



REQUEST FOR PROPOSAL (RFP)

From National firms/institutes/organizations

Dear Sir / Madam:

We kindly request you to submit your Proposal to provide service for ISO 14001 Assessment Service. (Ref. D-190703)

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

Proposals must be submitted on or before **Friday, August 09, 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.thai.duong@undp.org</p> <p>Separate emails for technical and financial proposal.</p> <p><u>With subject line: ISO 14001 Assessment Service. (Ref. D-190703)</u></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><u>With envelop subject: ISO 14001 Assessment Service. (Ref. D-190703)</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. Mr. Nguyen Thai Duong, Procurement Assistant Tel: +84-24-385001882. 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

7/31/2019

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	One National consultancy firm/Institution to provide ISO 14001 Assessment Service. (Ref. D-190703)
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	Please see information in the TOR
Frequency of Reporting	Please refer to the TOR
Progress Reporting Requirements	Please refer to the TOR
Location of work	<input type="checkbox"/> Exact Address: <input checked="" type="checkbox"/> Hanoi and Quang Nam province
Expected duration of work	3 Years
Target start date	November 2019
Latest completion date	October 2022
Travels Expected	Please refer to the TOR
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> <input checked="" type="checkbox"/> None
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input type="checkbox"/> Required <input checked="" 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	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	Mr. Tran Quy Nang
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services
Criteria for Contract Award	<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	Proposal shall be considered technically qualified if it achieves minimum 70% of total obtainable technical points. Weight of technical and financial point: <u>Technical Proposal (70%)</u> <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. See detailed evaluation criteria in the below table.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One bidder
Annexes to this RFP	<input checked="" type="checkbox"/> Description to Requirements (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2a: Technical proposal; Annex 2b: Financial proposal; Annex 2-c: Submission check-list) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input checked="" type="checkbox"/> Contract templates and General Terms and Conditions (Annex 4)
Contact Person for Inquiries (Written inquiries only) ¹	Mr. Nguyen Thai Duong Procurement Assistant, UNDP Vietnam Email: nguyen.thai.duong@undp.org

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
Number of international ISO 14001 Customers <i>(the bidder who has the highest number of customers will obtain 500 points, other bidder(s) will obtain the point = their number of customers x 500/highest number of customers)</i>	500
Number of ISO 14001 Auditors with more than 2-years' experience <i>(the bidder who has the highest number of ISO 14001 Auditors will obtain 500 points, other bidders will obtain the point = their number of Auditors x 500/highest number of auditors)</i>	500
Total	1000

FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL²

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)

[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

² This serves as a guide to the Service Provider in preparing the Proposal.

³ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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**

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 together with one sample writing in English for team leader.

(**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 PROPOSAL⁴

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁵)

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				

⁴ This serves as a guide to the Service Provider in preparing the Proposal.

⁵ 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 16 June 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 (pls. refer to template in Annex 2-a) with copies/scan of supporting documents i.e. company profile, company registration certificate, List of international ISO 14001 customers, List all ISO 14001 auditors of the bidder, CVs of ISO-14001 auditors and ISO-14001 auditor certificates)			
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]



*Empowered lives.
Resilient nations.*

TERMS OF REFERENCE

Title: ISO 14001 Assessment Service
Project: Green One UN House (GOUNH)
Duty Station: Ha Noi, Viet Nam
Duration: November 2019 to October 2022

1. GENERAL BACKGROUND

The Green One UN House (GOUNH) of Hanoi has achieved its first Environmental Management System Certification, ISO 14001-2015, in March 2017 as a prerequisite and prior to the Lotus Platinum certification by the Vietnamese Green Building Council. The ISO 14001-2015 is an essential part of the greening efforts of the UN Country Team with its emphasis on the end-to-end systematic process including leadership.

The first certification occurred from the 03rd March 2017 for a period of 3 years. An ISO 14001 accredited professional service provider is needed to accompany the GOUNH throughout the maintenance process and time in achieving the Environmental Management System re-Certification and surveillance audits. The re-Certification process shall be completed before by 03 January 2020, at least two months before the expiration of the 1st Certification (current one).

2. OBJECTIVES OF THE ASSIGNMENT

The objective of this assignment is to achieve the re-Certification and conduct periodic surveillance audits of the Environmental Management System ISO 14001 from an ISO accredited firm and technically lead the GOUNH in the re-Certification, which should be valid for three years.

3. SCOPE OF WORK:

- i. Re-Certification audit: assessing of the applying of ISO 14001:2015 in GOUNH system and grant the re-Certificate when requirements are met by the GOUNH;
 The auditing service will be implemented in maximum 02 months from 01 November 2019 to 01

January 2020.

- ii. Periodic surveillance audit: checking the maintenance of the ISO 14001:2015 system, and compliance to the ISO 14001:2015 system requirements.

The surveillance auditing services will be implemented 2 times, each time will take maximum 02 months from 01 November 2020 to 01 January 2021 and from 01 November 2021 to 01 January 2022 respectively.

4. DURATION OF ASSIGNMENT AND DUTY STATION

- **Duration & timing**: 3 years from 01 November 2019 to 31 October-2022
- **Duty station**: Ha Noi, Viet Nam

5. PROVISION OF MONITORING AND PROGRESS CONTROLS

The selected Contractor will perform the tasks as required with regular consultation and discussion with the GOUNH Facility Management Team, under the overall guidance of the Common Services Manager. The Contractor is required to regularly report to the Facility Manager on the progress of the work. After the signing of the contract, the selected Contractor and the Facility Manager shall agree on the final methodology and approach and timeline of the reporting requirements. Upon that the Contractor will develop a detailed work plan, which must be agreed with the Facility Manager beforehand.

6. DEGREE OF EXPERTISE AND QUALIFICATIONS

The interested bidders must show in their bidding submission the following qualifications:

1. List of international ISO 14001 customers;
2. List all ISO 14001 auditors of the bidder, CVs of ISO-14001 auditors and ISO-14001 auditor certificates)

7. REVIEW TIME REQUIRED AND PAYMENT TERM

Service payment will be made in 03 installments as below:

1. 60% of the contract value will be paid upon the completion of the Re-certification audit by the latest of 1 January 2020.
2. 20% of contract value will be paid upon the completion of the 1st Periodic Surveillance Audit by the latest of 1 January 2021.
3. 20% of contract value will be paid upon the completion of the 2nd Periodic Surveillance Audit by the latest of 1 January 2022.

8. ANNEXES TO THE TOR

Annex 1: Evaluation form for technical proposals

Technical Proposal Evaluation	Points obtainable
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Number of international ISO 14001 Customers <i>(the bidder who has the highest number of customers will obtain 500 points, other bidder(s) will obtain the point = their number of customers x 500/highest number of customers)</i>	500
Number of ISO 14001 Auditors with more than 2-years' experience <i>(the bidder who has the highest number of ISO 14001 Auditors will obtain 500 points, other bidders will obtain the point = their number of Auditors x 500/highest number of auditors)</i>	500
Total	1000

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)