



## REQUEST FOR PROPOSAL (RFP)

From firms/institutes/organizations in Vietnam

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Sharepoint administrators for United Nations International Computing Centre (UNICC), Viet Nam (Ref. 2-180101)**.

Please be guided by the form attached hereto as Annex 2 (a-b-c), in preparing your Proposal.

Proposals may be submitted on or before **Friday, February 02, 2018** (Hanoi time) by the following methods:

|  |   |
|--|---|
| <p><b><u>By email: For green environment, this is preferred submission method</u></b></p> <p>E-mail address for proposal submission:<br/><a href="mailto:nguyen.thi.hoang.yen@undp.org">nguyen.thi.hoang.yen@undp.org</a></p> <p>Separate emails for technical and financial proposal.</p> <p><b>With subject: (Ref. 2-180101) RFP for Sharepoint administrators for UNICC</b> (Email ... of ... emails)</p> <p>Maximum size per email: <b>7 MB</b>. Bidders can split proposal into several emails if the file size is large)</p> | <p><b><u>By hard copy: (within working hours only)</u></b></p> <p><b><u>By hard copy: (within working hours 8.00 am - 5.00 pm Monday - Friday only)</u></b></p> <p>Address for proposal submission:</p> <p>Procurement Unit<br/>UNDP Vietnam<br/>304 Kim Ma Street, Hanoi, Vietnam</p> <p><b>With envelop subject: (Ref. 2-180101) RFP for Sharepoint administrators for UNICC</b></p> <p>When submitting hard copy proposals, please call one of the following staff to receive hard copy proposal:</p> <ol style="list-style-type: none"><li>1. Ms. Nguyen Thi Hoang Yen, Procurement Associate<br/>Tel: +84-24-38500200</li><li>2. Ms. Tran Thi Hong, Head of Procurement Unit<br/>Tel: +84-24-38500144</li><li>3. Ms. Ngo Thi Bich Thuy, Administrative Associate<br/>Tel: +84-24-38500187</li></ol> <p>The bidder is requested to sign a bid submission form when delivering proposal.</p> |
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**Note:**

- *For both submission methods, please send separate email (without attachment) to [procurement.vn@undp.org](mailto:procurement.vn@undp.org) notifying that you already submitted proposal and the number of email submitted (in case submitted by email). Notification emails should be sent to above address by submission deadline or right after you submit proposals).*
- *UNDP will acknowledge receipt of the proposals within 2 working days from the submission deadline. In case you do not receive acknowledgement, please contact us within 3 working days after submission deadline.*

Your Proposal must be expressed in the English language, and valid for a minimum period of 120 days from the date of bid submission.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>.

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

**Tran Thi Hong**  
*Head, Procurement Unit*  
1/22/2018

### Description of Requirements

|   |   |
|---|---|
| Context of the Requirement  | Please see information in the TOR   |
| Implementing Partner of UNDP  | Please see information in the TOR   |
| Brief Description of the Required Services  | <b>Sharepoint administrators for United Nations International Computing Centre (UNICC), Viet Nam (Ref. 2-180101).</b>   |
| List and Description of Expected Outputs to be Delivered                                  | Please see information in the TOR   |
| Person to Supervise the Work/Performance of the Service Provider                          | UNICC SharePoint Service Manager  |
| Frequency of Reporting  | Please refer to the TOR   |
| Progress Reporting Requirements   | Please refer to the TOR   |
| Location of work  | <input checked="" type="checkbox"/> 304 Kim Ma, Ba Dinh, Hanoi; sometimes at other offices in Ha Noi as required by the UN supervisor of the contract.  |
| Expected duration of work   | One year with possible extension of additional 02 years subject to requirements of UN Viet Nam and the contractor's satisfactory performance.   |
| Target start date   | March 2018  |
| Latest completion date  | March 2019 (with possible extension)  |
| Travels Expected  | Within Hanoi  |
| Special Security Requirements   | Not applicable  |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)            | The UN Viet Nam will provide below equipment to facilitate the work.<br><ul style="list-style-type: none"> <li>- Chair</li> <li>- Desk</li> <li>- Laptop</li> <li>- Soft phone</li> <li>- Basic stationeries</li> <li>- Access to Wifi Internet</li> <li>- Utilities and access to basic office infrastructures required in a normal office setting.</li> </ul> |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities      | <input checked="" type="checkbox"/> Required<br><input type="checkbox"/> Not Required   |
| Names and curriculum vitae of individuals who will be involved in completing the services | <input checked="" type="checkbox"/> Required (with copy of certificates)<br><input type="checkbox"/> Not Required   |
| Currency of Proposal  | <input checked="" type="checkbox"/> Local Currency (Vietnam Dong)<br><br>For the purposes of comparison of all Proposals: UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the proposal submission deadline.  |

|   |   |
|---|---|
| Value Added Tax on Price Proposal   | <input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes  |
| Validity Period of Proposals<br>(Counting for the last day of submission of quotes)                       | <input checked="" type="checkbox"/> 120 days<br><br>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.   |
| Partial Quotes  | <input checked="" type="checkbox"/> Not permitted   |
| Payment Terms   | Payment will be made monthly upon services satisfactorily provided and submission of accepted invoice and reports on provided services certified by UNICC   |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | UNICC SharePoint Service Manager  |
| Type of Contract to be Signed   | <input checked="" type="checkbox"/> Contract for Goods and/or Services  |
| Criteria for Contract Award   | <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)<br><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.   |
| Criteria for the Assessment of Proposal   | <p>Evaluation will be done separately for each staff CV of proposers.</p> <p>A CV shall be considered technically qualified if it meets the minimum 70% of total obtainable technical points.</p> <p><b>Weight of technical and financial point:</b></p> <p><b><u>CV of each proposed staff (70%)</u></b></p> <p><b><u>Financial offer of each proposed staff (30%)</u></b></p> <p>Financial score will be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> <p><b>2 CVs with highest Combined Score (based on the 70% technical offer and 30% price weight distribution) will be selected.</b></p> <p>See detailed evaluation criteria in the below table.</p> |
| UNDP will award the contract to:  | <input checked="" type="checkbox"/> One bidder or two service providers   |

|  |  |
|--|--|
| Annexes to this RFP  | <input checked="" type="checkbox"/> Detailed TOR (Annex 1)<br><input checked="" type="checkbox"/> Proposal forms (Annex 2a: Proposal submission; Annex 2b: Financial proposal; Annex 2-c: Submission check-list)<br><input checked="" type="checkbox"/> <a href="#">Contract for Goods/Services</a> (Annex 3)<br><input checked="" type="checkbox"/> <a href="#">General Terms and Conditions</a> (Annex 4) <sup>1</sup> |
| Contact Person for<br>Inquiries<br>(Written inquiries only) <sup>2</sup> | <p>Ms. Nguyen Thi Hoang Yen<br/> Procurement Associate, UNDP Vietnam<br/> Email: <a href="mailto:nguyen.thi.hoang.yen@undp.org">nguyen.thi.hoang.yen@undp.org</a></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>                          |
| Other information  |  |

<sup>1</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

<sup>2</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

### **EVALUATION CRITERIA:**

| #  | Evaluation criteria  | Scores      |
|----|--|-------------|
|    | <b>Qualifications of the SharePoint resource</b>   |             |
| 1  | Experience on administering and configuring SharePoint environments  | 150         |
| 2  | Experience on administering SQL Server environments  | 70          |
| 3  | Experience on administering SharePoint online  | 80          |
| 4  | Experience on administering and configuring SharePoint hybrid farms  | 60          |
| 5  | Experience on infrastructure clustering  | 40          |
| 6  | Experience on performance optimization   | 40          |
| 7  | Experience on managing security certificates   | 50          |
| 8  | Experience on PowerShell scripting   | 80          |
| 9  | Experience in working on an environment with shifting priorities   | 50          |
| 10 | Minimum 4 years working experience as SharePoint Administrator   | 80          |
| 11 | Minimum 4 years supporting IIS, SharePoint 2007/2010/2013/2016, SQL 2005/2008/2012/2016  | 50          |
| 12 | Microsoft Certified Solutions Expert on SharePoint 2013 or Microsoft Certified Technology Specialist on SharePoint 2010 (provide the MCP transcript) | 70          |
| 13 | Microsoft Certified Solutions Associate on Windows Server 2012 or similar (provide the MCP transcript)   | 40          |
| 14 | Microsoft Certified for O365 (provide the MCP transcript)  | 50          |
| 15 | Certification on Implementing Microsoft Azure Infrastructure Solutions or similar (provide the MCP transcript)                                       | 50          |
| 16 | ITIL certifications (provide the list of ITIL certifications)  | 40          |
|    | <b>Total scores</b>  | <b>1000</b> |

- Evaluation will be done separately for each SharePoint resource
- Services provider has to submit one CV per SharePoint resource

**TERMS OF REFERENCE  
FOR SHAREPOINT ADMINISTRATORS  
For firms/institutes/organizations in Vietnam**

**1) GENERAL BACKGROUND**

There is a requirement to provide SharePoint services to different agencies in the Asia Pacific region. The services will be hosted at the Green One United Nations House in Hanoi Vietnam.

**2) OBJECTIVES OF THE ASSIGNMENT**

The SharePoint resource will be responsible for performing system administration tasks related to SharePoint services. The working time is 8 hours per day (7AM to 4PM UTC+7 - ICT), 5 days a week from Monday to Friday. In addition, the SharePoint resource will perform 7 x 24 on call support when required by the SharePoint Service Manager.

**3) SCOPE OF WORK**

Under the supervision of the SharePoint Service Manager, the consultant will have the following responsibilities:

- Manage standard admin activities – create site collections/databases; security etc.
- Monthly Windows patching as required
- Deployment of SharePoint Cumulative Updates and Services Packs
- Monitoring - configuration; follow-up on alerts
- Backup – configuration; monitoring; new requests; restore
- Incident analysis and troubleshooting including troubleshooting with vendors
- Decommissioning of environments
- Document monitoring and maintenance procedures
- Maintain system documentation and change logs

Number of SharePoint resources:

The number of the team member can vary and will be requested by UN Viet Nam based on the needed services. Initially, two (2) resources are required.

The UN will inform the company minimum one month in advance on any changes to the service levels (number of on-site personnel).

**4) DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL**

The initial period is 01 year with possible extension of additional 02 years subject to requirements of UN Viet Nam and the contractor's satisfactory performance.

The location will be UN Viet Nam compound, 304 Kim Ma Street, Ha Noi, Viet Nam and sometimes at other offices in Ha Noi as required by the UN supervisor of the contract. The UN will provide transportation if the SharePoint resource is required to work outside the GOUNH.

**5) FINAL PRODUCTS**

The SharePoint resource will work on site at UN Viet Nam compound and provides all services/requirement as indicated on the scope of work (Article 3).



## **6) PROVISION OF MONITORING AND PROGRESS CONTROLS**

Reporting and monitoring:

- Each month the SharePoint resource will send his time tracking to the SharePoint service manager
- If the SharePoint resource does not provide good service to UN Viet Nam or does not meet the UN daily work requirements, the supplier must send qualified alternate personnel to UN Viet Nam.
- The UN Viet Nam office has the right to terminate the contact after 3 times within 6 months of changing the onsite personnel due to unsatisfactory performance and/or negligent behavior.

## **7) DEGREE OF EXPERTISE AND QUALIFICATIONS**

**The SharePoint resource and backup person must meet below requirements:**

- Be able to communicate in English with international users effectively.
- Sound knowledge of administering SharePoint and SQL Server environments
- Excellent knowledge on SharePoint online and hybrid configuration with SharePoint on premises
- Skills in general infrastructure, including system configurations, clustering, performance, and the use of security certificates
- Excellent knowledge of PowerShell scripting
- Solid knowledge and experience on Microsoft Technology landscape including various server products.
- Ability to effectively prioritize and execute tasks around changing priorities
- Excellent communication and organizational skills
- Excellent technical documentation skills
- Excellent interpersonal and client service skills
- Professional attitude
- Experiences:
  - o Minimum 4 years working experience as SharePoint Administrator
  - o Minimum 4 years supporting IIS, SharePoint 2007/2010/2013/2016, SQL 2005/2008/2012/2016
- Certifications:
  - o Microsoft Certified Solutions Expert on SharePoint 2013 or Microsoft Certified Technology Specialist on SharePoint 2010
  - o Microsoft Certified Solutions Associate on Windows Server 2012
  - o Office 365
- Desirable:
  - o Microsoft Certified Solutions Associate on SQL Server 2012
  - o Implementing Microsoft Azure Infrastructure Solutions

## **8) ADMIN SUPPORT AND REFERENCE DOCUMENTS**

The company will provide SharePoint personnel to work at UN Viet Nam compound.

The company must provide Android Smartphones for access to service desk applications.

The UN Viet Nam will provide below equipment to facilitate the work:

- Chair
- Desk
- Laptop
- Soft phone
- Basic stationeries
- Access to wifi Internet
- Utilities and access to basic office infrastructures required in a normal office setting.

The onsite personnel are required to follow all UN Viet Nam rules and regulations including code of conduct, information security policy, and abide by UN security and safety regulations

The company will provide a dedicated Focal Point to work with UN in implementing this contract.

The company will ensure adequate back-up capacity to meet the service needs also to cover core personnel's leave of absence.

## **9) PAYMENT TERM**

Payment will be made monthly upon services satisfactorily provided and submission of accepted invoice and reports on services provided;

This monthly invoice and report will be certified by the UN Contracting Officer's Representative.

## Proposal Submission Form<sup>3</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>4</sup>)*

[insert: Location].

[insert: Date]

**To: UNDP Vietnam**

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for **Sharepoint administrators for United Nations International Computing Centre (UNICC), Viet Nam (Ref. 2-180101)** in accordance with your Request for Proposal dated 22 January 2018 and our Proposal. We are hereby submitting our Proposal, which includes the CVs of our assigned SharePoint administrator and Financial Proposal sealed under a separate envelope.

Below is list of proposed SharePoint administrator to provide the required service:

1. Name of SharePoint administrator # 1
2. Name of SharePoint administrator # 2
3. Name of SharePoint administrator # 3

We hereby attach with the above staff's CVs and copies of all relevant certificates.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for 120 days.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

Yours sincerely,

Authorized Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Contact Details: \_\_\_\_\_

<sup>3</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>4</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

## FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL<sup>5</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>6</sup>)*

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

| Description |  | Monthly rate<br>(VND, inclusive of VAT and all related taxes) |
|-------------|--|---|
| 1           | Remuneration per 01 SharePoint administrator that includes: <ul style="list-style-type: none"> <li>8 work hours per day (7AM to 4PM UTC+7 - ICT), 5 days a week from Monday to Friday</li> <li>1 week of on-call</li> <li>3 hours of overtime per month</li> </ul> |   |
| 2           | Others (please specify)  |   |
| 4           | VAT amount   |   |
|             | <b>Total cost per month per SharePoint administrator</b>   |   |
|             | <b>Total cost for 1<sup>st</sup> year per SharePoint administrator</b>   |   |
|             |  |   |
|             | Remuneration per additional overtime hour per SharePoint administrator   |   |

### Cost for the 2<sup>nd</sup> and 3<sup>rd</sup> years:

- Please confirm if the above costs will remain unchanged for the 2<sup>nd</sup> and 3<sup>rd</sup> year: ☐ Yes ☐ No
- If not, please indicate the percentage of increase to the above costs:
  - 2<sup>nd</sup> year: .....% from the cost of the first year
  - 3<sup>rd</sup> year: .....% from the cost of the first year

**Note:** please note that the financial assessment will be done for total cost of 3 years

We agree to abide by this Proposal for 120 days from the date of proposal submission deadline.

[Name and Signature of the Service Provider's Authorized Person]

[Designation]

[Date]

<sup>5</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>6</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

## CHECK LIST OF DOCUMENTS SUBMITTED BY BIDDERS

**Note:**

- Bidders are required to review carefully this checklist before submitting proposal to ensure complete submission.
- Maximum email size: 07 MB/email. Bidders can split proposal into several emails if the file size is large
- Technical and Financial Proposals are to be submitted in separate envelop/email by **2 February 2018 (Hanoi time)**.
- Email and proposal should indicate clearly the name of tender.

| Item | Documents  | To be completed by bidders |                 |         |
|------|--|----------------------------|-----------------|---------|
|      |  | Doc submitted Y/N          | Number of pages | Remarks |
| 1    | Proposal submission form (Annex 2-a)   |                            |                 |         |
| 2    | Assigned SharePoint Administrator's CVs and copies/scan of all available relevant certificates: <ul style="list-style-type: none"> <li>- Microsoft Certified Solutions Expert on SharePoint 2013 or Microsoft Certified Technology Specialist on SharePoint 2010 (provide the MCP transcript)</li> <li>- Microsoft Certified Solutions Associate on Windows Server 2012 or similar (provide the MCP transcript)</li> <li>- Microsoft Certified for O365 (provide the MCP transcript)</li> <li>- Certification on Implementing Microsoft Azure Infrastructure Solutions or similar (provide the MCP transcript)</li> <li>- ITIL certifications (provide the list of ITIL certifications)</li> </ul> |                            |                 |         |
| 2    | Dully signed Financial proposal (pls. Refer to template in Annex 2-b)  |                            |                 |         |
| 3    | This duly filled, checked, certified submission checklist to be attached to the submission   |                            |                 |         |
| 4    | Send email (without attachment) to <a href="mailto:procurement.vn@undp.org">procurement.vn@undp.org</a> notifying that you already submitted proposal and the number of email/envelop submitted. Notification emails should be sent to above email address by submission deadline or right after you submit proposals (either by email or hard copy).  |                            |                 |         |

*[Name and Signature of the Service Provider's Authorized Person]*

*[Designation]*

*[Date]*

## **Annex 4**

### **Contract templates and General Terms and Conditions**

Please find below link to the contract template:

[http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/Contract%20Face%20Sheet%20\(Goods%20and-or%20Services\)%20UNDP%20-%20Sept%202017.pdf](http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/Contract%20Face%20Sheet%20(Goods%20and-or%20Services)%20UNDP%20-%20Sept%202017.pdf)

Please find below link to the General Terms and Conditions:

[http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/3.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20\(Services%20only\)%20-%20Sept%202017.pdf](http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/3.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20(Services%20only)%20-%20Sept%202017.pdf)