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Date: 26 April 2012

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

for individual consultants and individual consultants assigned by consulting firms/institutions

Country:	Viet Nam
Description of the assignment:	Senior International Expert on Quantitative Methodology and Governance Assessment for the research project “The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI)”
Project name:	Project: 00069146
Period of assignment/services (if applicable):	- Phase 1: 15 May 2012 – 15 April 2013 - Phase 2: 15 May 2013 – 15 April 2014

1. Submissions should be sent by email to: procurement.vn@undp.org no later than: **17.00 hrs., 7 May 2012 (Hanoi time)**.

With subject line: **Senior International Expert on PAPI**

Submission received after that date or submission not in conformity with the requirements specified in this document will not be considered.

Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Unit – UNDP Viet Nam will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.

2. Please find attached the relevant documents:

- [Terms of Reference \(TOR\)](#)..... (Annex I)
- [Individual Contract & General Conditions](#)..... (Annex II)
- [Long term agreement](#) (Annex II)
- [Reimbursable Loan Agreement](#) (for a consultant assigned by a firm) & [General Conditions](#) (Annex III)
- [Insurance Coverage Table](#)..... (Annex IV)
- [Vendor Form](#) (Annex V)
- [Guidelines for CV preparation](#)..... (Annex VI)
- [Format of financial proposal](#)..... (Annex VII)

3. Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

- a. Technical component:
 - Curriculum vitae
 - Expression of interest, explaining why he/she is the most suitable for the work.
 - Copy of maximum **3 (three)** publications (if any)
- b. Financial proposal:

- The financial proposal shall specify a total lump sum amount in **US Dollar** including consultancy fees and all associated costs i.e. airfares, travel cost, meal, accommodation, tax, insurance etc. – see format of financial offer in Annex VII.
- Please note that the cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable as a direct cost of the assignment.
- If quoted in other currency, prices shall be converted to US Dollar at UN Exchange Rate at the submission deadline.

Please note: For the consultancy firm/institution/organization, please provide the above information **of the assigned consultant (only ONE) for this service**, not the experience and information of **YOUR firm**.

4. Evaluation:

The technical component will be evaluated using the following criteria:

Consultant's experiences/qualification related to the services		
	Criteria	Maximum Points
1	PhD degree in political science, economics, or related discipline; with emphasis on quantitative analysis	200
2	At least 10 years experience conducting applied research with focus on quantitative analysis	200
3	Demonstrated expertise on analysis of governance or related fields in Viet Nam	200
4	A strong knowledge and ability to use STATA software with large "n" databases	300
5	A strong international publications record in top ranking academic journals on governance assessment or related fields	100
	TOTAL	1000

A two-stage procedure is utilized in evaluating the submissions, with evaluation of the technical components being completed prior to any price proposals being opened and compared. The price proposal will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 1000 points in the evaluation of the technical component.

The technical component is evaluated on the basis of its responsiveness to the Term of Reference (TOR).

Maximum 1000 points will be given to the lowest offer and the other financial proposals will receive the points inversely proportional to their financial offers. i.e. $S_f = 1000 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the submission under consideration.

The weight of technical points is 70% and financial points is 30%.

Submission obtaining the highest weighted points (technical points + financial points) will be selected.

An interview with the candidate given the highest combined score may be held before contract awarding, if deemed necessary.

8. Contract

The senior international quantitative researcher will be issued a long term service contract with UNDP (according to UNDP's guidelines and rules) for a maximum of 70 person-day working days, effective until 31 March 2014.

If selected, the International consultant is required to complete the course on Basic Security in the Field and submit certificate to UNDP before contract issuance.

Note: The Basic Security in the Field Certificate can be obtained from website: <http://dss.un.org/bsif/> . The training course takes around 3-4 hours to complete. The certificate is valid for 3 years.

9. Payment

UNDP shall effect payments to the consultant (by bank transfer to the consultant's bank account provided in the vendor form (annex VI)).

UNDP Viet Nam shall effect payments to the successful Individual Contractor upon UNDP's satisfaction with expected deliverables set forth in Section 3 above and after acceptance by UNDP of the invoices submitted by the Individual Contractor to the address specified in the sample contract. Milestones for deliverables and payments for the two phases shall be as follows:

- Phase 1: 15 May 2012 – 15 April 2013.

Sequence	Percentage of installments	Indicative Dates for Installments
1 st payment	Upon receipt and acceptance of Output 1	15-Jun-2012
2 nd payment	Upon receipt and acceptance of Output 2	15-Sep-2012
3 rd payment	Upon receipt and acceptance of Output 3	15-Feb-2013
Final payment	Upon receipt and acceptance of Output 4	15-Apr-2013(*)

(*) with possible extension to 31 May 2013

- Phase 2: 15 May 2013 – 15 April 2014

Sequence	Percentage of installments	Indicative Dates for Installments
1 st payment	Upon receipt and acceptance of Output 1	15-Jun-2013
2 nd payment	Upon receipt and acceptance of Output 2	15-Sep-2013
3 rd payment	Upon receipt and acceptance of Output 3	15-Feb-2014
Final payment	Upon receipt and acceptance of Output 4	15-Apr-2014(*)

(*) with possible extension to 31 May 2014

If two currencies exist, UNDP exchange rate will be applied at the day UNDP instructs the bank to effect the payment.

10. Your proposals are received on the basis that you fully understand and accept these terms and conditions.



TERMS OF REFERENCE (TOR)

Service	Senior International Expert on Quantitative Methodology and Governance Assessment for the research project “The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI)”
Duty station:	Hanoi and home-base
Expected Duration	- Phase 1: 15 May 2012 – 15 April 2013 - Phase 2: 15 May 2013 – 15 April 2014
Supervision:	The Individual Contractor will work closely with UNDP Viet Nam Policy Advisor on Public Administration Reforms and Anti-corruption and with International Expert(s) to be provided by UNDP Viet Nam. The Individual Contractor will report directly to UNDP Vietnam.

1. BACKGROUND

A country’s transition from low-income to middle-income status implies a shift in the relationship between the state and the society in the way they interact to each other. In low-income countries, policymakers generally rely on anecdotal evidence and/or narrative to assess the quality of its public administration and public services delivery, but this information is often misleading and at best incomplete. To confront the new social, economic and institutional challenges, policy-makers need to be informed; citizens and the society as a whole with information are empowered, and an informed/empowered citizen is a citizen with greater responsibility towards his/her community and country. Citizens, who are end-users of the outputs of public administration systems, increasingly demand that these systems be free of bureaucratic and administrative corruption, patronage, nepotism, diversion and stealing of public funds. Instead, they demand public administration systems that promote development and equity, more participation in the decision-making processes of public policies, as well as on their implementation and monitoring.

How can governments and the society best encourage efficient public administration systems by developing and applying systematic approaches to measuring public sector performance, its determinants and its consequences? What type of tools can be designed to measure and assess the standards of public administration from the perspective of non-business sectors? And how can citizens engage more effectively in the monitoring and delivery of public administrative services? The answers to these questions are inherently complicated and context dependent. Yet, they point to the importance to gauge the standards of public administration and public services based on the perception of end-users of these services.

Public administration reform in Viet Nam, as in many other countries, is a complex process of government reform aimed at improving the quality of public services delivery and the quantity of services delivered. It is in fact more manifold than is often assumed, as it encompasses a comprehensive and inclusive process of change in a broader governance spectrum. Yet, one key characteristic is that it refers to the provision of better public services. Although the PAR program has been implemented for more than a decade now and achieved some advances, it has faced important laggards, and dissatisfaction and anxiety usually evolve around discussions on the PAR process. Perhaps, one source of frustration relates precisely to the lack of monitoring mechanisms to assess public administration performance, including the blur and near absence of instruments targeted at gauging experience and perception of non-business and non-public sectors. Citizens’ dissatisfaction with the results of the PAR program, especially in relation with policy and administrative institutions, has also been referred to weak participation mechanisms that make public officials accountable by due process in the public realm for their actions. A way to gauge that accountability is through understanding, at the provincial level, the roles and experience of citizens towards their involvement and contributions (both directly and indirectly, but also formally and informally) towards the provision of public administrative services.

In the recent years, Viet Nam has seen a proliferation of instruments and mechanisms trying to gauge non-state actors’ perceptions towards local governance and public service delivery as well as citizens’ satisfaction

surveys. Examples include citizen report cards by HCMC Peoples Council, Ha Tinh by ActionAid, among others. Yet, while there are definitely positive developments, these exercises have been sporadic, episodic and lack of sustainability and replication at the national level. An exception is perhaps the Vietnam's Provincial Competitiveness Index (PCI) done by Vietnam Chamber of Commerce and Industry (VCCI) with the support of USAID and Vietnam Competitiveness Initiative (VNCi). The PCI has become a recognized instrument aimed at measuring economic governance for private sector development across the 63 provinces in Viet Nam. In doing so, it surveys businesses and firms on a nation-wide basis, ranks provinces according to their responsiveness towards private sector development and forms the basis for policy discussion and intervention at the provincial level.

A similar initiative is therefore needed to gauge the perception and experiences of non-state actors, in particular of citizens regarding local governance and public administration performance at the provincial level. The research to formulate the Viet Nam Provincial Governance and Public Administration Performance Index (PAPI) has been initiated by UNDP in Viet Nam to fill in the identified gap. The initiative was piloted in three provinces in 2009 and then expanded for larger pilot in 30 selected provinces in 2010. With the success of the pilots, PAPI was for the first time replicated and scaled up to all 63 provinces in 2011 in Viet Nam to be the first ever mass survey on citizens. The significant on-going and potential impact of PAPI in Viet Nam has helped UNDP secure funding from the Swiss Development Cooperation Agency (SDC) for the tool to be continued until 2014, with possible extension to 2016.

PAPI aims at hearing the voice of citizens from different demographic backgrounds, which remains weak in policy making, policy implementation and implementation monitoring. PAPI also means an effective and peculiar tool for citizens to engage in overseeing the performance of the state apparatus and public administration system at the provincial level. Ultimately, the provinces and cities will be provided with a powerful tool to advance the process of empowering the society, to enhance local governance and to support national efforts in keeping the public administration system and local governments accountable to citizens and the society at large. In short, the Viet Nam Provincial Governance and Public Administration Performance Index (PAPI) is to measure provinces' performance of governance and public administration (i.e. outputs of local governance, public administration and public services that are experienced by citizens at the provincial level) basing on perspectives and feedback of citizens from all 63 provinces in Vietnam.

As such, UNDP Viet Nam is seeking for an international expert that can provide the service with objectives, expected outputs, scope of activities, methodology, and specific substantive and other requirements as set forth hereunder this TOR.

2. OBJECTIVES

2.1. Overall Objective

The main objective of this consultancy is to provide high quality technical inputs in terms of index construction methodology, and data processing and analysis for the research "The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI)" in two phases:

- Phase 1: 15 May 2012 – 15 April 2013 (with possible extension to 31 May 2013)
- Phase 2: 15 May 2013 – 15 April 2014 (with possible extension to 31 May 2014)

2.2. Specific Objectives

The Senior International Expert on Quantitative Methodology and Governance Assessment for the research project "The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI)" is to meet the following objectives in each phase of the research:

- To process data collected and construct PAPI;
- To provide technical support in the design of PAPI (based on a set of indicators and detailed methodology) to gauge the standards of public administration and services on the provincial level in Vietnam based on citizen's perception;
- To provide technical support in the implementation of the PAPI research in terms of field controlling and quality assurance; and,
- To provide inputs to the drafting of a comprehensive report about: (i) methodology, (ii) data-collection, (iii) analysis of public administration performance, (iv) lessons learnt and (v) recommendations.

3. RESEARCH STAGES, EXPECTED OUTPUTS AND TIME FRAME

The Individual Contractor, according to the following terms of reference, and under the coordination of UNDP's Policy Advisor on Public Administration Reform (PAR) and Anti-Corruption (AC), shall deliver the products described below for each of the two research phases of PAPI as identified in Section 2.1.

3.1. PAPI Research Stages and Expected Outputs

Stage 1. Concept note on applicable methodology, a set of working indicators and feasible data collection approaches

Output 1: Technical support in the design of PAPI (based on a set of indicators and detailed methodology) to gauge the standards of public administration and services on the provincial level in Vietnam based on citizen's perception;

Stage 2. Fieldwork conducted in all 63 provinces in Viet Nam for data collection and a briefing note reporting on the fieldwork

Output 2: Technical support in the implementation of the PAPI research in terms of field controlling and quality assurance,

Stage 3. Data processing conducted and initial findings properly consulted with different stakeholders

Output 3: Collected data processed and constructed into PAPI

Stage 4. Research report finalised, and a detailed proposal for improved implementation of PAPI in all 63 provinces for the succeeding cycle(s) developed

Output 4. Written inputs for the drafting of the final report, especially in sections on: (i) PAPI construction methodology, (ii) analysis of aggregate indexes, and (iii) recommendations on how to improve the quality of methodology, data collection and data processing for lessons learnt for subsequent research cycles.

During the course of each phase of PAPI research, the Individual Contractor is expected to have two (02) fieldwork missions in Viet Nam while producing the outputs set forth above, without confinement to any of the defined Outputs. In other words, person-days for the 02 missions are inclusive in the number of working days listed in Section 3.2 below. The 02 missions (5 days each mission) are expected to be conducted during the course of implementation of the Output 1 (e.g. before 15 June) and Output 4 (e.g. before 15 April). The Individual Contractor will work out the mission schedules with the person in charge of this contract in UNDP Viet Nam.

3.2. Output Timeframe

Phase 1: 15 May 2012 – 15 April 2013

Outputs	Estimated No. of Working Days	Deadline of deliverables
<u>Output 1:</u> Technical support in the design of PAPI (based on a set of indicators and detailed methodology) to gauge the standards of public administration and services on the provincial level in Vietnam based on citizen's perception;	5	15-Jun-2012
<u>Output 2:</u> Technical support in the implementation of the PAPI research in terms of field controlling and quality assurance	5	15-Sep-2012
<u>Output 3:</u> Collected data processed and constructed into PAPI	15	15-Feb-2013
<u>Output 4.</u> Written inputs for the drafting of the final report, especially in sections on: (i) PAPI construction methodology, (ii) analysis of aggregate indexes, and (iii) recommendations on how to improve the quality of methodology, data collection and data processing for lessons learnt for subsequent research cycles.	10	15-April-2013(*)

(*) with possible extension to 31 May 2013

Phase 2: 15 May 2013 – 15 April 2014

Outputs	No. of Working Days	Deadline of deliverables
<u>Output 1:</u> Technical support in the design of PAPI (based on a set of indicators and detailed methodology) to gauge the standards of public administration and services on the provincial level in Vietnam based on citizen's perception;	5	15-Jun-2013
<u>Output 2:</u> Technical support in the implementation of the PAPI research in terms of field controlling and quality assurance	5	15-Sep-2013
<u>Output 3:</u> Collected data processed and constructed into PAPI	15	15-Feb-2014
<u>Output 4:</u> Written inputs for the drafting of the final report, especially in sections on: (i) PAPI construction methodology, (ii) analysis of aggregate indexes, and (iii) recommendations on how to improve the quality of methodology, data collection and data processing for lessons learnt for subsequent research cycles.	10	15-April-2014(*)

(*) with possible extension to 31 May 2014

4. QUALIFICATIONS AND EXPERIENCE:

The Senior International Expert on Quantitative Methodology and Governance Assessment for the research project "The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI)" shall possess the following qualifications and experience:

- PhD degree in political science, economics, or related discipline; with emphasis on quantitative analysis;
- At least 10 years experience conducting applied research (with focus on quantitative analysis);
- Demonstrated expertise on analysis of governance or related fields, with focus on Viet Nam an advantage;
- A strong knowledge and ability to use STATA software with large "n" databases; and,
- A strong international publications record in top ranking academic journals on governance assessment or related fields.

Interested experts should submit together with their CVs and 02 publications on quantitative assessment of governance or related fields.

5. CONTRACTS AND PAYMENT

The senior international quantitative researcher will be issued a long term service contract with UNDP (according to UNDP's guidelines and rules) for a maximum of 70 person-day working days, effective until 31 March 2014.

UNDP Viet Nam shall effect payments to the successful Individual Contractor upon UNDP's satisfaction with expected deliverables set forth in Section 3 above and after acceptance by UNDP of the invoices submitted by the Individual Contractor to the address specified in the sample contract. Milestones for deliverables and payments for the two phases shall be as follows:

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(*) with possible extension to 31 May 2013

- **Phase 2: 15 May 2013 – 15 April 2014**

Sequence	Percentage of installments	Indicative Dates for Installments
1 st payment	Upon receipt and acceptance of Output 1	15-Jun-2013
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3 rd payment	Upon receipt and acceptance of Output 3	15-Feb-2014
Final payment	Upon receipt and acceptance of Output 4	15-Apr-2014(*)

(*) with possible extension to 31 May 2014

6. REPORTING LINES AND ADMINISTRATIVE SUPPORT

The senior international quantitative researcher will report to the Policy Advisor on Public Administration Reform of UNDP in Viet Nam. The researcher will keep the Policy Advisory Team informed of progress on a regular basis and will submit drafts of the research paper to UNDP for discussion and comment. UNDP will provide administrative support for research where needed.

7. SUPPORT FROM UNDP AND REFERENCE DOCUMENTS

UNDP will provide the following support where deemed appropriate:

- Substantive inputs in and quality control of deliverables;
- Office space for meetings and working sessions when needed;
- When requested, arrangement of introduction letters and/or requests for meetings/interviews;
- Any other substantive support where deemed appropriate.

Following are references that potential international experts may find useful:

- CECODES-VFF & UNDP (2010). Report on Pilot Project “Towards a Public Administration Performance Index at the Provincial Level in Viet Nam. Hanoi: January 2010
- CECODES-VFF & UNDP (2011). The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI) in 2010: Measuring demand side of governance and public administration in Viet Nam. Hanoi, January 2011
- CECODES, FR, CPP & UNDP (2011). The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI) in 2011: Measuring demand side of governance and public administration in Viet Nam. Hanoi, April 2012 (to be published and shared with the successful bidder upon contract signings)

8. PROVISION OF MONITORING AND PROGRESS CONTROLS

- Upon contract signing, the Individual Contractor has to work closely with the UNDP Policy Advisor on PAR and Anti Corruption to discuss and agree on the task requirements, working methodology;
- The UNDP Policy Advisor and the relevant stake holders review and comment on the Individual Contractor’s required outputs/reports in the TOR;
- The Individual Contractor reviews the comments and submits the revised outputs/ reports for further review and comments;
- The UNDP Policy Advisor shall monitor every stage of deployment of the project and shall evaluate the deliverables of each phase as described in Section 3 of this TOR.
- UNDP shall disburse instalments to the Individual Contractor against the milestones for each phase of the project. Each payment shall be made upon UNDP’s satisfaction with the deliverables. The final instalment shall be made to contractor only when UNDP is fully satisfied with the final deliverable of this assignment.

Annex VI

GUIDELINES FOR PREPARING CV

WE REQUEST THAT YOU USE THE FOLLOWING CHECKLIST WHEN PREPARING YOUR CV:

Limit the CV to 3 or 4 pages

NAME (First, Middle Initial, Family Name)

Address:

City, Region/State, Province, Postal Code

Country:

Telephone, Facsimile and other numbers

Internet Address:

Sex, Date of Birth, Nationality, Other Citizenship, Marital Status

Company associated with (if applicable, include company name, contact person and phone number)

SUMMARY OF EXPERTISE

Field(s) of expertise (be as specific as possible)

Particular development competencies-thematic (e.g. Women in Development, NGOs, Privatization, Sustainable Development) or technical (e.g. project design/evaluation)

Credentials/education/training, relevant to the expertise

LANGUAGES

Mother Tongue:

Indicate written and verbal proficiency of your English:

SUMMARY OF RELEVANT WORK EXPERIENCE

Provide an overview of work history in reverse chronological order. Provide dates, your function/title, the area of work and the major accomplishments include honorarium/salary. References (name and contact email address) must be provided for each assignment undertaken by the consultant that UNDP may contact.

UN SYSTEM EXPERIENCE

If applicable, provide details of work done for the UN System including WB. Provide names and email address of UN staff who were your main contacts. Include honorarium/salary.

UNIVERSITY DEGREES

List the degree(s) and major area of study. Indicate the date (in reverse chronological order) and the name of the institution where the degree was obtained.

PUBLICATIONS

Provide total number of Publications and list the titles of 5 major publications (if any)

MISCELLANEOUS

Indicate the minimum and maximum time you would be available for consultancies and any other factors, including impediments or restrictions that should be taken into account in connection with your work with this assignment.

Please ensure the following statement is included in the resume and that it is signed and dated:

I CERTIFY THAT ALL INFORMATION STATED IN THIS RESUME IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE. I AUTHORIZE UNDP/UNOPS OR ITS AGENT TO VERIFY THE INFORMATION PROVIDED IN THIS RESUME.

(Signature)

