



REQUEST FOR PROPOSAL (RFP)
From firms/institutes/organizations

Dear Sir / Madam:

We kindly request you to submit your Proposal for Institutional Consultancy Service to provide **Maintenance service for Security and Detection System (X-ray Machine) (Ref. B-180801)**

Please be guided by the form attached hereto as Annex 1 and Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **5pm Thursday, August 16, 2018** (Hanoi time) by the following methods:

<p><u>By email: For green environment, this is preferred submission method</u></p> <p>E-mail address for proposal submission: quach.thuy.ha@undp.org</p> <p>Separate emails for technical and financial proposal.</p> <p><u>With subject line: (B-180801) Maintenance Service for X-ray Machine</u></p> <p>Maximum size per email: 7 MB. Bidders can split proposal into several emails if the file size is large)</p>	<p><u>By hard copy: (within working hours 8.00 am - 5.00 pm Monday - Friday only)</u></p> <p>Address for proposal submission:</p> <p>Procurement Unit UNDP Vietnam 304 Kim Ma Street, Hanoi, Vietnam</p> <p><u>With envelop subject: (B-180801) Maintenance Service for X-ray Machine</u></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">1. Ms. Luu Ngoc Diep, Procurement Associate Tel: +84-24-385002002. Ms. Quach Thuy Ha, Procurement Assistant Tel: +84-24-38500143 <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 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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Tran Thi Hong
Head, Procurement Unit
8/6/2018

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	Institutional Consultancy Service to provide maintenance for Maintenance service for Security and Detection System (X-ray Machine)
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	Common Service of Green One UN House (GOUNH)
Frequency of Reporting	Please refer to the TOR
Location of work	<input checked="" type="checkbox"/> Exact Address: 304 Kim Ma, Ba Dinh, Hanoi
Expected duration of work	Minimum of one (1) year period and may be extended up to additional 2 years subject to satisfactory performance of the Contractor.
Target start date	Sept 2018
Latest completion date	August 2019
Special Security Requirements	Not applicable
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i> None
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (Vietnam Dong) 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 <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 120 days 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 <input type="checkbox"/> Permitted

Payment Terms	<p>As indicated in the TOR.</p> <p>Condition for Payment Release:</p> <p>Within thirty (30) days from the date of meeting the following conditions:</p> <p>a) Maintenance service payment will be made once a year upon certification that the required deliverables, services have been met in full compliance with the GOUNH requirement and acceptance of service reports by GOUNH;</p> <p>b) Receipt of invoice from the Service Provider.</p>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Common Service – GOUNH
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services
Criteria for Contract Award	<p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</p> <p><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.</p>
Criteria for the Assessment of Proposal	<p>Proposal shall be considered technically qualified if it achieves minimum 70% of total obtainable technical points.</p> <p>Weight of technical and financial point:</p> <p><u>Technical Proposal (70%)</u></p> <p><u>Financial Proposal (30%)</u></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>See detailed evaluation criteria in the below table.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One bidder
Annexes to this RFP	<p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 1-Technical proposal; Annex 2-Financial proposal)</p> <p><input checked="" type="checkbox"/> Detailed TOR (Annex 3)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions (Annex 4)</p>
Contact Person for Inquiries (Written inquiries only) ¹	<p>Ms. Quach Thuy Ha</p> <p>Procurement Assistant, UNDP Vietnam</p> <p>Email: quach.thuy.ha@undp.org</p>

¹ 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.

	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.
Other information	

EVALUATION CRITERIA:

Technical Proposal Evaluation	Points Obtainable	Company / Other Entity				
		A	B	C	D	E
Mandatory Requirement: - Be authorized partner of “L3 Communication” for providing service for X-ray machines or Vendor’s Technicians have training certification from “L3 Communication”	Yes/No					
Have the integrity and proven reliability to ensure good faith performance: - Number of customer and X-ray machines maintained by the vendor in the past and present	400					
- Maintenance plan and - 24h emergency call services plan	400					
- List of the Proposed Team for the assignment	200					
	1000					

ANNEX 1
FORM FOR SUBMITTING SERVICE PROVIDER'S
TECHNICAL PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)

[insert: Location].

[insert: Date]

To: Procurement Unit - UNDP Vietnam

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated *[specify date]*, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions.

List of Documents for Technical Proposal

1. Business Licenses – Registration Papers, Tax Payment Certification, etc.
2. Certification of authorized dealership or partnership from “L3 Communication” for providing the requested services. or Vendor's Technicians have training certification from “L3 Communication”
3. List of customers and X-ray machines maintained by the Bidders in the past three years
(Form 1.1 in the TOR-Annex 3)
4. List of the Proposed Team for the assignment including the following information with CVs
(Form 1.2 in the TOR-Annex 3):
 - Title/Designation of each team member on the project
 - Educational qualifications and professional experiences including training from “L3 Communication”
 - Past experience in working on similar project and assignment – List all similar projects they worked on and their roles on those project in the past 3 years.
And copy of the training certifications from Honeywell of proposed Team members
5. Detailed Maintenance plan and 24h emergency call services.

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]

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

ANNEX 2
FORM FOR SUBMITTING SERVICE PROVIDER'S
FINANCIAL PROPOSAL³

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁴)

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.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The Finance Offer should include:

Lumpsum Contract Value for yearly professional maintenance service and 24h Emergency Call Service.

The format shown below *is suggested* for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to *serve as examples*.

Cost Breakdown for Professional Maintenance Service by Cost Component :

Description of Activity	Unit	Quantity	Total
1. Professional Maintenance Services and 24 Emergency Call Services			
II. Out of Pocket Expenses			
Pls list out			
III. Other Related Costs			
Applicable taxes			

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]

³ This serves as a guide to the Service Provider in preparing the Proposal.

⁴ 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 12 August 2018.*
- *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	<i>Business Licenses – Registration Papers, Tax Payment Certification, etc.</i>			
2	<i>Certification of authorized dealership or partnership from “L3 Communication” for providing the requested services. or Vendor’s Technicians have training certification from “L3 Communication”</i>			
3	<i>List of customers and X-ray machines maintained by the Bidders in the past three years (Form 1.1)</i>			
4	<i>List of the Proposed Team for the assignment including the following information with CVs (Form 1.2):</i>			
5	<i>Detailed Maintenance plan and 24h emergency call services</i>			

ANNEX 3

Terms of Reference (TOR)

Maintenance of Security and Detection System (X-ray Machine)

1. Background Information

GOUNH has a **Security and Detection** equipment PX 6.4 (Manufactured by L3 Communication). The equipment is located at the pedestrian entrance for security checking the visitors/visitor's luggage. In order for the Security and Detection equipment to be in a good working condition at all times, it has to be maintained regularly according to manufacturer's specifications. This, therefore, requires the engagement of a competent maintenance service provider who will, in a timely fashion, provide maintenance services for the equipment and attend to faults from time to time.

2. Scope of works

- Provide comprehensive preventive and predictive maintenance services, remedial repair services and equipment inspections ensuring Security and Detection equipment's operate as intended and in compliance with manufacturer's recommendations and industry's best practices.
The Maintenance Requirements are listed in the "Preventive Maintenance Procedure 8601-19911-00" for X-ray machine PX 6.4 (Annex to TOR)
- Provide 24h emergency Call Services
The Contractor shall provide 24/24 Call Services at any required time other than the Scheduled Regular Servicing of the Security and Detection equipment for
 - ✓ Trouble – shooting, inspection, discussions / meetings with the Owner on issues relating to the Security and Detection equipment's.
 - ✓ Rectified any breakdown of operation of the Security and Detection equipment's.
The response time to be proposed by bidder and shall be no longer than within 4 hours.
- Reporting
The Contractor shall:
 - ✓ Immediately inform and advise the Owner of the Condition of the Equipment and where applicable, what action is required to be taken, whether preventive, precautionary or remedial, in respect thereof.
 - ✓ Submit to the Owner the Servicing sheet immediately after each servicing not later than 2 days, including any breakdown or call – back servicing carried out outside the Scheduled Routine Servicing, which is to be verified thereupon signed by out duly appointed representative.
- Safety Measures
Contractor shall at all times observe and comply with all prevailing laws and regulations on safety, all rules and regulations relating to the Health and Safety, Fire Safety of the Building now and thereafter in force and shall bear all costs connected with the compliance of the same.

3. Responsibilities for provision of resource and materials:

- a. To be provided by the UN
 - Changing rooms, facilities suitable for storage of equipment and supplies required to operate the contract.
- b. To be provided by the Contractor
 - Full time staff, service specific staff, ad-hoc staff, specialized skills and expertise;
 - All tools and instruments required to provide the services in accordance with the proposal;
 - All equipment, chemicals, supplies and consumables required for cleaning.
 - Staff uniforms and personal safety equipment.

4. Qualification requirements

Companies intending to submit a bid should have the organizational and technical capacity, experience and professionalism to provide the Services Requirements. Bidders should be able to

- a) Be Service Company/ authorized Partner of “L3 Communication”/ for Servicing of their equipment or have technicians trained by “L3 Communication”
- b) Show proof of past and/or present experience in similar projects,
- c) Demonstrate an understanding of the UN’s requirements and come up with an appropriate work plan and overall approach on how to meet these requirements.

5. Methodology

Bidders shall propose a viable approach to the assignment. The following suggested methodologies could be adopted:

- Conduct a thorough and detailed review of on-site provision
- Get all necessary data and the working conditions of the Security and Detection equipment’s in GOUNH
- Prepare preventive maintenance and Breakdown/Call Back plan
- Submit preventive maintenance and Breakdown/Call Back service plan and financial proposal which should cover labour and all other cost for maintenance service and labour for Breakdown/Call Back service.

6. Content of technical proposal

Bidders shall submit following to UNDP for technical evaluation:

1. Certification of authorized dealership or partnership from “L3 Communication” for providing the requested services. or Vendor’s Technicians have training certification from “L3 Communication”
2. List of customers and X-ray machines maintained by the Bidders in the past three years:

Form 1.1: List of customers and X-ray machines maintained by the Bidders in the past three years

No.	Customer Name	No. of X-ray machines, their models being maintained by the Bidder	Time period
1	Building A	...	from to
2	Hotel B	...	from to
	Total	...	

3. List of the Proposed Team for the assignment including the following information with CVs (Form 1.2):
 - Title/Designation of each team member on the project
 - Educational qualifications and professional experiences including training from “L3 Communication”
 - Past experience in working on similar project and assignment – List all similar projects they worked on and their roles on those project in the past 3 years.And copy of the training certifications from Honeywell of proposed Team members

Form 1.2: List of the Proposed Maintenance Team

No.	Maintenance Team member	Job title	<ul style="list-style-type: none"> Qualification/ training from “L3 Communication” 	<ul style="list-style-type: none"> Past experience in working on similar project and assignment – List all similar projects they worked on and their roles on those project in the past 3 years.
1	Name 1	...		
2	Name 2	...		

4. Detailed Maintenance plan and 24h emergency call services

7. Duration of the work and contract implementation time and Duty Station

Duration & timing: initial one year with extension to maximum additional 2 years 3 years starting from the date of the 1st contract (expecting to be 15-Sep-2018)

Duty station: 304 Kim Ma Street, Hanoi

8. Payment Terms

Interested bidder will send the lump-sum including all labor cost for both maintenance and emergency call services and maintenance materials, -tools, chemicals, supplies and consumables required

Maintenance service payment will be made once a year upon certification that the required deliverables, services have been met in full compliance with the GOUNH requirement and acceptance of service reports by GOUNH.

9. Evaluation Criteria

Evaluation form for technical proposals is the table below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.

Technical Proposal Evaluation	Points obtainable	Company / Other Entity				
		A	B	C	D	E
Mandatory Requirement: - Be authorized partner of “L3 Communication” for providing service for X-ray machines or Vendor’s Technicians have training certification from “L3 Communication”	Yes/No					
Have the integrity and proven reliability to ensure good faith performance: - Number of customer and X-ray machines maintained by the vendor in the past and present	400					
- Maintenance plan and - 24h emergency call services plan	400					
- List of the Proposed Team for the assignment	200					
	1000					

Annex to TOR
“Preventive Maintenance Procedure 8601-19911-00”

	Preventive Maintenance Procedure	8601-10011-00 REV. F5
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Preventive Maintenance Procedure

PURPOSE

This procedure describes the steps that the Customer and L-3 Communications, Security & Detection Systems-trained Service Personnel use on a regular schedule to inspect, clean, adjust, lubricate or replace L-3 Communications, Security & Detection Systems components to ensure trouble-free operation.

SCOPE

Applicable to all Detection Systems manufactured by L-3 Communications, Security & Detection Systems. Component repair and replacement may only be performed by L-3 Communications, Security & Detection Systems-trained Service Personnel.

CUSTOMER RESPONSIBILITIES

The Customer is responsible for conducting preventive maintenance on a regular basis (unless a Service Contract is purchased). L-3 Communications, Security & Detection Systems' systems require preventive maintenance to ensure proper operation. L-3 Communications, Security & Detection Systems strongly recommends that the Customer include the following procedure as part of normal routine maintenance (consisting of cleaning and part replacement as needed).

WARNING:

All safety precautions must be observed during any preventive maintenance activity. The System Main Circuit Breaker must be turned OFF. For integrated systems, the appropriate Baggage Handling System Personnel must be informed that individuals will be conducting maintenance and that the conveyors must be turned OFF.

Use care and caution when working near the conveyor system. The conveyor may move at any time. When in doubt, LOCK IT OUT!

NOTE:

If any unusual noises, odors or system malfunctions are detected, please contact your service representative immediately.

NOTE:

The "PX Products" include the following models:

- | | | | |
|--------------|---------------------------------|----------|----------|
| • APS | • LS110 Series II
(LS110-II) | • PX-208 | • PX 5.3 |
| • ACX 6.4 | • PX-M | • PX-231 | • PX 6.4 |
| • ACX 6.4-MV | • PX-107 | • PX-237 | |

Preventive Maintenance Procedure	8601-10011-00 REV. F5
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PX, PX 5.3, PX 6.4, ACX 6.4, ACX 6.4-MV Products

Annual maintenance is intended as a preventive service action by trained service technicians to ensure the system is fit for operation. This activity is performed at each 365-day interval.

The total time estimated to complete these actions is **120** minutes or less. Any repairs, replacements or unusual maintenance actions will require additional time.

ANNUAL MAINTENANCE TABLE	
<u>CHECK</u>	Workstation Operator's Console Touch Pad calibration - Re-calibrate as needed (see the appropriate system Technical Manual for details).
	Mainframe with Diagnostics software (see the appropriate Diagnostics Manual for details).
	Monoblock Alignment - Re-align as needed (see the appropriate system Technical Manual for details).
	Perform System Commissioning Tests.
	Perform System Radiation Survey.

Preventive Maintenance Procedure	DOC #: 8601-10011-00 REV. F5
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Preventive Maintenance Procedure	DOC #: 8601-10011-00 REV. F5
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Model:

System SN: _____

[illegible]

Comments:

Notes:

If any unusual noises, odors or system malfunctions are detected, please contact your service representative immediately.

ANNEX 4

Contract templates and General Terms and Conditions

Please find below link to the Professional service 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:



below US\$ 50,000 (Services only):

UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply

[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)