
 - j. Providing Communication allowances (phone call and internet) for 1 liaison officers and 2 helpdesk officers for two months day to day helpdesk service
 - k. Providing event documentation as follows:
 - minutes of the meeting.
 - 40 edited photos
 - zoom video recording
 - l. Providing weekly brief report (1-2 pages) to update the progress of Competition (registered participants, self-assessments documents, challenges, and recommendations)
7. Organizing on-site document evaluation by Evaluation Document Team
- a. The document assessment and selection by Evaluation Document Team will be conducted in the 1st – 2ndrd week of December 2021 with a maximum of 10 working days.
 - b. The Evaluation Document Team consists of 15 members from KemenPANRB, ORI, and KSP staff and is supported by 5 personnel from the service provider. The Document Evaluation Team will assess participants' documents and select the documents to determine their rank based on competition criteria.
 - c. Facilitating a full-day meeting for 10 days, by providing a two-time coffee break and lunch for 20 participants.
 - d. Providing 4 stars hotel accommodation within Bogor City, Depok City, or Bogor Regency (eg. Sentul, Ciawi) for 20 persons and 10 days using the latest SBM standard. (The bidder should provide one price that can represent the price in these 3 areas. In the implementation, the venue location must not in a red status of COVID-19).
 - e. Providing honorarium for Evaluation Document Team based on latest Ministry of Finance's Standard Output Cost (SBM) for 15 persons for approximately 390 documents applications.
 - f. Providing per diem for 20 participants for the West Java area with the latest SBM Standard.
 - g. Transportation allowances and Antigen Test for COVID -19 in Health Facility allowances for participants will be arranged and provided by UNDP.
 - h. Providing health equipment for COVID-19, including 2 unit hand sanitizers (@500 ml), 10 boxes 3 ply masks @50 pcs, and 1 box latex gloves @40pieces.
 - i. Providing 1 printing backdrop with size 3x1 m, with material flexy 270 gsm
 - j. Providing 1 note-taker for 10 days meeting
 - k. Providing event documentations for Evaluation Team meeting as follows:
 - minutes of meeting
 - 20 soft copy of edited photo documentation for the first day and last day of the meeting (2 days) with 1 photographer
 - 10 minutes edited of video footage of document evaluations process for the first day and last day of the meeting (2 days) with 1 videographer

If the pandemic or other force majeure situation will prohibit the on-site document evaluation by Evaluation Document Team, the service provider should be implemented the evaluation online.

8. Facilitate on-site Potential Awardee's evaluation process. The support for this activity will include (hybrid):
- a. The evaluation of potential awardees will be conducted by Evaluation Team in the 3rd week of December 2021
 - b. Liaising potential awardees for preparation of evaluation, including distributing invitations, informing required documents, and presenting for the evaluation process.
 - c. Setting up agenda with potential awardees, facilitating Zoom meetings, and preparing all required materials for the Evaluation Team.
 - d. Facilitating meeting 4 days of teleconference interviews with 46 participants for with each potential awardees (30 minutes/teleconference) and 1-day full-day meeting in KemenPAN Office to select the winner.
 - e. One day prior to the teleconference schedule, a dry run should be conducted with each participant to test the connection and confirm the preparation
 - f. Providing 25 pax meals for 4 days of teleconference interviews with 46 participants that consist of 1 lunch, 1 dinner, and 2 snacks for participants who conduct meeting from the KemenPANRB Office
 - g. Providing 30 pax meals that consist of 1 lunch and 2 snacks for participants who conduct meeting from the KemenPANRB Office
 - h. Providing health equipment for COVID-19, including 2 units hand sanitizers @500 ml, 5 boxes masks @50 pieces, and 1 box latex gloves @40 pieces.
 - i. Transportation allowances, Antigen Test for COVID -19 in Health Facility allowances, and accommodation for any external participants (who are not KemenPAN staff) will be arranged and provided by UNDP.
 - j. Paying the fee for evaluation team members for a minimum of 7 days for 5 judges after the evaluation is completed. Judges are usually former Minister/Head of Government Organization, Senior Academia, Senior Activist.
 - k. Facilitating payment for Activity Committee fee for 5 persons during 4 days teleconference interview with latest SBM standard (1 Chair (*Ketua*), 1 Co-Chair (*Wakil Ketua*), and 3 Team Members (*anggota*)).
 - l. Providing 2 roll-up banners size 60x160, material Flexy 340 gsm, and laminating glossy to be displayed outside the room.
 - l. Providing 1 print backdrop for the event with size 3x1 meters with material flexy 270 gsm.
 - m. Providing virtual background for the evaluation
 - n. Providing 1 note-taker for 5 days meeting
 - o. Providing event documentations for Evaluation Team meeting as follows:
 - minutes of meeting
 - 30 soft copy of edited photos (1 photographer)
 - 10 minutes of edited video footage of the evaluation process (1 videographer)
- If the pandemic or other force majeure situation will prohibit the hybrid meeting of Potential Awardee's evaluation process, the service provider should be implemented the event online.

9. Organizing on-site Awards Event will include:

- a. The on-site awards event is expected to be conducted in the 4th week of January 2022 and to be attended by VVIP from KemenPAN, ORI, KSP, UNDP, and KOICA. The nominees will be invited to Jakarta to attend the event, while the rest of the participants will live-stream the ceremony through SP4N LAPOR! Youtube channel.
- b. Design and printing and 80 hard copy invitations and design online invitations to participants. The printing invitation specification is a single hardcover 14x 20, doff lamination and envelope.
- c. The hardcopy invitation delivery for participants will be arranged and covered by UNDP.
- d. The participants hotel accommodations, transportation allowances and per diem from outside Jakarta will be covered by their own institutions.
- e. Transportation allowances, Antigen Test for COVID -19 in Health Facility allowances, and accommodation participants (who are not stated in point 9.d) will be arranged and provided by UNDP.
- f. Providing 125 half-day meeting packages in 5 stars hotel in Jakarta. The meeting room is a ballroom to accommodate social distancing seat arrangements for 125 participants and resource persons (min 1.5 m distance between each seat). The hotel should be following strict COVID-19 protocol standards and not included on the list of quarantine hotels in Ministry of Foreign Affairs Circular Letter No. D/00847/04/2021/64.
- g. Stage installation that is including:
 - Installing and operating LCD Videotron with size 6x4 meters
 - Designing motion graphic for LCD Videotron during the award event
 - Stage rigging with size 8x6 m
 - Mini garden for 12 m
 - 5 Clip-on Microphones
 - 2 wireless microphones
- h. Providing live cam equipment that consists of:
 - 2 set camera equipment (plus cameramen)
 - 1 set Switchers
 - 1 unit Genset for LED screen, sound system, lighting, and Videotron
 - 1 unit Level for LED screen
- i. Providing 1 package traditional entertainment attraction during the event (approximately 3 hours)
- j. Providing 1 Transit room for 25 pax with seat arrangements (min 1.5 m distance between each seat) – round table
- k. Providing 1 Press Conference room for 25 pax with seat arrangements class room and resource persons (min 1.5 m distance between each seat)
- l. Providing the backdrop for Press Conference with size 3x2 meters and flexy material 340 gsm
- m. Providing Resource Persons (3 from Ministry Level, 1 from echelon1), 1 from MC (TV/Radio Anchor), and 1 notetaker as event contributors
- n. The Service provider should provide a minimum of 1 event manager, 1 show director, 2 liaison officers, 2 vmix operators/switchers, 1 production crew, 2 ushers, and 3 registration crew to organizing the event in the venue.
- o. Providing health equipment for COVID-19, including, 5 hand sanitizers (@ 500 ml), 3 boxes of 3 ply masks, and one box of gloves.

- p. Designing and providing 125 seminar kits and souvenirs. The seminar kits are consisting of 1 block note (Cover: Art Carton 310 Gsm, Content: A5, 80 gsm, 25 pages, Page; Finishing: laminating doffs, Spiral Binding), 1 tote bag (material calico/*belacu* 30 cm x 40 cm), 1 name tag (neck strap Lanyard + plastic cover with size 10,5x 16 cm) and 1 pen (boss-type pen with custom design). The Souvenir is cable organizer with specification: PU leather + Polyester, black/gray colour, inner size: L16,5 x W6 x H10,5 (cm) and outer size : L18 x W7,5 x H11,5 (cm).
- q. Providing 30 batik uniform shirts (male and female) for the Award Event committee with specifications: long sleeves, 100% cotton, printed pattern.
- r. Support with national media invitation and handling media inquiries. This includes media invitations, distribution of a press release on the same day of the event in English and Bahasa, and organizing a press conference, including providing a backdrop for press conferences.
- s. Cooperating with online media to cover LAPOR! Competition Award Event. The vendor can facilitate media handling fees for media news in the Kick-Off meeting and Award Event, with a minimum of National 15 mainstream online media.
- t. With close coordination with KemenPAN staff, facilitating the event streaming on SP4N LAPOR! Youtube Canal.
- u. Designing and printing for 15 Award Certificates, with specification: Blue White Cartoon, A4 size, 1 side, dove laminating. The service provider will provide frames for the certificates with specifications: inner size A4, glass front cover, and fiber frame with gold and linen finishing.
- v. Designing and providing 15 Public Service Complaint Handling Competition Trophies with specification: Custom Trophy metal, gold plated, maximum 30 cm height, including the box.
- w. Providing maximum 7 minutes video of the 2021 LAPOR! Selection Process Journey which will play during the event.
 - i. The video includes:
 - Storyboard
 - Animation
 - Graphic design
 - Voice-over
 - English and/or Indonesian subtitles. For English subtitles, the service provider provides a translator with minimum 5 years of experience
 - ii. The video will use all video recording and footage (online and offline) during the competition without shoot a new video footage
- x. Providing event documentation as follows:
 - minutes of meeting
 - 30 soft copy of edited photos (2 photographers)
 - Raw and 7 minutes of edited video (2 videographers)

If the pandemic or other force majeure situation will prohibit the implementation of the on-site Potential Awardee's evaluation process, the service provider should be implemented the event with hybrid method.

D. Expected Output

The Service Provider will be expected to produce the deliverables below.

1. The 4th Public Service Complaint Handling Competition Activities and Promotional Strategy will consist of:

Activities Plan

- a. Introduction
- b. The 4th Public Service Complaint Handling Competitions stages, detail of activities and PIC for each stage including Kick-Off Meeting, E-registration, Webinars, Evaluation Process by Evaluation Team and Award Event.
- c. LAPOR Competition Timelines
- d. Risk Management
- e. Summary of consultation meeting results with KemenPANRB, ORI, and KSP as an annex.

Promotional Strategy

- a. Introduction
 - b. Assessment on the 4th Public Service Complaint Handling Competition Promotion
 - c. Online and in-person marketing strategies for the 4th Public Service Complaint Handling Competition will include:
 - i. Maximizing the use of the existing social media SP4N LAPOR!'s accounts and government partners' social media accounts (KemenPANRB, Executive Office of President (KSP), Ministry of Communication and Informatics (Kominfo), Ministry of Home Affairs (Kemendagri)
 - ii. 4th Public Service Complaint Handling Competitions` media coverage strategy
2. Competition`s Implementation Guidelines Handbook and online application will consist of:
- a. Competition`s Implementation Guidelines Handbook consists of:
 - i. Summary of Public Service Complaint Handling Competition
 - ii. 4th Public Service Complaint Handling Competition selection stages
 - iii. 4th Public Service Complaint Handling Competition evaluation criteria
 - iv. 4th Public Service Complaint Handling Competition required documents
 - v. 4th Public Service Complaint Handling Competition application and guidance on how to register and upload the documents
 - vi. 4th Public Service Complaint Handling Competition participants assistance
 - b. Approval of online application for the 4th Public Service Complaint Handling Competition
3. Evaluation Team Selection Report will consist of:
- a. Introduction
 - b. Evaluation Team/Judges Selection process and results
 - c. Recommendation and follow-up
 - d. CV and Contracts for judges as annexes
4. The 4th Public Service Complaint Handling Competition Online Launching Event Report will consist of:
- a. Introduction
 - b. Online launching event implementation process
 - c. Online launching event results
 - d. Recommendation and follow-up

- e. Two final videos of Public Service Complaint Handling Competition in general and flashback of 3rd competition in 2020 and video bumper for Online Launching
 - f. Minutes of the meeting
 - g. Video recording for the event and the edited 20 photos as part of attachments.
5. Approved design of promotion materials and dissemination for the 4th Public Service Complaint Handling Competition will consist of:
 - a. Final design and dissemination of promotional materials for the 4th Public Service Complaint Handling Competition will consist of:
 - i. Hashtag ideas and e-poster production.
 - ii. Promotional video footage about the 4th Public Service Complaint Handling Competition stages, terms, and conditions.
 - b. Printed and online Media news coverage report
 - c. Promotional material dissemination report will consist of:
 - Dates and screen shoots of e-poster posts on SP4N-LAPOR! and government partners' social media accounts (Facebook, Twitter, Instagram, and Youtube)
 - Dates and screen shoots of video posts in SP4N-LAPOR! and government partners' social media accounts (Facebook, Twitter, Instagram, and Youtube)
6. Report for day to day helpdesk service and webinars to assist the 4th Public Service Complaint Handling Competition Participants will consist of:
 - a. Introduction
 - b. Results of day to day consultation service in the helpdesk
 - c. Webinar series implementation process
 - d. Day to day consultation service Webinar Series results summary
 - e. Recommendation and follow up plans
 - f. Minutes of the meeting, event audiovisual recording, and 40 photos from webinars
7. Document Evaluation Report will consist of:
 - a. Introduction
 - b. The Document Evaluation process
 - c. The document Evaluation process, including a list of Top Potential Awardees to be selected by the Evaluation Team
 - d. Minutes of the meeting, video footage of the evaluation meeting (for the on-site meeting), and selected 20 photos as an attachment.
8. Report for Potential Awardees Evaluation will consist of:
 - a. Introduction
 - b. Evaluation for Potential Awardees process
 - c. Potential Awardees evaluation results summary
 - d. Minutes of the meeting, video footage of the evaluation meeting, and selected 30 photos as an attachment.
9. Awards Event Reports will consist of:
 - a. Introduction

- b. Award Event implementation process
- c. Award Event result
- d. Conclusion and Recommendations
- e. Minutes of the meeting, approved 4th Public Service Complaint Handling Competition 2021 Selection process video, raw and edited video, and selected 30 photos as report attachments.

F. Risk and Assumptions

Assumptions:

1. KemenPANRB, ORI, and KSP agree and endorse the plan and methodology used by the service provider.
2. KemenPANRB, ORI, and KSP do not change the competition stages as those conducted last year.
3. Human resources will be prepared in advance considering the limited time constraint and physical distancing regulations.
4. Routine coordination to anticipate late delivery of activities between UNDP, KemenPANRB, and service provider.

Risks

1. Considering the recent global and national security threat of the outbreak COVID 19, the implementation of this activity might be modified if the situation remains uncertain to conduct in-person events.
2. In relation to that, the service provider should anticipate an unforeseen and unpredicted change of activity caused by the COVID 19 pandemic including providing alternatives for online or on-site activities.
3. With the dynamics changing of COVID-19 area status, the service provider should implement the high standard of Health Protocols and anticipate the change of meeting venue.

G. Institutions/Resources who need to be involved

1. Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia (KemenPAN-RB)
2. The Executive of President Office (KSP)
3. Ombudsman Republic of Indonesia (ORI)

H. Institutional Arrangement

1. Upon signing the contract, the selected Contractor should submit their work plan to UNDP for review and approval before starting the assignment. The Contractor should communicate any changes in the work plan and budget to UNDP and subject to review result, UNDP will provide written approval.
2. UNDP will require the service provider to report the progress of the work on an output basis, in the formal communication in addition to the required deliverable.
3. All logistical arrangements and costs associated with the delivery of tasks identified above to be covered by the selected Contractor.

4. All other related costs has been determined on the Annex II. The activities within the scope of works that are not included in other related cost items are included as part of deliverables by selected service provider's personnel.
5. Any transportation and Antigen Test for COVID -19 in Health Facility allowances for participants and judges that will be needed during the competition will be covered by UNDP
6. Hotel accommodation and per diem for the Judges from outside Jakarta will be arranged and covered by UNDP.
7. The invitation, Award, and Certificate delivery for Award Event will be arranged and covered by UNDP
8. All the raw videos produced during this assignment should be submitted to UNDP in the shared drive by the end of contract
9. Service provider has responsibility to check validity of the recipient on any cash payment during the contract. The service provider must check whether the criteria below are met:
 - a. the payee is listed in the invitation list
 - b. the payee shows the ID Card. The photo of the ID Card should match with the payee
 - c. The payee should be listed on the attendance list
 - d. The payee's signature in the receipt should match with signature in the attendance list
 - e. The cash delivery to payee should be documented in a photo documentation with date and location stamp.

10.

The SP4N LAPOR Project will provide advice and guidance in terms of the extent of the engagement with all institutions/organizations.

I. Duration of the Work

It is anticipated that the assignment will be completed within a total of 5 months from the date of the signing of the contract between the SP4N LAPOR project and the Service Provider. All work must be completed by the 3rd week of February 2022

J. Payment Schedule

Payment will be made after satisfactory acceptance by UNDP of the services provided based on the following schedule:

Payment	Deliverables	Percentage	Timing
1st payment	The 4th Public Service Complaint Handling Competition Activities Plan and Promotional Strategy	10 %	3 rd week of September 2021
2nd payment	a. Competition's Implementation Guidelines Handbook and online application	30 %	3 rd week of October 2021

	b. Evaluation Team Selection Report c. The 4th Public Service Complaint Handling Competition Online Launching Event Report		
3rd payment	a. Approved design of promotion materials and dissemination for the 4th Public Service Complaint Handling Competition b. Report for day to day helpdesk service and webinars to assist the 4th Public Service Complaint Handling Competition Participants	20%	2 nd week of December 2021
4th payment	a. Document Evaluation Report b. Report for Potential Awardees Evaluation	30%	2 nd week of January 2022
5th payment	Awards Event Report	10%	1 st week of February 2022

K. Qualifications of the Successful Contractor

The Service Provider for conducting the 4th Public Service Complaint Handling Competition should have knowledge, competencies, and experience in the following areas:

- The service provider should have a minimum of 5 projects in conducting and managing national events i.e competition, national seminars/webinars, roadshows, expo, exhibitions, both offline and online.
- Demonstrated experience related to capacity building and or policy development activities with government
- Demonstrated experience with government in public service complaint handling
- An established service provider by providing a certificate of registration, notarial deed, and any legal document. as required in Annex 2 above
- Having previous experience working with international organizations for conducting online and on-site National events are preferred
- Has valid business registration and financial capacity to cover any advance cost required.

The minimum required personnel to perform the required service are as follows (a recommended list of personnel):

- Team Leader (1 person)

He/She will be working as a contact point between UNDP Indonesia and the selected company to discuss all matters related to the LAPOR Competition!. He/She will be responsible for managing the 4th Public Service Complaint Handling Competition and budget for this activity and also for drafting and submitting reports.

Qualifications: Minimum Bachelor's degree in Social Sciences or related field with a minimum of 5 years of experience for working as Team Leader/Coordinator in managing government's program or events and developing a report for the client. Having experience working with International donor/CSOs projects is preferable.

b. Liaison Officer (1 person)

He/She will respond to liaise with various stakeholders and manage schedule arrangements from government officials at national and sub-national. The liaison officer will also coordinate for day-to-day helpdesk service, act as resource persons in the webinars to assist the 4th Public Service Complaint Handling Competition Participants.

Qualification: Minimum Bachelor's degree in social sciences and has a minimum of 3 years experience as a liaison officer with government or international organization in multi-stakeholder projects and/or events.

c. Technical Officer Promotion and Dissemination (1)

He/She will responsible to develop a strategy and promotion material for Competition promotion including working with the Graphic Designer on designing Online Competition guidelines. The Technical Officer Promotion and Dissemination will also coordinate for distribution of all promotion and dissemination materials for Competition, including liaising with SP4N LAPOR!, KemenPANRB, KSP, and ORI social media administrator for contents and posting schedules. A part of the Technical Officer's task is to handle media relations, including preparing Press Conference dan distributing press releases.

Qualification: Minimum Bachelor's degree in Communication and has a minimum of 5 years experience in managing promotion or campaign for events and or products. Experiences to promote activities through social media and mass media platform is a must.

d. Administrative Assistant (1 person)

He/She will be responsible to manage the 4th Public Service Complaint Handling Competition logistics and administration for all activities during the competition.

Qualifications: Bachelor's degree in accounting, economy study, management, or other relevant field and have a minimum of 3 years of experience in supporting finance, logistic, and project administration.

e. Finance Officer (1 person)

He/She will be responsible to manage finance documents and preparing financial reports for all activities during the contract period.

Qualifications: Bachelor's degree in accounting and have a minimum of 3 years of experience as finance/accounting staff.

f. Helpdesk assistant (2)

He/She will responsible for assist the helpdesk to provide information and respond to questions from participants and assisting documents compilation to be submitted to the selection committee from KemenPANRB, ORI, and KSP. Helpdesk assistants will also act as a resource person on webinars to assist the 4th Public Service Complaint Handling Competition Participants.,

Qualification: Minimum Bachelor Degree in social sciences or related fields and having a minimum of 3 years experience in mentoring and/or public relations and/or government capacity buildings activities.

g. Web Programmer and Maintenance (1)

He/She will be responsible for developing and/or refining a temporary website for the 4th Public Service Complaint Handling Competition on the KemenPANRB website. The web programmer is also responsible to develop or refine the online system for the 4th Public Service Complaint Handling Competition evaluation process and maintain the web and the competition evaluation. As part of Web Programmer and Maintenance, he/she will complete the competition online guidelines with guidance on how to register and upload the documents.

Qualification: Minimum 3 years Diploma degree in Web Development or related field and has 4 years of solid knowledge and experience in programming applications. Proficient in JavaScript, HTML, CSS, My SQL, VBScript, ASP, Java, Python, Perl, C/C++, and experience in developing and/or refining websites for events or projects

h. Graphic Designer (1)

He/She will be responsible to design print/virtual material for events, online guidelines, publications, presentations, and social media content during the competition.

Qualifications: Minimum 3 years Diploma degree in Graphic Design or a relevant field study and having a minimum of 3 years of experience in graphic design

M. Language requirement

The report should be presented both in Bahasa Indonesia and in English

Annex 1. List of Institutions/Resources who need to be involved

1. Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia (KemenPAN-RB)
2. The Executive of President Office (KSP)
3. Ombudsman Republic of Indonesia (ORI)