

TERMS OF REFERENCE (TOR)
****IMMIGRATION & PROTOCOL SERVICES****

Overview of IPPFAR

The International Planned Parenthood Federation Africa Region (IPPFAR) is a leading sexual and reproductive health (SRH) service delivery organization in Africa and a prominent advocate for sexual and reproductive health and rights in the region.

Headquartered in Nairobi, Kenya, IPPFAR operates through its Member Associations (MAs) and Collaborative Partners in 36 countries across sub-Saharan Africa. The overarching goal of IPPFAR is to increase access to sexual and reproductive health and rights (SRHR) services for the most vulnerable youth, men, and women in the region

1. Background

IPPFAR's work requires recruiting internationally to attract the best and suitable talents needed for the proper implementation of its vision and mission. IPPFAR may from time to time requires expertise and skills that may not be readily available within the local talent pool.

However, in order to recruit successfully on an international scale, it is crucial that IPPFAR creates strategies tailored to the local requirements and limitations. One of the first challenges of hiring international employees is ensuring that we comply with the local laws and regulations of the countries where you operate. This includes obtaining the necessary visas and work permits, paying taxes and social security contributions, following labour standards and contracts, and respecting any immigration requirements.

To enhance and facilitate these important requirements as well as to help you navigate the complex protocol and immigration landscape and avoid costly fines or penalties, IPPFAR is searching for a protocol and immigration agent/consultant for the year 2025.

2. Scope of Work

- Ensure timely submission of applications for work/residence permits and dependent passes.
- Manage exemption endorsements for work/residence permits.
- Provide regular updates to IPPFAR on the progress of applications and address any concerns.
- Ensure that Notification of arrivals are submitted, and Diplomatic IDs are applied for promptly and delivered to both the principal and dependents on schedule.
- Oversee the deregistration and registration of former and new staff on the MoFA platform (IPMIS).
- Facilitate the deregistration and registration of motor vehicles for expatriates and IPPFAR on the MoFA platform (IPMIS).
- Manage national staff registration on IPMIS and ensure the platform is consistently updated.
- Maintain positive relationships with relevant government departments.
- Create accounts for IPPF and diplomats on various government platforms, including KRA, NTSA, and E-Citizen.
- Inform IPPF management of any changes within MoFA and other related departments, including KRA, E-Citizen, SHA, NTSA, and SHIF.
- Ensure that driving licenses for diplomats are registered and renewed in a timely manner and received by both the principal and dependents.
- Support the processing the application of PRO1B'S (purchase of duty-free goods) either by the Diplomat or IPPF.
- Support any Car deregistration (Pro 1C) for departing diplomats.

Africa Region

- IPPFAR and its diplomats are taking advantage of all diplomatic privileges and immunities they are entitled to.
- All other passes are processed.

4. Service Agreement

IPPFAR seeks a protocol service provider willing to enter into a service agreement covering an initial 2-year term, subject to annual renewals and periodic reviews of terms and conditions.

5. Evaluation Criteria

Each bid will be evaluated on its technical and financial proposals, weighted as follows:

1. Technical Proposal (30% of total score):

The technical proposal should clearly address the scope of services required and demonstrate how the provider will meet IPPFAR's protocol and immigration needs, evaluated on:

- Proof of extensive experience in handling protocol and immigration services, particularly for international organizations, Diplomatic Representations and or UN agencies.
- A description of the proposed range of services, including visa processing, work permits, and residency support.
- Information on the provider's network, including access to consulates, embassies, and government offices.

Financial Proposal (70% of total score):

- Pricing structure for the range of protocol and immigration services requested, with consideration that the proposed rates will apply to both the main diplomat and their dependents for all services.
- Breakdown of services included in the pricing, such as visa and permit application fees, visa extension, diplomatic ID application or renewal, IPMIS update, registration and deregistration, accounts creation, etc. and handling of unforeseen immigration/protocol issues.

6. Qualifications of the Consultant

The selected provider should meet the following requirements:

- At least three years of proven experience providing protocol services to international NGOs, embassies, and/or UN agencies.
- Demonstrated experience liaising with the Ministry of Foreign Affairs.
- Proficiency in using the Integrated Protocol Management Information System (IPMIS).
- In-depth knowledge of immigration services and processes within Kenya.
- Strong diplomatic skills and ability to navigate complex protocol environments.
- Compliance with high standards of service quality and confidentiality.

7. General Provisions

The consultant will be paid upon delivery of each service upon submission of invoices at the rates to be negotiated.

Please note that IPPFAR will deduct 5% withholding tax for local (Kenyan based firm/individuals) before issuing payments.

NB: This bid is opened to Kenyan based local firms/individuals only.

8. Application procedure and deadline

Companies/firms are required to submit the following documents/information:

- A Letter of Interest, stating why you consider yourself/your firm suitable for the assignment.
- Detailed company profile (Maximum 5 pages) indicating the names of the company directors or the individual Resume.
- A technical proposal that clearly address the scope of services required and demonstrate how the provider will meet IPPFAR's needs.
- Proof demonstrating your extensive experience in handling protocol services specifically tailored for international organizations.
- Financial proposal indicating each services fee per employee and family.
- Copy of valid Tax Compliance Certificate,
- Copy of current TIN (Tax Identification Number), and/or a TCC (Tax Compliance Certificate); Copy of Certificate of Registration/Incorporation from Registrar of Companies (if applicable).
- Copy of Business permit (if applicable)

Please submit your application to ippfarbids@ippf.org with the subject “**Protocol Services, a Call for Proposals**”.

Each proposal should be submitted by **November 18th, 2024**. Technical and financial proposals as well as the supporting documents must be separate documents (the 2 proposals and zipped documents of the supporting documents). Only proposals meeting all mandatory requirements will be considered for evaluation.