



**KEMENTERIAN DALAM NEGERI
REPUBLIK INDONESIA
UNIT KERJA PENGADAAN BARANG/JASA (UKPBJ)**

Jalan Medan Merdeka Utara Nomor 7 Jakarta 10110, Telepon (021) 38901985
Fax. (021) 38901986, www.kemendagri.go.id, e-mail: ukpbj@kemendagri.go.id

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – FIRMS SELECTION)**

Inclusive Service Delivery and Digital Transformation in Indonesia

Loan No. IBRD-95200-ID

Project ID No. P175218

Assignment Title : Consulting Firm for the Assessment of Governance and Recommendations on Human Capital Development Strategy

Reference No : ID-DITJEN DUKCAPIL-564211-CS-QCBS

The Government of Indonesia has received financing from the World Bank toward the cost of Inclusive Service Delivery and Digital Transformation in Indonesia (Loan No. IBRD-95200), and intends to apply part of the proceeds for consulting services.

To respond to the increasing needs and challenges in population administration and to utilize the strategic role of accurate population data, the Government of Indonesia has initiated comprehensive efforts to modernize and strengthen its system. This commitment is reflected in the launch of the project "ID for Inclusive Service Delivery and Digital Transformation in Indonesia," which aims to improve the population and civil registration framework and introduce secure digital identity solutions. Through this initiative, Indonesia seeks to ensure that all citizens and residents can access inclusive, efficient, and digitally integrated public and private services, thereby supporting national development goals and digital transformation.

In general, the scope of work for this consultant service includes:

1. Project Work Planning:
 - a) Discuss and agree on appropriate methodologies and approaches for data collection and assignment implementation, including reporting lines, approval mechanisms, and timeline management;
 - b) Develop a detailed work plan and implementation schedule specifying deliverables at each stage of the assignment;
 - c) Prepare relevant reference materials and supporting tools necessary for the implementation of the assignment; and
 - d) Discuss and agree on assignment instruments and implementation methodologies.



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2. Assessment of Existing Conditions
 - a) Assessment Review;
 - b) Implementation of the Human Capital Function Foundation Training.
3. Recommendations for Future Conditions
 - a) Recommendations for Improving HR Management;
 - b) HC Blueprint and Roadmap Recommendation.
4. Procurement Preparation Support
5. Quarterly Reporting on Job Quality Assurance
6. Coordinating and Collaborating with the Technical Team of the Directorate General of Population and Civil Registration (Ditjen Dukcapil) and Other Project Stakeholders
7. Assignment Completion Management
 - a) Project Knowledge Transfer;
 - b) Project Exit Management Plan

The duration of project task implementation is estimated to be (12) twelve months and the location of task implementation is located in Jakarta.

The detailed Terms of Reference (TOR) and project experience list can be found at the following link: <https://bit.ly/4x4teQQ>

The Ministry of Home Affairs, Directorate General of Population and Civil Registration now invites eligible consulting firms ("Consultants") to indicate their interest in providing the services. **Interested Consultants should provide information to demonstrate that they have the required qualifications and relevant experience to perform the Services** such as brochures/company profile (indicating the core of business and technical resources) and description of similar assignments (including location/country, name of the Client, type of services provided, contract amount, period of contract, including the starting and the completion date) and contract value.

The shortlisting criteria are:

A. Core Business and year in Business:

The Consulting Firm shall have at least ten (10) years of experience in the field of management /Human Capital/Performance Management consulting.

B. Similar experiences required:

a consulting firm with the following qualifications is required:



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1. The Consulting Firm shall have at least one (1) project within the last ten (10) years in organizational structure design.
2. The Consulting Firm shall have at least one (1) project within the last ten (10) years in talent management design.
3. The Consulting Firm shall have at least one (1) project within the last ten (10) years in performance measurement system design.
4. The Consulting Firm shall have at least one (1) project within the last ten (10) years in competency dictionary development.
5. The Consulting Firm shall have at least one (1) project within the last ten (10) years in training module development.
6. The Consulting Firm shall have at least one (1) project within the last ten (10) years related to the development of a Human Capital Blueprint or roadmap.

C. Technical and Managerial capability of the firm:

Availability within the firm of permanent (i.e. in the firm's regular payroll), experts/professional staff relevant to the assignment. Provide only the structure of the organization, general qualifications, and number of related key staff. Do not provide CV's of the staff. The consultant may add list of its experts but should note that all experts qualifications will not be evaluated at this stage.

The attention of interested Consultants is drawn to paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" Fifth Edition September 2020 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

A Firm will be selected in accordance with the QCBS (Quality And Cost-Based Selection) method set out in the Procurement Regulations.

Consultants may associate with other Firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a subconsultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected. In case of Joint Venture, the member firm appointed to represent the joint venture must be clearly identified.



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Further information can be obtained at the address or email below during office hours 07:30 to 16:00 hours (Western Indonesia Time).

Expressions of Interest (EOI) must be submitted electronically through SPSE ICB system of LKPP no later than September 17th, 2026 at 16:00 (Jakarta Time).

Procurement Committee for Consulting Firm for the Assessment of Governance and Recommendations on Human Capital Development Strategy.

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