

REQUEST FOR PROPOSAL (RFP)

From firms/institutes/organizations in Vietnam

Dear Sir / Madam:

We kindly request you to submit your Proposal for Improving and launching the SDG Youth Hub platform (Ref. D181101).

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

Proposals may be submitted on or before Monday, December 10, 2018 (Hanoi time) by the following methods:

By email: For green environment, this is	By hard copy: (within working hours 8.00 am - 5.00 pm
preferred submission method	<u> Monday - Friday only)</u>
E-mail address for proposal submission: nguyen.thai.duong@undp.org	Address for proposal submission:
	Procurement Unit
Separate emails for technical and financial	UNDP Vietnam
proposals.	304 Kim Ma Street, Hanoi, Vietnam
With subject: (Ref. D181101) RFP for Improving and launching the SDG Youth Hub platform (<i>Email of emails</i>)	With envelop subject: (Ref. D181101) RFP for Improving and launching the SDG Youth Hub platform
Maximum size per email: <u>35 MB</u> . Bidders can split proposal into several emails if the file	When submitting hard copy proposals, please call one of the following staff to receive hard copy proposal:
size is large)	 Mr Nguyen Thai Duong, Procurement Assistant Tel: +84-24-38501888
	 Ms. Quach Thuy Ha, Procurement Assistant Tel: +84-24-38500143
	The bidder is requested to sign a bid submission form when delivering proposal.

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: <u>http://www.undp.org/procurement/protest.shtml</u>.

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 : <u>http://www.un.org/depts/ptd/pdf/conduct_english.pdf</u>

Thank you and we look forward to receiving your Proposal.

Sincerely yours, **Tran Thi Hong** Head, Procurement Unit 12/3/2018

DESCRIPTION OF REQUIREMENTS

Context of the Requirement	Please see information in the TOR (Annex 3)
Implementing Partner of UNDP	Please see information in the TOR (Annex 3)
Brief Description of the Required	Improving and launching the SDG Youth Hub platform
Services	
List and Description of Expected	Please see information in the TOR
Outputs to be Delivered	
Person to Supervise the	UNDP Viet Nam Governance and Participation Unit
Work/Performance of the Service	
Provider	
Frequency of Reporting	Please refer to the TOR
Progress Reporting Requirements	Please refer to the TOR
Location of work	⊠ Hanoi
	At Contractor's Location
Expected duration of work	December 2018 to April 2019
•	
Target start date	December 2018
Latest completion date	28 April 2019
Travels Expected	As per TOR
Special Security Requirements	Security Clearance from UN prior to travelling
	Completion of UN's Basic and Advanced Security Training
	Comprehensive Travel Insurance
	🛛 Not applicable
Facilities to be Provided by UNDP	Office space and facilities
(i.e., must be excluded from Price	Land Transportation
Proposal)	🖾 Not applicable
Implementation Schedule	🖾 Required
indicating breakdown and timing	🗆 Not Required
of activities/sub-activities	
Names and curriculum vitae of	🖾 Required
individuals who will be involved	🗆 Not Required
in completing the services	
Currency of Proposal	United States Dollars
	🗆 Euro
	⊠ Vietnamese Dongs
	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	$oxedsymbol{\boxtimes}$ must be inclusive of VAT and other applicable indirect taxes
Proposal	must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals	🗆 60 days
(Counting for the last day of	90 days
submission of quotes)	🛛 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	⊠ Not permitted
	Permitted

Doumont Torms	As indicated in the TOR
Payment Terms	
	Condition for Payment Release:
	Within thirty (30) days from the date of meeting the following conditions:
	a) UNDP's written acceptance (i.e., not mere receipt) of the quality of
	the outputs; and
	b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed	UNDP Viet Nam Governance and Participation Unit
services and authorize the	
disbursement of payment	
Type of Contract to be Signed	Purchase Order
Type of contract to be signed	Institutional Contract
	Contract for Professional Services
	□ Long-Term Agreement ¹
	Other Type of Contract
Criteria for Contract Award	Lowest Price Quote among technically responsive offers
	☐ Highest Combined Score (based on the 70% technical offer and 30%
	price weight distribution)
	☑ 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 shall be considered technically qualified if it meets specification
Proposal	requirements for equipment and achieves minimum 70% of total
	obtainable technical points.
	Weight of technical and financial points
	Weight of technical and financial point:
	Technical Proposal (70%)
	Financial Proposal (30%)
	Financial score will be computed as a ratio of the Proposal's offer to the
	lowest price among the proposals received by UNDP.
	Towest price among the proposals received by onder.
	See detailed evaluation criteria in the below table.
UNDP will award the contract to:	\boxtimes One and only one Service Provider
	 One or more Service Providers, depending on the following factors:
Annexes to this RFP	\square Description to Requirements (Annex 1)
	\square Form for Submission of Proposal (Annex 2a: Technical proposal;
	Annex 2b: Financial proposal; Annex 2-c: Submission check-list)
	☑ Detailed TOR (Annex 3)
	☑ Contract templates and General Terms and Conditions (Annex 4)

¹ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$100,000.00.

Contact Person for Inquiries (Written inquiries only) ²	Mr. Nguyen Thai Duong Procurement Assistant, UNDP Vietnam Email: nguyen.thai.duong@undp.org
	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	

² 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

Summ	ary of Technical Proposal Evaluation Forms	Points Obtainable
1.	Bidder's qualification, capacity and experience in Youth Development, Youth Empowerment and Volunteering	300
2.	Proposed the technical proposal and budget to deliver the workload in the contract with proposed timeline	400
3.	Management Structure, Key Personnel, and relevant projects which have done by the firm (with CV attached)	300
	Total	1000

Technical Proposal Evaluation	Points	Company / Other Entity			ty	
Form 1	obtainable	Α	В	С	D	E

Bidder's qualification, capacity and experience

	 Experience on Projects nationally Work for other large organizations 				
1.3	 Relevance of specialized knowledge and experience on similar engagements done in the country: Specialised Knowledge Experience on Similar Programme / Projects 	150			
1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls	100			
1.1	Reputation of Organization and Staff Credibility / Reliability	50			

Techn	Technical Proposal Evaluation		(Compan	y / Oth	er Entit	у
Form 2		Obtainable	Α	В	С	D	Ε
Propo	sed Methodology, Approach and Implementation Pla	n					
2.1	To what degree does the Offeror understand the task?	100					
2.2	Is the scope of task well defined and does it correspond to the TOR?	100					
2.3	Is the proposal clear and is the sequence of activities and the planning logical, realistic?	200					
	Total Form 2	400					

	cal Proposal Evaluation	Points	(Compan	y / Othe	er Entity	
Form 3		Obtainable	Α	В	С	D	E
Manag	ement Structure and Key Personnel			<u> </u>	<u> </u>		
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?	60					
3.2	Qualifications of key personnel proposed						
3.2.1	Team Leader – Community Expert	100					
	At least 3 years experience in youth empowerment, volunteerism and the development field	30					
	Have established relationships with the stakeholders in the Youth Development field; able to engage the youth-led organizations/ youth clubs to join the SDG Youth Hub	50					
	Be able to lead the team to complete all outputs above	30					
3.2.2	Technical Expert	80					
	At least 3 years experience of coding and designing websites/ social networks	50					
	Willing to work with the previous technical team of the SDG Hub	30					
3.2.2	Communication Expert	60					
	Experience in promoting youth social projects, organizing events and designing communication materials.	60					
	Total Form 3	300					<u> </u>
	TOTAL	1000					

FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL³

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

[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:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating among others the following with appropriate supporting documents:

- a) Profile describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses Registration Papers, Tax Payment Certification, etc.
- c) Track Record list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references

Client	Contract value	Duration of activity	Services/goods provided	References contact (name, phone, email)

- d) Certificates and Accreditation including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. (if any)
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

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

C. Qualifications of Key Personnel

The Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP

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]

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL⁵

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁶)

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 format shown on the following pages 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.

A. Cost Breakdown per Deliverable*

	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Deliverable 1		
2	Deliverable 2		
3			
	Applicable taxes		
	Total	100%	

B. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration	Total Period of	No. of	Total Rate
	per Unit of Time	Engagement	Personnel	
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a . Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				

⁵ This serves as a guide to the Service Provider in preparing the Proposal.

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

6. Others		
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]

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 Monday, December 10, 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	Fully filled Technical proposal (pls. refer to template in Annex 2-a) with copies/scan of supporting documents			
2	Dully signed Price Schedule (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 procurement.vn@undp.org 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]

TOR Annex 3

TERMS OF REFERENCE

Service	Improving and launching the SDG Youth Hub platform
Duty station:	Hanoi
Expected Duration	The service provider is expected to provide the services specified in this TOR from
	December 2018 to April 2019
Supervision:	The service provider will work closely with the UNDP Viet Nam Governance and
	Participation Unit

1. Background

The 17 Sustainable Development Goals were adopted by 193 world leaders on 25th September 2015 at a historic UN Summit. Viet Nam has done much work on the implementation of the global sustainable development agenda. The Sustainable Development Goals were nationalized in the National Action Plan to implement the 2030 Agenda for SDGs in May 2017. The Plan calls for action by all stakeholders to achieve the Goals, making SDG progress everybody's business.

The country is now going through a period known as the 'golden population structure', with nearly 28% of the national population aged between 16 and 30. Young people already play a central role in Vietnam's development and efforts to accelerate the achievement of the SDGs.

In order to achieve this, people need to be able to quickly access the latest information, help raise awareness of the SDGs, be empowered, participate and be supported to become directly involved in action to deliver the SDGs. Furthermore, it is important that these actions and partnerships be recognized and shared widely to inspire others to contribute towards the development of a sustainable and prosperous world. SDG Youth Hub aims to utilize these opportunities and meet these challenges to ensure the SDGs are for 'all people'.

The SDG Youth Hub is a social networking platform that assists young individuals and youth – led organizations in developing ideas, connecting people, securing resources, spreading and promoting actions in order to build a cohesive and strong community for the implementation of the SDGs. Moreover, the SDG Youth Hub helps visualize the progress of implementation of the 17 SDGs, collect data and measure the contribution of every activity to this common progress.

The SDG Youth Hub seeks to assist young individuals and youth groups who want to contribute to the Goals, who are already contributing through existing actions but are unaware of the global SDG movement to frame their actions within, and finally to engage and develop the awareness of others who have never heard of the SDGs but who will play an essential role should the SDGs ever be fully realized.

In 2017, UNDP has supported to complete the beta version of the website with the basic tools and information, including:

- Information about the SDGs
- The information of NGOs, youth-led organizations which work to achieve the SDGs by 2030
- SDG action map of the youth clubs in Vietnam
- A social network for connection and information sharing: volunteer opportunities, funding opportunities... which can easily connect with the existed social networks.

In 2018, UNDP would like to complete the features of the SDG Youth Hub, test the user experiences and officially launch the SDG Youth Hub.

Hence, UNDP calls for detailed technical and financial proposals from interested Vietnamese consultancy firms, NGOs, universities to provide services in the following areas: Testing the User experiences; Coordinating the working group; Developing and completing the tools of the website; Launching the website.

2. Outcomes

- The SDG Youth Hub is completed and officially launched
- Increased SDG awareness and activity in Vietnam, in particular among active youth and community groups, by measuring user activity and profile creation following baseline assessment of SDG awareness.
- Contribution to SDG implementation in Vietnam by monitoring and motivating individual and group SDG activities.

3. Expected Outputs

The service provider, according to the following terms of reference and under the coordination of UNDP Vietnam, shall deliver the services as described below:

Outputs	Description	Expected Results	Deadlines
Output 1	Engaging at least 30 youth-led organization/ clubs to use the SDG Youth Hub for their events/activities in 2 months	The feedback from at least 30 youth- led organization/clubs on the operation of SDG Youth Hub	15 th January 2019
Output 2	Developing new tools and fixing the errors of SDG Youth Hub; focus on the SDG Action map and the Social network	All of errors reported by the youth clubs will be fixed. The new tools will be developed as the requirement of youth clubs	15 th February 2019
Output 3	Designing the communication package for the website and supporting the other related activities (promoted online event, Launching event of the website)	Communication package for the website Ensure the branding of UNDP and stakeholders in the website/communication materials	15 th February 2019
Output 4	Launching the SDG Youth Hub	Complete the website with full options as required by the pilot users Online Launching the website Engage at least 50 youth-led organization/ youth club to use the SDG Youth Hub	15 th March 2019

4. Expected Qualifications

Interested Vietnamese consultancy firms, universities, NGOs shall form a team that consists of one community expert, one technical expert and one communication expert.

General qualifications:

- Sound knowledge and understanding of the Agenda 2030, SDGs, both processes and contents
- Proven experience working in the Vietnamese context, especially in the youth development fields
- Proven interpersonal and team-work skills
- Have a strong communication and presentation skills

• Willing to continue to support on updating the information of Youth Clubs, maintain the SDG Hub is an advantage

Each team member will have distinct roles, including but not limited to the following:

Community Expert

- At least 3 years experience in youth empowerment, volunteerism and the development field
- Have established relationships with the stakeholders in the Youth Development field; able to engage the youth-led organizations/ youth clubs to join the SDG Youth Hub
- Be able to lead the team to complete all outputs above.

Technical Expert

- At least 3 years experience of coding and designing websites/ social networks
- Willing to work with the previous technical team of the SDG Hub

Communication Expert

- Experience in promoting youth social projects, organizing events and designing communication materials.
- 5. Timing, duration and location

The Service provider shall work independently on this assignment and deliver final outputs as described in Section 3 above. The duty station for this assignment shall be Hanoi.

The Service provider is expected to provide services specified in this TOR from December 2018 to April 2019.

6. Contract payment

50% of the contract value (fees based on the UNDP's standard rates) will be paid after successfully design the communication package for the website and supporting the other related activities (promoted online event, Launching event of the website); and 50% of the total contract value will be paid upon provision of all deliverables with satisfactory acceptance from UNDP.

- 7. Provision of monitoring and progress controls
- The Service provider and UNDP Viet Nam shall be responsible for quality control of the outputs.
- The Service provider will report directly to UNDP Viet Nam.
- The Service provider will provide a report on delivery of the service upon completion of the contract.

8. Documents to be submitted for evaluation

- An official letter signed by the senior officer in charge of the organization.
- A proposal and budget estimation
- Detailed CVs of the leader and the team
- A description of the organization (not more than two pages) including information about the organization's legal entity.

9. Qualification and experience requirements:

The national experts for this TOR is expected to meet the following qualifications:

- Sound knowledge and understanding of the Agenda 2030, SDGs, both processes and contents
- Proven experience working in the Vietnamese context, especially in the youth development fields

- Proven interpersonal and team-work skills
- Have a strong communication and presentation skills
- Willing to continue to support on updating the information of Youth Clubs, maintain the SDG Hub is an advantage

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

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

 \square

below US\$ 50,000 (Goods or Goods and Services):

UNDP General Terms and Conditions for Contracts apply http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/2.%20UNDP%20GTCs%20for%20Con tracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf

equal to or above US\$ 50,000 (Goods and/or Services):

UNDP General Terms and Conditions for Contract apply

http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/2.%20UNDP%20GTCs%20for%20Con tracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf