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03 December 2019

## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

for individual consultants and individual consultants assigned by consulting firms/institutions

<b>Country:</b>	Viet Nam
<b>Description of the assignment:</b>	01 National Consultancy service for providing methodological advice for a survey on citizen satisfaction with public services to inform the realization of Livable HCMC vision
<b>Period of assignment/services (if applicable):</b>	December 2019
<b>Duty Station:</b>	Home based with mission to Ho Chi Minh City as necessary
<b>Tender reference:</b>	T191201

1. Submissions should be sent by **email** to: [luu.thi.trang@undp.org](mailto:luu.thi.trang@undp.org) no later than:

**23.59 hrs., 09 December 2019 (Hanoi time)**

With subject line:

**T191201 – 02 National Consultants to provide methodological advice for a survey on citizen satisfaction with public services to inform the realization of Livable HCMC vision**

Submission received after that date or submission not in conformity with the requirements specified this document will not be considered.

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**Note:**

- Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with UNDP.
- Maximum size per email is **30 MB**.
- Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Unit – UNDP Viet Nam will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.
- After submitting proposal, bidder should send notification by email (without attachment) to: [procurement.vn@undp.org](mailto:procurement.vn@undp.org) informing that the bidder has submitted proposal. UNDP will not be responsible for the missing of proposal if the bidder does not send notification email to above address.
- Female consultants are encouraged to bid for this required service. Preference will be given to equally technically qualified female consultants.

**2. Please find attached the relevant documents:**

- [Term of References](#)..... (Annex I)
- [Individual Contract & General Conditions](#)..... (Annex II)
- [Reimbursable Loan Agreement](#) (for a consultant assigned by a firm)..... (Annex III)
- [Letter to UNDP Confirming Interest and Availability](#) ..... (Annex IV)
- [Financial Proposal](#)..... (Annex V)

**3. Interested individual consultants must submit the following documents/information (in English, PDF Format) to demonstrate their qualifications:**

**a. Technical component:**

- Signed Curriculum vitae
- Signed Letter to UNDP Confirming Interest and Availability

**b. Financial proposal (with your signature):**

- The financial proposal shall specify a total lump sum amount in **VND for national consultant and US dollar for International Consultant** including consultancy fees and all associated costs i.e. airfares, travel cost, meal, accommodation, tax, insurance etc. – see format of financial offer in Annex V.
- Please note that the cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable as a direct cost of the assignment.
- If quoted in other currency, prices shall be converted to the above currency at UN Exchange Rate at the submission deadline.

#### 4. Evaluation

The technical component will be evaluated using the following criteria:

Consultant's experiences/qualification related to the services		
	Criteria	Maximum Point
1	Master Degree (PhD is an asset) in economics, development/political studies, social sciences, (specialization in democratic governance and/or statistics/qualitative data collection and analysis is an asset).	100
2	Sound knowledge and understanding of the topics of citizen perception/satisfaction and development, agenda 2030 and SDGs (knowledge and understanding of Livable HCMC set of indicators is an asset), etc.;	100
3	Good knowledge of qualitative, citizen perception/satisfaction (related to public services, administration reform) and perception survey literatures, theories and practices (surveys and utilization of data/information collected from the surveys for policy making) applied in Viet Nam (knowledge of surveys conducted in/by HCM is an asset);	200
4	Minimum 5 years (for the team leader) and 3 years (for the team member) of working experiences (with good skills and documented papers/reports) in designing, managing/administering and conducting qualitative (citizen experience, perception/satisfaction in the areas of PAR, public service provision, etc.) surveys in Viet Nam (experience in surveys in HCMC is an asset).	500

5	Strong skills in designing survey frameworks, methodologies, sampling, questionnaires, data collection tools and methods; for the team leader: guidance and inputs to survey design and implementation teams; good communication skills and command of writing and making presentations in English.	100
	TOTAL	1000

A two-stage procedure is utilized in evaluating the submissions, with evaluation of the technical components being completed prior to any price proposals being opened and compared.

The price proposal will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 1000 points in the evaluation of the technical component. The technical component is evaluated on the basis of its responsiveness to the Term of Reference (TOR). Maximum 1000 points will be given to the lowest offer and the other financial proposals will receive the points inversely proportional to their financial offers. i.e.  $S_f = 1000 \times F_m / F$ , in which  $S_f$  is the financial score,  $F_m$  is the lowest price and  $F$  the price of the submission under consideration.

The weight of technical points is 70% and financial points is 30%.

Submission obtaining the highest weighted points (technical points + financial points) will be selected subject to positive reference checks on the consultant's past performance.

Interview with the candidates may be held if deemed necessary.

## 5. Contract

“Lump-sum” Individual Contract will be applied for freelance consultant (Annex II)

“Lump-sum” RLA will be applied for consultant assigned by firm/institution/organization (Annex III)

Documents required before contract signing:

- International consultant whose work involves travel is required to complete the courses on BSAFE which is the new online security awareness training and submit certificate to UNDP before contract issuance.
- Note: In order to access the courses, please go to the following link: <https://training.dss.un.org>

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The training course takes around 3-4 hours to complete.

- Full medical examination and Statement of Fitness to work for consultants from and above 65 years of age and involve travel. (This is not a requirement for RLA contracts).
- Release letter in case the selected consultant is government official.

## **6. Payment**

UNDP shall effect payments to the consultant (by bank transfer to the consultant's bank account provided in the vendor form upon acceptance by UNDP of the deliverables specified the TOR.

Payments are based upon outputs, i.e. upon delivery of the products specified in the TOR.

If two currencies exist, UNDP exchange rate will be applied at the day UNDP instructs the bank to effect the payment.

## **7. Your proposals are received on the basis that you fully understand and accept these terms and conditions.**

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## ANNEX I



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### **TERMS OF REFERENCES**

**Provide methodological advice for a survey on citizen satisfaction with public services to inform the realization of Livable HCMC vision**

<b>Title:</b>	<b>National Consultancy service for providing methodological advice for a survey on citizen satisfaction with public services to inform the realization of Livable HCMC vision</b>
<b>Estimated Duration:</b>	Estimated 15 working days for each of 2 national consultants, in December 2019.
<b>Status:</b>	Part-time
<b>Duty Station:</b>	Home-based and with national consultants' two (2 day each) missions to Thành phố Hồ Chí Minh/HCMC Institute for Development Studies as necessary.

#### **1. Background**

In November 2015, the Resolution of the 10th Party Congress of Ho Chi Minh City has reviewed the implementation of the City's tasks for 2010-2015 and provided new directions for development of the City in the period 2016-2020. The new focus was placed on building Ho Chi Minh City into a "Good living quality, civilized, modern and caring" city ("Livable City"). This strategic direction aims to achieve the goals of improving people's living standards, both materially and spiritually/culturally, with sufficient income, good service in health, education, transportation, social protection and security. This orientation also focuses on tackling serious traffic congestion and accidents, floods, environmental degradation and pollution. In particular, "caring city" is a new concept, emphasizing the strengthening of civic responsibility, social capital and social participation.

Bulding on the 2017-2018 cooperation between UNDP and HCMC in development of the set of "livable city" targets/indicators, several surveys have been conducted to collect information on satisfaction of citizens and organizations with the servcies of administrative agencies in HCMC, such as HCMC fatherland Front's survey on on satisfaction of citizens and organizations with the servcies of department of planning and investment, and construction in 2018 and HIDS' 2018 survey on "measuring the citizens' and organizations' satisfaction with

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the services of state administrative agencies in HCMC”. To support HCMC Institute for Development Studies (HIDS) in learning from the past surveys and implementing the Plan “*measuring the citizens’ and organizations’ satisfaction with the state administrative and public service providing agencies in health and education in HCMC 2018-2020 period*”, this TOR is made for procurement of individual consultancy service in providing methodological advice for a survey on citizen satisfaction with **public services** to inform the realization of Livable HCMC vision.

## **2. Objective, scope of work, tasks and deliverables with timelines**

### **2.1. Objective**

HIDS’ survey to collect information/data on *people’s satisfaction with the public health and education service in HCMC* designed with (a) increased value addition (as compared to other surveys conducted by HCMC and in HCMC such as PAPI on the same subjects) and (ii) improved data collection methods and connectivity to results of other surveys and data on other “livable HCMC” indicators to allow HCMC People’s Committee to rank the performance of HCMC’s departments, districts and communes.

### **2.2. Scope of work, tasks and deliverables with timelines**

Under the overall supervision of the UNDP Assistant Country Director, Head of Inclusive Growth Unit and HIDS’ assigned staff, with technical assistance of relevant UNDP Viet Nam staff, in close cooperation with HIDS’ technical staff and other partners in HCMC, consultants will carry out the following tasks, submit following *deliverables (with timelines)*:

- (i) Conduct a mission to HCMC for consulting with HIDS and relevant departments to obtain better understanding of HCMC’s/HIDS’ needs for information to be collected from the survey, the objective and purposes of the survey including the need for ranking the performance of HCMC departments, districts and communes. *A short note on consultations (December 5, 2019).*
- (ii) Conduct a review of available literature, especially PAPI survey, surveys on satisfaction of people and organizations/enterprises with the administrative and public services conducted in HCMC, and other relevant surveys that have been successfully conducted in Việt Nam (such as PCI, PAR Index, etc.). *A short literature review report highlighting the advantages and disadvantages (in terms of their sampling and data collection methods, types of data collected, and effectiveness in meeting HCMC’s needs) of the reviewed surveys (December 10, 2019).*
- (iii) Based on the results of the tasks (i) and (ii) above, provide advices for HIDS to design the survey. The advices should include: (1) overall objective and the purposes; (2) value additions of the survey (as compared to other surveys conducted by HCMC on the

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similar/related subjects); (3) scope: information to be collected (best if in the form of survey questionnaires), sampling - representation level of the sample, timing and periods of surveys, etc.; (4) key elements/principles of survey (sampling, data collection and analysis and dissemination) methodologies and with 2-3 proposed options (as well as 2-3 innovative data collection methods) for the survey implementation; and (5) options for ensuring the connectivity of the survey data/results to the results of other surveys and data on other “livable HCMC” indicators to allow HCMC People’s Committee to rank the performance of HCMC’s departments, districts and communes for consultation with HIDS, UNDP and relevant partners in HCMC. *A draft mission’s report that combines the results of the tasks (i) and (ii) above and the advices to be produced under this task. December 20, 2019.*

- (iv) Conduct the second mission to HCMC/HIDS for (i) a (one day) training for HIDS relevant staff on sampling methodologies/techniques and questionnaire design and (ii) gathering comments/suggestions of UNDP, HIDS and relevant partners in HCMC on the draft report to finalise the report and necessary annexes such as survey methodological guides, sample design/sampling methods, questionnaires, options for (innovative) data collection methods and guidance for survey design/pre-test, etc. *A final mission’s report. December 31, 2019.*

### **3. PAYMENT TERMS**

100% of the total contract value will be paid upon provision of all deliverables with satisfactory acceptance from UNDP CO and HIDS.

### **4. DOCUMENTS AND SUPPORT OF SUSTAINABLE DEVELOPMENT OFFICE AND UNDP**

UNDP CO and HIDS will provide following relevant background documents:

- PAPI design and tools and related materials.
- Plan “*measuring the citizens’ and organizations’ satisfaction with the state administrative and public service providing agencies in health and education in HCMC 2018-2020 period*” and HIDS 2018 survey report and other materials of HCMC’s surveys on similar/related topics.
- Updated set of indicators/targets of “livable city”
- Other documents that are relevant and available.

UNDP Country Office and HIDS are not required to provide any physical facility for the work of the consultants, however venues for some technical meetings/consultations can be provided, at the discretion of the UNDP Country Office and HIDS and as necessary. As necessary, UNDP Country Office and HIDS will facilitate meetings of consultants with relevant government/HCMC agencies and experts for consultations and obtaining documents and data and opinions/suggestions/comments necessary for the work, including for conducting the pretest.

All documents and data provided to the consultants and the products of the consultants are confidential and cannot be used for any other purposes or shared with a third party without any written approval from UNDP and HIDS.

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5. Required qualifications (criteria for assessment are in the annex) for both national consultants (teamleader's qualifications are specified):

- Master Degree (PhD is an asset) in economics, development/political studies, social sciences, (specialization in democratic governance and/or statistics/qualitative data collection and analysis is an asset).
- Sound knowledge and understanding of the topics of citizen perception/satisfaction and development, agenda 2030 and SDGs (knowledge and understanding of Livable HCMC set of indicators is an asset), etc.;
- Good knowledge of qualitative, citizen perception/satisfaction (related to public services, administration reform) and perception survey literatures, theories and practices (surveys and utilization of data/information collected from the surveys for policy making) applied in Viet Nam (knowledge of surveys conducted in/by HCM is an asset);
- Minimum 5 years (for the team leader) and 3 years (for the team member) of working experiences (with good skills and documented papers/reports) in designing, managing/administering and conducting qualitative (citizen experience, perception/satisfaction in the areas of PAR, public service provision, etc.) surveys in Viet Nam (experience in surveys in HCMC is an asset).
- Strong skills in designing survey frameworks, methodologies, sampling, questionnaires, data collection tools and methods; for the team leader: guidance and inputs to survey design and implementation teams
- Good communication skills and command of writing and making presentations in Vietnamese and English.

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ANNEX IV

**OFFEROR'S LETTER TO UNDP**  
**CONFIRMING INTEREST AND AVAILABILITY**  
**FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT**

Date \_\_\_\_\_

*(Name of Resident Representative/Bureau Director)*

United Nations Development Programme

*(Specify complete office address)*

Dear Sir/Madam:

I hereby declare that:

- A) I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of [*indicate title of assignment*] under the [*state project title*];
- B) I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- C) I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV which I have duly signed and attached hereto as Annex 1;
- D) In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposed approach/methodology which I have attached hereto as Annex 3 [*delete this item if the TOR does not require submission of this document*];
- E) I hereby propose to complete the services based on the following payment rate: [*please check the box corresponding to the preferred option*]:
- An all-inclusive daily fee of [*state amount in words and in numbers indicating currency*]
- A total lump sum of [*state amount in words and in numbers, indicating exact currency*], payable in the manner described in the Terms of Reference.
- F) For your evaluation, the breakdown of the abovementioned all-inclusive amount is attached hereto as Annex V;

G) I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures;

H) This offer shall remain valid for a total period of \_\_\_\_\_ days [*minimum of 90 days*] after the submission deadline;

I) I confirm that I have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN agency or office [*disclose the name of the relative, the UN office employing the relative, and the relationship if, any such relationship exists*];

J) If I am selected for this assignment, I shall [*please check the appropriate box*]:

- Sign an Individual Contract with UNDP;
- Request my employer [*state name of company/organization/institution*] to sign with UNDP a Reimbursable Loan Agreement (RLA), for and on my behalf. The contact person and details of my employer for this purpose are as follows:

K) I hereby confirm that [*check all that applies*]:

- At the time of this submission, I have no active Individual Contract or any form of engagement with any Business Unit of UNDP;
- I am currently engaged with UNDP and/or other entities for the following work:

Assignment	Contract Type	UNDP Business Unit / Name of Institution/Company	Contract Duration	Contract Amount

- I am also anticipating conclusion of the following work from UNDP and/or other entities for which I have submitted a proposal:

Assignment	Contract Type	Name of Institution/Company	Contract Duration	Contract Amount

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

M) **If you are a former staff member of the United Nations recently separated, please add this section to your letter:** I hereby confirm that I have complied with the minimum break in service required before I can be eligible for an Individual Contract.

N) I also fully understand that, if I am engaged as an Individual Contractor, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.

O) Are any of your relatives employed by UNDP, any other UN organization or any other public international organization?

YES  NO  If the answer is "yes", give the following information:

Name	Relationship	Name of International Organization

P) Do you have any objections to our making enquiries of your present employer?

YES  NO

Q) Are you now, or have you ever been a permanent civil servant in your government's employ?

YES  NO  If answer is "yes", WHEN?

R) REFERENCES: List three persons, not related to you, who are familiar with your character and qualifications.

Full Name	Full Address	Business or Occupation

S) Have you been arrested, indicted, or summoned into court as a defendant in a criminal proceeding, or convicted, fined or imprisoned for the violation of any law (excluding minor traffic violations)?

YES  NO  If "yes", give full particulars of each case in an attached statement.

I certify that the statements made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on a Personal History form or other document requested by the Organization may result in the termination of the service contract or special services agreement without notice.

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

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NB. You will be requested to supply documentary evidence which support the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of UNDP.

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**Annexes *[please check all that applies]:***

- CV shall include Education/Qualification, Professional Certification, Employment Records /Experience
- Breakdown of Costs Supporting the Final All-Inclusive Price as per Template

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## GUIDELINES FOR CV PREPARATION

WE REQUEST THAT YOU USE THE FOLLOWING CHECKLIST WHEN PREPARING Your CV:

Limit the CV to 3 or 4 pages

NAME (First, Middle Initial, Family Name)

Address:

City, Region/State, Province, Postal Code

Country:

Telephone, Facsimile and other numbers

Internet Address:

Sex, Date of Birth, Nationality, Other Citizenship, Marital Status

Company associated with (if applicable, include company name, contact person and phone number)

### SUMMARY OF EXPERTISE

Field(s) of expertise (be as specific as possible)

Particular development competencies-thematic (e.g. Women in Development, NGOs, Privatization, Sustainable Development) or technical (e.g. project design/evaluation)

Credentials/education/training, relevant to the expertise

### LANGUAGES

Mother Tongue:

Indicate written and verbal proficiency of your English:

### SUMMARY OF RELEVANT WORK EXPERIENCE

Provide an overview of work history in reverse chronological order. Provide dates, your function/title, the area of work and the major accomplishments include honorarium/salary.

References (name and contact email address) must be provided for each assignment undertaken by the consultant that UNDP may contact.

### UN SYSTEM EXPERIENCE

If applicable, provide details of work done for the UN System including WB. Provide names and email address of UN staff who were your main contacts. Include honorarium/salary.

### UNIVERSITY DEGREES

List the degree(s) and major area of study. Indicate the date (in reverse chronological order) and the name of the institution where the degree was obtained.

### PUBLICATIONS

Provide total number of Publications and list the titles of 5 major publications (if any)

### MISCELLANEOUS

Indicate the minimum and maximum time you would be available for consultancies and any other factors, including impediments or restrictions that should be taken into account in connection with your work with this assignment.

