



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

Dear Sir / Madam:

We kindly request you to submit your Proposal **to provide research and consultation on opportunities to increase access to insurance related products in high risk coastal areas**

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 **Friday, May 24, 2019** (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: nguyen.thuy.nga@undp.org</p> <p><u>Separate emails</u> for technical and financial proposals.</p> <p>With subject: (Ref. RFP-N-190503) RFP for for National firm/institution to provide research and consultation on opportunities to increase access to insurance related products in high risk coastal areas (<i>Email ... of ... emails</i>)</p> <p>Maximum size per email: 30 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>With envelop subject: (Ref. RFP-N-190503) RFP for National firm/institution to provide research and consultation on opportunities to increase access to insurance related products in high risk coastal areas</p> <p>When submitting hard copy proposals, please submit 1 original + 1 copy + CD ROM containing all contents corresponding to hardcopy in PDF format.</p> <p>One of the following staff can be called to receive hard copy proposals:</p> <ol style="list-style-type: none">1. Ms. Nguyen Thuy Nga, Procurement Executive Tel: +84-24-385018312. 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.

DESCRIPTION OF REQUIREMENTS

Context of the Requirement	Please see information in the TOR (Annex 1)
Implementing Partner of UNDP	Please see information in the TOR (Annex 1)
Brief Description of the Required Services	research and consultation on opportunities to increase access to insurance related products in high risk coastal areas.
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	UNDP Programme Management Specialist
Frequency of Reporting	Please refer to the TOR
Progress Reporting Requirements	Please refer to the TOR
Location of work	<input checked="" type="checkbox"/> At Contractor's Location with 01 possible mission to project province
Expected duration of work	Early June 2019 to 30 July 2019
Target start date	05 June 2019
Latest completion date	30 July 2019
Travels Expected	As per TOR
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i>
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>
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"/> Vietnamese 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 (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <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	As indicated in the TOR. 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 services and authorize the disbursement of payment	UNDP Program Management Specialist GCF project
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ¹ <i>(if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)</i> <input type="checkbox"/> Other Type of Contract <i>[pls. specify]</i>
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <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>Proposal shall be considered technically qualified if it meets specification requirements for equipment and 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> 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 and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors:
Annexes to this RFP	<input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Forms for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ² <input checked="" type="checkbox"/> General Terms and Conditions de minimis (for contract below US\$ 50k) or General Terms and Conditions (for contract above US\$ 50k) (Annex 4)
Pre-proposal meeting	No
Contact Person for Inquiries	Ms. Nguyen Thuy Nga Procurement Executive, UNDP Vietnam Email: nguyen.thuy.nga@undp.org

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.

² 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.

(Written inquiries only) ³	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	Bidders are responsible for checking the UNDP website: http://www.vn.undp.org/content/vietnam/en/home/operations/procurement/procurement_notices.html for any addenda and updated deadline to this Request for Proposals. UNDP reserves the right to post addenda up to the closing date for submissions. Hence bidders are advised to check the UNDP website frequently prior to submitting their proposal

³ 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	Max. points
Form 1	Qualifications of the Service Provider	200
1.1	At least 3 years experience in working with the insurance sector and in the analysis and quantification of disaster risk	100
1.2	Experience working on projects related to coastal areas of Viet Nam	50
1.3	Experience in developing high-quality analytical reports for the private sector, United Nations or donor organizations, with experience in working with the Government of Viet Nam a plus.	50
Form 2	Proposed Workplan and Approach for the Completion of Services	300
2.1	To what degree does the Offeror understand the task?	50
2.2	Is the proposed methodology well defined and does it correspond to the TOR?	50
2.3	Have the important aspects of the expected outputs been addressed in sufficient detail?	100
2.4	Is the presentation of workplan/approach clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	100
Form 3	Qualifications of Key personnel	500
3.1	Masters degree or higher qualification in finance, banking, insurance or related business field	100
3.2	At least 5 years of working experience in Vietnam working in insurance or related financial field, preferably with large private sector or state organisations	200
3.3	Track record of analytical report writing, and/or academic publication in areas related to financial tools including insurance, ideally in Viet Nam	100
3.4	Proven network and knowledge of the financial services sector and insurance in Viet Nam, preferably with knowledge of both for profit and non-profit based finance schemes (such as micro-insurance)	100
	TOTAL	1,000



Empowered lives.
Resilient nations.

Annex 1

TERMS OF REFERENCE

National firm/institution to provide research and consultation on opportunities to increase access to insurance related products in high risk coastal areas.

1) GENERAL BACKGROUND

As the world economy and population grows, so do the economic costs of disasters globally. According to Swiss Re; an insurance and reinsurance company, 2017 was the costliest year ever in terms of losses from natural catastrophes, with an estimated USD 337 billion worldwide. The economic losses were almost twice the 2016 total of USD 180 billion, and well above the inflation-adjusted average of USD 190 billion of the past decade. The trend remains true in percentage of GDP measures.⁴

This trend also is exacerbated by climate change, which is making the frequency of storms and other extreme weather events more unpredictable and their impact more severe. Developing countries, many of which are very vulnerable to climate change-related impact, are under growing pressure to manage disaster risk in a more integrated manner to enhance their climate resilience and to achieve sustainable development⁵.

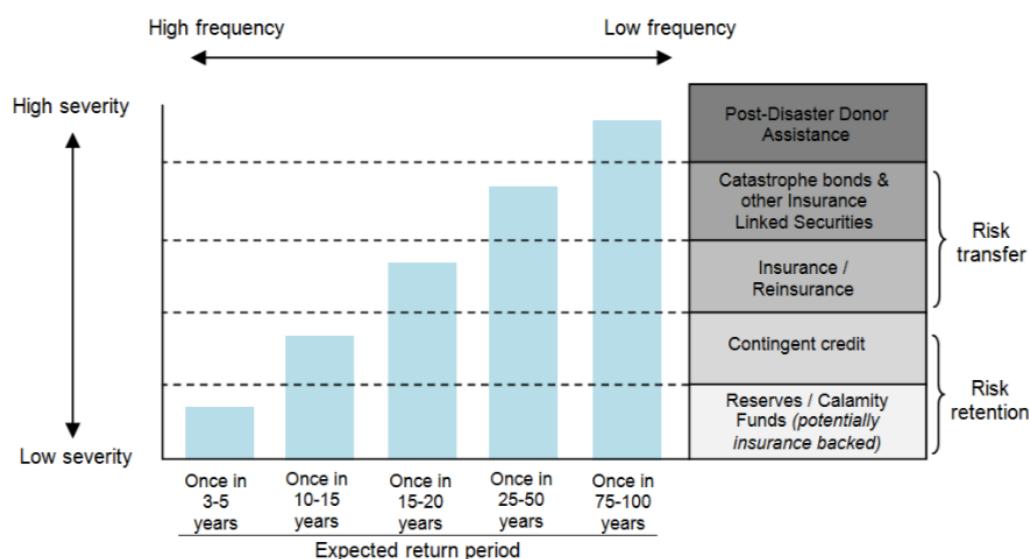
A 2015 estimate showed that only about 100 million people in the developing world are currently covered by climate risk insurance. This means that the financing gap for residual risks is borne largely by the public sector through national or provincial budgets. In the case of large disasters, international humanitarian assistance is also used to cover these costs, but according to Inter-American Development Bank data, such assistance only typically covers about 8% of total direct losses.

Figure 3 below shows how a “layered approach” to disaster risk financing can be applied so that different financial tools are applied based on the frequency and severity of events.

⁴ Ibid.

⁵ <https://www.oecd.org/daf/fin/insurance/OECD-Recommendation-Disaster-Risk-Financing-Strategies.pdf>

Figure 1 Layered Approaches to Disaster Risk Financing



Source: ADB, adapted from the World Bank⁶.

While the Government can and should be the bearer of some risk related to disasters, it is essential that other actors, such as the private sector and households also invest in managing their risk and exposure to disasters. Table 1 below provides a summary of key types of assets, the ‘carrier’ or party responsible for that risk.

Table 1 Types of Asset at Risk

Asset at risk	Risk-carrier	Scale of solution
Public physical assets	Governments	Macro <i>Risk transfer solutions for (sub)sovereigns to cover their direct or indirect costs</i>
Emergency response costs		
Forgone revenue		
Uninsured private assets	Businesses, homeowners, farmers	National schemes <i>Insurance schemes and pools to increase insurance penetration</i>
Livelihood assistance	Individuals	Micro <i>Simplified products distributed through aggregators such as MFIs, NGOs, and corporates</i>

Source: Swiss Re⁷

Viet Nam Context

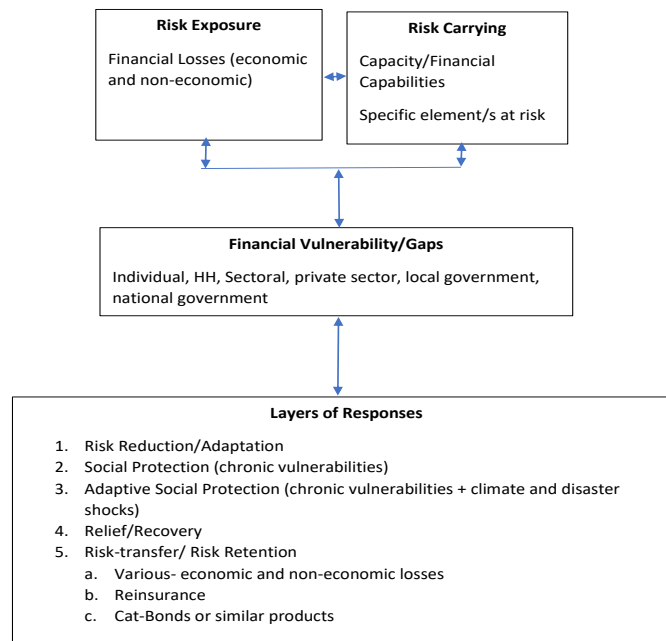
Despite significant investments in preparedness and resilience which have reduced loss of life, extreme-weather-related losses and costs to property and natural ecosystems are increasing in Viet Nam. Climate change projections further point to increasing intense and less predictable floods and storms. Over the last two decades natural disaster losses have reduced GDP growth by more than 1% annually in Viet Nam.

Currently, the Vietnamese government directly bears the burden of virtually all major financial risks associated with extreme climate events, compensating victims through disaster relief assistance or through reconstruction projects. As Viet Nam grows, and total assets increase in high risk areas, this model is increasingly expensive and potentially unsustainable for the Government; particularly when government budgets are stretched, and the international assistance is shrinking.

⁶ https://www.unescap.org/sites/default/files/Session_4_Erik_Kjaergaard_Disaster_Risk_Financing.pdf

⁷ Ibid.

Figure 3: Risk Exposure and Risk Carrying



Source: Sanny Jegillos, UNDP

UNDP and the Government of Viet Nam are jointly implementing the GCF funded “Improving the resilience of vulnerable coastal communities to climate change related impacts in Viet Nam project” (GCF). The GCF project is supporting Viet Nam through an integrated approach which aims to build storm- and flood-resilient housing for poor and vulnerable populations; while also regenerating mangrove buffer zones to mitigate typhoon impacts in coastal areas.

Component 3 of this project aims to help coastal provinces better manage financial risks from major climate-related disasters and to improve the affordability and accessibility of risk transfer financial vehicles so that these provinces and their vulnerable populations recover more quickly after climate-related natural disasters.

Activity 3.3.1 requires the project to facilitate dialogue between the Government and insurance sector to research opportunities to increase access to insurance related products in high risk coastal areas. As a contribution to Activity 3.3.1, this consultancy will conduct research into opportunities to strengthen insurance coverage to promote resilience in coastal areas of Viet Nam. The resulting report will be a key input into a consultation meeting planned with the insurance sector to look at how the GCF project can support enhanced Government action to promote more diverse and effective risk transfer and management.

2) OBJECTIVES OF THE ASSIGNMENT

The objective of this consultancy is to develop a high-quality technical brief with clear analysis and documenting opportunities to strengthen insurance coverage for public and private assets in coastal Viet Nam as an input for a consultation meeting to support dialogue and further action in this area.

3) SCOPE OF WORK

The firm will be responsible for conducting an analysis of existing good practice as well as analyzing opportunities and challenges in incentivizing the development and/or scale up of locally appropriate insurance tools suitable for coastal areas. This will include developing a research plan, conducting a desk review of global and domestic good practice, executing interviews with key stakeholders, and drafting the technical brief document. It will also require developing the agenda, speaker and invitee list for a consultation workshop on options on insurance as a tool to promote resilience in coastal areas planned for the third quarter of 2019 in Hanoi.

The firm's results will consist of:

- A 15-20 page high-quality Technical Brief on summarizing key experience and findings based on research, meetings and analysis. The firm will be responsible analysis and for developing a series of recommendations for specific actions which could be taken forward by the Government, by the GCF project, and by the private sector to act upon recommendations and analysis provided in the report.
- Organization of a consultation meeting (organization cost will not be included in bidder's financial proposal) bring together Government, insurance and other related stakeholders to discuss options for strengthening access to insurance and ways forward.

Key questions to be considered by the firm should include:

- What are key elements of global and domestic good practice in the provision of insurance as a tool for climate related risk management in coastal areas?
- Are their policy and legal/regulatory incentives and/or barriers for providing effective insurance coverage in Viet Nam?
- To what extent is insurance being used as a tool for climate risk management in coastal areas of Viet Nam? What kinds of assets are currently insured? Who is currently buying insurance, and where are the gaps in coverage among Government, private sector companies, households and other stakeholders?
- Are insurance providers available in GCF provinces and what are the kinds of products and coverage they provide?
- What are the current barriers for insurance providers in providing insurance products to different stakeholders in Viet Nam?
- What are the barriers for potential buyers of insurance products in coastal areas of Viet Nam, including the Government, private sector, households and other stakeholders?
- Are their any trends in terms of gender, age, ethnicity or other social factors that are impacting the uptake of insurance in Viet Nam? Are their any examples of products and services tailored to more specific audiences, and what are the advantages and disadvantages of such an approach?
- Are their opportunities for national and/or Provincial level Government, to create incentives for scaling up the application of climate resilient insurance schemes? What would be the key elements of such an approach, and what specific elements should be considered for inclusion in the design of a future storm resilient housing program?
- Are their emerging innovations in service lines or systems that could be supported to reduce costs or to speed up scale up of good practice (such as application of e-banking technologies, big data analysis, improved risk profiling and cost estimation etc)?

Key tasks

1. Develop a full assessment methodology, mission plan and list of stakeholders to meet during the consultancy drawing on GCF project knowledge in the project and public sector and the firm's network and experience in the mortgage/ insurance sector.
2. Conduct interviews in Hanoi, and in at least one GCF project province to collect data from households, provincial level financial service providers, Provincial government and other stakeholders.
3. Complete desk review of international and national level data, and analyze data collected through interviews developing a first full draft of the Technical Report for clearance by UNDP/GCF PMU.
4. Develop agenda, speaker and invitee list and summary approach paper and PowerPoint presentation for the consultation meeting on options for incentivizing access to insurance in coastal areas (which will also discuss the technical paper).
5. Co-facilitate 1-day consultation meeting in Hanoi (organization cost will not be included in bidder's financial proposal) with key stakeholders including Government, the private sector and especially insurance agencies.
6. Finalize Technical Brief based on feedback received and draft concise (3-5 page) workshop summary report (not including annexes).

Stakeholders for consultation

1. Selected members of the Central Steering Committee for Natural Disaster Prevention and Control and especially VDMA and MOC
2. Ministry of Finance
3. Representative from provincial PPCs, DARDs and construction departments
4. Representatives from the United Nations in Viet Nam, the World Bank, KfW and GIZ, Women's Union, and key Government institutes
5. Banks, mortgage providers, micro-finance organizations, insurance and other relevant financial companies with products and services that provide financial products and services relevant to the scale-up of current or future storm resilient housing programs.
6. Other stakeholders identified by the firm and agreed in the inception report.

Team composition

It is up to bidders to propose a composition of the team to complete the scope of work in the TOR.

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

Duration

The contract duration for the firm is from date of signature to 30 July 2019.

Maximum number of working days: 20 days (5 days mission to GCF province included)

Duty station

Hanoi home-based with 1 possible mission (5 days) to selected GCF project Provinces in Viet Nam (because specific province will be defined during contract implementation so travel costs, per diem will be reflected in contract amendment later)

5) FINAL PRODUCTS

The firm is expected to submit following deliverables

#	Deliverables	Deadline
1	Short inception report detailing workplan, list of experts/ organizations to be consulted and documents for initial review and approval by MOC/GCF project	15 June 2019
2	Initial draft of Technical Study and draft agenda for consultation meeting	05 July 2019
3	Completion of consultation meeting and final draft of Technical Report accepted by UNDP/PPMU GCF	30 July 2019

6) PROVISION OF MONITORING AND PROGRESS CONTROLS

The firm will report to UNDP Programme Management Specialist and working closely under the supervision of UNDP International Technical Specialist to deliver the results with indicative timeline as indicated above. The contractor's assigned consultant(s) are required to coordinate with assigned staff within the GCF Project Management Unit and relevant departments within the VNDMA

7) DEGREE OF EXPERTISE AND QUALIFICATIONS

General requirements for the firm:

- At least 3 years experience in working with the insurance sector and in the analysis and quantification of disaster risk
- Experience working on projects related to coastal areas of Viet Nam
- Experience in developing high-quality analytical reports for the private sector, United Nations or donor organizations, with experience in working with the Government of Viet Nam a plus.

Qualification of key personnel:

- Masters degree or higher qualification in finance, banking, insurance or related business field.
- At least 5 years of working experience in Vietnam working in insurance or related financial field, preferably with large private sector or state organisations.
- Proven network and knowledge of the financial services sector and insurance in Viet Nam, preferably with knowledge of both for profit and non-profit based finance schemes (such as micro-insurance)
- Track record of analytical report writing, and/or academic publication in areas related to financial tools including insurance, ideally in Viet Nam

8) ADMIN SUPPORT AND REFERENCE DOCUMENTS

UNDP and the Vietnam Disaster Management Authority will provide necessary administrative support to the assigned experts throughout the implementation of this consultancy service. However, the firm should be proactive in making appointments, organizing discussions and consultation meetings with the national consultants and key stakeholders.

9) REVIEW TIME REQUIRED AND PAYMENT TERM

Fee will be made after the contract deliverables accepted by UNDP.

- 20% of the contract will be transferred upon acceptance of the inception report (Deliverable 1)
- 30% will be paid upon acceptance of the draft of scoping study and workshop agenda. (Deliverable 2)
- 50% of the fee will be paid and liquidated upon satisfactory completion of the report and consultation meeting. (Deliverable 3)

The firm will need to send a financial proposal based on Daily Fee using UN-EU cost norm 2017. The firm shall quote an all-inclusive Daily Fee for the contract period for all relevant team members. The term “all-inclusive” implies that all costs (PIT tax, professional fees, communications, consumables, etc.) that could be incurred in completing the assignment are already factored into the daily fee submitted in the proposal.

10) CONSULTANT PRESENCE REQUIRED ON DUTY STATION/UNDP PREMISES

☒ NONE
 ☐ PARTIAL
 ☐ INTERMITTENT
 ☐ FULL-TIME

FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[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.

(Note: Please refer to Form 1 – Evaluation criteria for providing appropriate information and supporting documents to demonstrate the bidders' capacity)

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.

(Note: Please refer to Form 2 – Evaluation criteria for UNDP requirements when preparing this section)

C. Qualifications of Key Personnel

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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

(**Note:** Please refer to Form 3 – Evaluation criteria for UNDP requirements when preparing this section)

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 PROPOSAL¹⁰

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹¹)

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 <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
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 per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
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				
6. Others				

¹⁰ This serves as a guide to the Service Provider in preparing the Proposal.

¹¹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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: 30 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 **Friday, May 24, 2019** (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 submission form			
2	Company profile			
3	Business license			
4	Track record			
5	Certificates and Accreditation			
6	Written Self-Declaration			
7	CV(s) of team compositin			
8	Dully signed Price Schedule (pls. Refer to template in Annex 2-b)			
9	This duly filled, checked, certified submission checklist to be attached to the submission			
10	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]

*General Terms and Conditions for Services***1.0 LEGAL STATUS:**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2.0 SOURCE OF INSTRUCTIONS:

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4.0 ASSIGNMENT:

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5.0 SUB-CONTRACTING:

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

6.0 OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7.0 INDEMNIFICATION:

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents,

servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:

- 8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:
 - 8.4.1** Name UNDP as additional insured;
 - 8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;
 - 8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

9.0 ENCUMBRANCES/LIENS:

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10.0 TITLE TO EQUIPMENT:

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:

- 11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

- 11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.
- 11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.
- 11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

- 13.1** The recipient ("Recipient") of such information shall:
- 13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,
 - 13.1.2** use the Discloser's Information solely for the purpose for which it was disclosed.
- 13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:
- 13.2.1** any other party with the Discloser's prior written consent; and,
 - 13.2.2** the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:
 - 13.2.2.1** a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,
 - 13.2.2.2** any entity over which the Party exercises effective managerial control; or,

13.2.2.3 for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

- 13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.
- 13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.
- 13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.
- 13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

- 14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.
- 14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.
- 14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

15.0 TERMINATION

- 15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

- 15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.
- 15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

16.0 SETTLEMENT OF DISPUTES

- 16.1 Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.
- 16.2 Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

17.0 PRIVILEGES AND IMMUNITIES:

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18.0 TAX EXEMPTION

- 18.1** Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In

the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

- 18.2** Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19.0 CHILD LABOUR

- 19.1** The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.
- 19.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20.0 MINES:

- 20.1** The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.
- 20.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21.0 OBSERVANCE OF THE LAW:

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22.0 SEXUAL EXPLOITATION:

- 22.1** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

22.2 The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

23.0 AUTHORITY TO MODIFY:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the Contractor and jointly by the UNDP Authorized Official.

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)

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