



BCC2022-063

Outsourced Workforce Project Terms of Reference

Submitted by: Human Resources Management Department

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1. INTRODUCTION

As part of continuous effort to evaluate and enhance Outsourced Workforce within IsDB, Sourcing and Recruitment Division (SRD), Human Resources Management Department (HRMD) is planning to have a consultant to analyze and assess the current situation and develop the below mentioned relevant deliverables (point #4) based on benchmarking with other MDBs and corporates following best practices.

2. DEFINITION

The consultant is an expert individual who has expertise in resourcing the business, understanding the Outsourced Workforce, conducting comprehensive analysis and benchmarking activities and develop relevant policies and procedures.

3. PURPOSE

The consultant is mandated to study and analyze the current situation of the Outsourced Workforce, in IsDB, define the strategy, develop policies and procedure (more details mentioned in point #4).

4. DELIVERABLES AND ToR

The chosen consultant must provide the following:

- To develop and propose business case for outsourcing in IsDB and subsequently the outsourcing strategy and outsourcing guidelines for IsDB.
- To propose the governance structure to approve the outsourcing requests.
- Assessment on cost vs benefits.
- Propose the measurement and/or KPIs for the benefits of outsourcing.
- Review the existing outsourcing arrangements in IsDB and propose a more beneficial or cost-effective ways to manage outsourcing in IsDB.
- Propose the process of vendor identification, evaluation, and selection process for outsourced companies.
- Conduct benchmarking with other MDBs or other organization within the industry to assess in what situation does outsourcing fits the best to address manpower challenges.

- Processes related to the outsourced workforce as part of the IsDB People Strategy and HR business planning activities.
- Tools and techniques of workload analysis related to outsourcing requests from business, Professional-to-Support ratio, Benchmarks. And required budget
- Outsourcing best practices and different types of Temporary Work Arrangements.
- Outsourcing contracting matters in both IsDB HQ and IsDB Regional Hubs.
- DoA (Delegation of Authority)

4. Millstones and Deliverables:

- 1- Study the exiting outsourcing arrangements in IsDB and prepare diagnostic report including gap analysis, benchmarking with other MDBs or other organizations, assessment on cost vs benefits.
- 2- Prepare proposals including strategy, framework, governance, business case, overall measurement and KPIs, and outsourcing best practices and different types of temporary work arrangements in HQ and RHs.
- 3- Prepare the detailed documents including:
 - Guidelines for vendor identification, evaluation, and selection process for outsourced companies.
 - Guidelines related to the outsourced workforce as part of the IsDB People Strategy and HR business planning activities.
 - Tools and techniques of workload analysis, Professional-to-Support ratio, Benchmarks, Budget.
 - Guidelines for contracting matters in both IsDB HQ and IsDB Regional Hubs.
 - Guidelines and DoA (Delegation of Authority) related to outsourcing workforce including headcount, hiring, compensation and benefits , redeployment ,separation, ..

5.DURATION:

- The Consultant is expected to commence the assignment tentatively by January 2022 and the assignment should be completed no more later than 3 months from awarding, The distribution of the working days during the

period will be flexible. The consultant will be paid upon the above Milestones/Deliverables acceptance of amount of **USD 20,000**.

- This amount has been established based on the understanding that it includes all the Consultant's allowances and benefits, accommodation, and transportation costs, as well as any tax obligations and any related cost items that may be imposed on the Consultant. The consultant will have the flexibility of working home-based.

Breakdown of payments:

- 30% upon submission and acceptance by HRMD of deliverable (Milestone # 1)
- 40% upon submission and acceptance by HRMD of deliverable (Milestone # 2)
- 30% upon submission and acceptance by HRMD of deliverable (Milestone # 3)

6. QUALIFICATION

The required qualifications of the Consultant, includes:

- (i) Relevant Academic Background in Human Resources and Social Sciences, public policy, (at least master's degree), or related areas.
- (ii) At least ten (10) years of experience in development, social sciences and related project design and management or hands-on experience.
- (iii) Sound knowledge and proven experience of Outsourcing standards, methods, and terminology.
- (iv) Excellent oral and written communication skills in English.
- (v) Computer skills in word processing, data analysis and presentations.

7. EXPRESSION OF INTEREST:

HRMD invites eligible consultants to indicate their interest in providing the above-mentioned services. Interested consultants must provide the following:

- i. Information on availability for the expected services.
- ii. Curriculum Vitae, including relevant publications and assignments.
- iii. Sample of similar works

HRMD invites eligible consultants to indicate their interest in providing the above-mentioned services by filling the self-registration form for doing business with the IsDB via this link <http://isdb.supplier.mn2.ariba.com/ad/selfRegistration/>



Interested candidates are requested to submit their Expression of Interest through email to the following addresses **EOI Submission - BCC2022-063 Outsourced Workforce Project** 6a9b4e0e.isdb.org@emea.teams.ms stating the subject as: “EOI-BCC2022-063 Outsourced Workforce Project” and surname of the candidate.

The Expression of Interest should be submitted not later 31/01/2023. Please note that this Expression of Interest entails a non-binding commitment.

8. ABSENCE OF CONFLICT OF INTEREST

According to ISDB rules, the consultant must not have been involved in the design and/or implementation, supervision, and coordination of and/or have benefited from the program/project (or theme) under evaluation. The consultant will be requested to sign a declaration that the s/he has not worked in this project in any capacity.

Annexure – EOI Template