

ANNOUNCEMENT OF REQUEST FOR INFORMATION (RFI)

Bank Indonesia will hold Procurement of Lifecycle and Pulse Survey Implementation Services for 2023 by the following conditions:

1. Scope of Work

- a. Providing tools, platforms, and dashboards for implementing and monitoring lifecycle and pulse survey.
- b. Integrating survey implementation and reminder functions in the existing communication media at Bank Indonesia.
- c. Implementing the moment that matters approach in determining questions in the lifecycle survey.
- d. Using chatbot in Bahasa Indonesia to interact with employees in the context of lifecycle and pulse surveys.
- e. Generate insights in the form of analysis and analytics in near real-time or real-time.
- f. Provides customization functions to the questions used in the lifecycle and pulse surveys as well as the types of reports based on demographics.
- g. Provides the function of downloading insight reports in various formats.
- h. Carry out survey preparation, communication, and implementation: Using chatbot, Using Indonesian Language (Bahasa Indonesia), Personalized messages and experiences, Applying the Moments That Matter (MTM) approach to the questionnaire, Open questions, Integrating survey implementation information and reminders on outlook email BI and Ms. Teams, Filling in the survey can be done in separate periods.
- i. Survey Data Processing: Automating acquires, cleanses, transforms, stores, and disseminates, as well as analysis and analytics where analysis and analytics results can be derived for BI-wide use up to the level of individual employees.
- j. Coordinate with DSDM – GKSM c.q, Organizational Culture Management Policy Group, to prepare, implement, analyze, and report engagement survey results.

2. Requirements for Prospective Vendor:

- a. Has survey tools that are managed independently and can be accessed simultaneously by 2000 employees online.
- b. Have experience conducting lifecycle and similar pulse surveys in institutions or agencies domestically or abroad with more than 6,000 respondents without server constraints.
- c. Survey results can be displayed through the dashboard in real-time, can be accessed by users, and has an access permission management feature.
- d. Has Financial Report in 2021 (audited) and in 2022 (min. unaudited).
- e. Other requirements:
 - 1) The company is not in a state of bankruptcy;
 - 2) Company business activities are not being suspended temporarily;
 - 3) Have human resources/experts, capital, equipment and other facilities required in the implementation of the provision of goods and/or services;
 - 4) The company is not being penalized by Bank Indonesia in connection with the implementation of the previous procurement at Bank Indonesia;
 - 5) The person authorized to represent the business entity is not serving criminal sanctions, and legally has the capacity to sign contracts;

- 6) The company has never been punished based on a court decision for actions related to the professional condition of the company/individual;
- 7) The company has fulfilled its tax obligations for the last year (at least 2021).
- 8) Participants have been registered as Bank Indonesia partners in the e-Procurement application, for those who have not registered in e-procurement, can register as Bank Indonesia partners online via <https://www.bi.go.id/id/layanan/lelang-jasa-barang>.

For those companies who are interested in participating the procurement process, please contact Bank Indonesia for further information via email **andriany@bi.go.id**, **ra_putri@bi.go.id**, and **tamara_adriana@bi.go.id** with the deadline for submitting RFI starting March 3rd 2023 until March 10th 2023, by submitting the following documents:

- a. Supporting documents for point 2.a, 2.c, 2.d
- b. Scan of contract/purchase order/or other supporting documents that prove experience in carrying out work as referred to in point 2.b
- c. Statement Letter which includes point 2.e.

Only those participants who have completed all the required documents will be evaluated and considered to be invited in the next procurement process.

Strategic Sourcing Division of Critical Goods and Services
STRATEGIC PROCUREMENT DEPARTMENT