



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

Dear Sir / Madam:

We kindly request you to submit proposal for **national** firm/institutes/organizations to support **Promotion of business integrity, diversity and inclusion in Viet Nam (Ref. B-200101)**

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

Proposals may be submitted on or before **Monday, January 20, 2020** (Hanoi time) by the following methods:

<p><b><u>By email: For green environment, this is preferred submission method</u></b></p> <p>E-mail address for proposal submission: <a href="mailto:quach.thuy.ha@undp.org">quach.thuy.ha@undp.org</a></p> <p>Separate emails for technical and financial proposal.</p> <p><b><u>With subject line: (B-200101) National firm for Promotion of business integrity, diversity and inclusion in VN</u></b></p> <p>Maximum size per email: <b>30 MB</b>. Bidders can split proposal into several emails if the file size is large)</p>	<p><b><u>By hard copy: (within working hours 8.00 am - 5.00 pm Monday - Friday only)</u></b></p> <p>Address for proposal submission:</p> <p>Procurement Unit UNDP Vietnam 304 Kim Ma Street, Hanoi, Vietnam</p> <p><b><u>With envelop subject (B-200101) National firm for Promotion of business integrity, diversity and inclusion in VN</u></b></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"><li>1. Ms. Quach Thuy Ha, Procurement Assistant Tel: +84-24-38500143</li><li>2. Ms. Luu Ngoc Diep, Procurement Associate Tel: +84-24-38500200</li></ol> <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](mailto: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](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*  
1/6/2020

### 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	A National Firm for Promotion of business integrity, diversity and inclusion in Viet Nam
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 Governance and Participation Unit
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"/> Homebased and Hanoi
Expected duration of work	February – April 2020
Target start date	3 February 2020
Latest completion date	April 2020
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>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (Vietnam Dong)  For the purposes of comparison of all Proposals: UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the proposal submission deadline.

Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<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 Governance and Participation Unit
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 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.  <b>Weight of technical and financial point:</b>  <u><b>Technical Proposal (70%)</b></u>  <u><b>Financial Proposal (30%)</b></u> Financial score will be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.  <i>See detailed evaluation criteria in the below table.</i>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One bidder
Annexes to this RFP	<input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2a: Technical proposal; Annex 2b: Financial proposal; Annex 2c: Submission check-list) <input checked="" type="checkbox"/> <a href="#">Contract for Goods/Services</a> (Annex 3) <input checked="" type="checkbox"/> <a href="#">General Terms and Conditions de minimis</a> (for contract below \$50k) (Annex 3)

	<input checked="" type="checkbox"/> or <a href="#">General Terms and Conditions</a> (for contract above \$50k) (Annex 3) <sup>1</sup>
Contact Person for Inquiries (Written inquiries only) <sup>2</sup>	<p>Ms. Quach Thuy Ha Procurement Assistant, UNDP Vietnam Email: quach.thuy.ha@undp.org</p> <p>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.</p>
Other information	

### **EVALUATION CRITERIA**

Summary of Technical Proposal Evaluation Forms		Scores
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	400
	<b>Total</b>	<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	50
1.2	Litigation and Arbitration history	50
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country	50
1.4	Quality assurance procedures and risk mitigation measures	50
1.5	Knowledge of adult learner-centered teaching methodologies	50
1.6	Experience in working with business leaders/managers and NGOs	50
<b>Total Section 1</b>		<b>300</b>

<sup>1</sup> 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

<sup>2</sup> 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.

<b>Section 2. Adequacy of the Proposed Methodology, Approach and Implementation Plan responding to the TOR</b>		<b>Points obtainable</b>
2.1	Does the suggested research schedule sufficiently address the key tasks/responsibilities expressed in the TOR?	50
2.2	Is the suggested methodology for the research sufficient to address the needs/demands of the TOR?	50
2.3	Does the proposal commit commissioning a strong team of national experts to deliver the expected outputs?	50
2.4	Does the proposal commit adequate human and logistical resources (including support staff, translation/interpretation etc.) to ensure high-quality and timely delivery of the report?	50
2.5	Is the presentation of the proposal clear and provided with succinct sequence of approaches to the research?	50
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	50
<b>Total Section 2</b>		<b>300</b>

<b>Section 3. Management Structure and Key Personnel</b>			<b>Points obtainable</b>
<b>3.1</b>	<b>National Team Leader</b>		<b>250</b>
	Master's degree in social sciences, law or related fields;	50	
	Proven track record of conducting research, developing training manuals;	80	
	Minimum of 5 years of work experience in the area of business integrity, diversity and inclusion;	50	
	Working experience as a team leader of a consultant team. Excellent teamwork skill;	20	
	Working experience with business leaders and NGOs, desirable related to the business integrity, diversity and inclusion;	30	
	Capable of communicating and writing report in Vietnamese and English (one report example in Vietnamese and one in English to be submitted)	20	
<b>3.2</b>	<b>National Team members (2-3 members)</b>		<b>150</b>
	University degree in social sciences, law or related fields;	30	
	Proven track record of conducting research, developing training manuals;	60	
	Minimum of 3 years of work experience in in the area of business integrity, diversity and inclusion;	40	
	Excellent report writing skill (one report example in Vietnamese to be submitted)	20	
<b>Total Section 3</b>			<b>400</b>

## **Annex 1**

### **TERMS OF REFERENCE**

Service	<b>PROMOTION OF BUSINESS INTEGRITY, DIVERSITY AND INCLUSION IN VIET NAM</b>
Duty station:	Home-based and Hanoi
National or International firm	National consultancy firm
Expected Duration	From February to April 2020
Supervision:	The service provider will work closely with the Program Officer in charge at the UNDP Governance and Participation Unit

#### **1. BACKGROUND**

Corruption is a critical issue in Vietnam that undermines the business environment and economic growth. According to the Vietnam Provincial Competitiveness Index 2018, more than half of the companies surveyed reported paying “informal charges”. The Government has committed to fight corruption by including private sector in the recently revised Law on anti-corruption. This revision is also in line with the UN Convention Against Corruption. However, this development is new to companies and they need to be encouraged to adopt stronger internal control mechanisms, ethical business standards and anti-corruption compliance to promote business integrity and build a healthy and non-corruption business culture.

Similarly, Diversity and Inclusion (D&I) is an emerging trend in global economy. For example, 89% of Fortune 500 has D&I policy (HRC, 2018) and 60% of them has D&I promotion program and/or D&I officers (Diversity Best Practices, 2017). This trend reflects global acceptance of inclusive business culture that respects human rights, dignity and equal opportunities for people with disability, women and LGBT. In Viet Nam, however, this trend is at initial stage. Though the society perception on D&I has become more tolerable and the government policies have required companies to comply with non-discriminatory principles, not many firms have inclusive business culture and policies. This lag is due to the lack of understanding of firms on the necessity to embrace business culture from legal, business sustainable and socially responsible perspectives.

Globally, many researches indicate that adoption of inclusiveness and integrity is beneficial to business in both short-term and long-term. It helps to increase the efficiency and productivity of companies, reduce financial and legal risks, improve brand image and trust. International experience also tells that these impacts possible only when integrity and inclusiveness go beyond policy on paper. They must become the foundation of business culture and values. They are practiced by not only employees, middle level managers but also the highest level of business leaders.

The Regional Project “Promoting a Fair Business Environment in ASEAN” funded by the UK Prosperity Fund and implemented by UNDP in six countries in ASEAN: Indonesia, Malaysia, Myanmar, Philippines, Thailand and Viet Nam. This three – year Project, which started in August



2018, aims at promoting a fair business environment in ASEAN by minimizing corruption risks and encouraging sustainable practices. The Viet Nam program focuses on three inter related objectives:

- Promoting business integrity and sustainable practices for private companies and state-owned enterprises;
- Strengthening anti-corruption strategies, policies and laws; and
- Improving redress mechanisms for companies, investors and the broader public.

To achieve the first objective, UNDP is collaborating with Viet Nam Chamber of Commerce and Industry (VCCI) and the Government Inspectorate to conduct a series of trainings, workshops to implement the 2018 Anti-Corruption Law, especially the provisions on building a healthy and non-corruption business culture. VCCI has successfully developed a toolkit on business integrity and a training manual for companies on internal control mechanisms and codes of conduct in business. To make additional value to the results achieved, UNDP will commission a consultancy firm or consortium to introduce elements on business integrity, diversity and inclusiveness within the overall concept of a fair business culture and mitigation of risk alongside the existing elements related to integrity and anti-corruption, and to raise awareness of business leaders of the value of a culture of integrity, diversity and inclusion within business.

## **2. OBJECTIVES OF THE ASSIGNMENT**

To develop a training manual to introduce the values of business integrity, diversity and inclusiveness to business leaders (managers and CEO's level) and a check list for companies to self-assess their level of business integrity, diversity and inclusion.

## **3. SCOPE OF WORK**

The national consultancy firm hired by UNDP will carried out the following four activities:

- Study international experience in strengthening corporate cultures of business integrity, diversity and inclusion;
- Review and analyze the training materials and training manuals relating anti-corruption and/or business integrity and identify opportunities to introduce diversity and inclusion within these;
- 
- Develop an outline of a training manual on business integrity, diversity and inclusion and get inputs from UNDP, VCCI, UK Embassy to finalize the outline;
- Based on the international experience and existing training materials, develop training manual on business integrity, diversity and inclusion for business leaders. The manual should not overlap with the existing materials but will add value to them, in particular through introducing new sections on diversity and inclusion to complement the existing materials on integrity. The revised training materials should cover the basic knowledge on business integrity, diversity and inclusion policy for business leaders;
- Get inputs from UNDP, VCCI, UK Embassy to revise the training manual;
- Develop training materials and carry out a two-day pilot training for around 20 business leaders using the developed training manual and develop training report with recommendations. The result of this training will help to improve and finalize the training materials;

- Study existing documentation in Viet Nam and abroad relating to check list for companies to self-assess on business integrity, business diversity and business inclusion;
- Develop a check list for companies to self-assess their level of business integrity, diversity and inclusion. This check list will help businesses to see their strengths and weaknesses in three areas: (1) business integrity; (2) business diversity and (3) business inclusion;
- Get inputs from UNDP, VCCI, UK Embassy to revise the check list;
- Support 20 companies to conduct a pilot self-assessment and develop assessment report with recommendations. The result of this self-assessment will help to improve the check list.

#### **4. FINAL PRODUCTS**

- Training manual for business leaders covered the basic knowledge on business integrity, diversity and inclusion policy and finalized based on the result of the pilot training;
- Report with recommendations on the pilot training for around 20 business leaders using the training manual;
- A check list for companies to self-assess their level of business integrity, diversity and inclusion that finalized based on the result of the pilot self-assessment;
- Report with recommendations on the pilot self-assessment by 20 companies using the check list on business integrity, diversity and inclusion.

#### **5. DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL**

The assignment will be carried out within February – April 2020.

The Service provider shall work independently on this assignment and deliver final outputs as described in Section 4 above. The location of this assessment will be home-based, and Hanoi where the pilot training will be carried out. The duration of the consultancy starts from the date both parties shall have signed the consultancy contract.

#### **6. PROVISION OF MONITORING AND PROGRESS CONTROLS**

- The Service provider shall be responsible for quality control of the products and carry out the assignment in accordance with this TOR.
- The Service provider will report directly to UNDP Viet Nam and under monitoring of the Program Analyst in charge in the UNDP Governance and Participation Unit.
- The Service provider will provide a report on delivery of the service upon completion of the contract.

The service provider, in collaboration with UNDP Vietnam, shall deliver the deliverables as below:

#	Tasks	Deliverables	Timeframe
1.	Develop the detailed workplan for implementing the assignment	Approved workplan	February 2020
2.	Study international experience and review and analyse all existing training materials and training manuals	An analysis	February 2020
3.	Develop an outline of a training manual and revise it	Approved outline	February 2020
4.	Develop training manual on business integrity, diversity and inclusion for business leaders and revise it	Draft training manual	March 2020
5.	Develop training materials and carry out a two-day pilot training for business leaders using the developed training manual	Training materials and training report with recommendations	March 2020
6.	Develop a check list for companies to self-assess their level of business integrity, diversity and inclusion and revise it	Check list	March 2020
7.	Conduct a pilot self-assessment	Assessment report	March 2020
8.	Finalize the training manual and check list	Final manual and check list	April 2020

## 7. SELECTION OF CONSULTANCY FIRM/CONSORTIUM

Bidders shall be required to submit a technical proposal including proposed methodology, CVs of key personnel to be engaged on the proposal including roles, and proposed work-plan with timings, as well as a financial proposal itemising the budget required to conduct the activities.

Bidders should show how the following criteria are adequately met from the proposed team:

- (1) Knowledge of adult learner-centered teaching methodologies
- (2) Experience in developing training manual and providing training
- (3) Experience in working with business leaders/managers and NGOs

## 8. DEGREE OF EXPERTISE AND QUALIFICATIONS

Interested Vietnamese consultancy firms, universities, NGOs shall form a team that consists of one senior technical expert – team leader and technical experts.

### **Senior national technical expert – team leader:**

- Master's degree in social sciences, law or related fields;
- Proven track record of conducting research, developing training manuals;
- Minimum of 5 years of work experience in the area of business integrity, diversity and inclusion;
- Working experience as a team leader of a consultant team. Excellent teamwork skill;
- Working experience with business leaders and NGOs, desirable related to the business integrity, diversity and inclusion;
- Capable of communicating and writing report in Vietnamese and English.

### **National Technical Experts – team members:**

- University degree in social sciences, law or related fields;
- Proven track record of conducting research, developing training manuals;
- Minimum of 3 years of work experience in in the area of business integrity, diversity and inclusion;
- Excellent teamwork skill;
- Excellent report writing skill

## 9. REFERENCE DOCUMENTS AND ADMINISTRATIVE SUPPORT

UNDP will support the assignment through providing letters of introduction, coordinating the team to work with the VCCI, UK Embassy. However, all administrative support required for this assignment (including interpretation, translation of the manual into Vietnamese/English, translation the check list, etc.) **must** be provided by the contractor except as otherwise agreed between UNDP and the Contractor.

## 10. CONTRACT PAYMENTS

<b>Deliverables</b>	<b>Expected Results</b>	<b>Deadlines</b>	<b>Payment</b>
1,2,3	Approved workplan, outline of the manual	February 2020	30% of the total contract value
4,5,6,7	Draft training manual, training materials and training report with recommendations, check list, assessment report	March 2020	40% of the total contract value
8	Final manual and check list approved by UNDP	April 2020	30% of the total contract value

## 11. HOW TO APPLY

- An official letter signed by the senior officer in charge of the organization.
- A proposal and budget estimation
- Detailed CVs of the leader and the team
- Evidences on English report writing skills of the team leader and members (certificates, sample reports, etc.)
- A description of the organization (not more than two pages) including information about the organization's legal entity.

## 12. EVALUATION CRITERIA

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	400
	<b>Total</b>	<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	50
1.2	Litigation and Arbitration history	50
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country	50
1.4	Quality assurance procedures and risk mitigation measures	50
1.5	Knowledge of adult learner-centered teaching methodologies	50
1.6	Experience in working with business leaders/managers and NGOs	50
<b>Total Section 1</b>		<b>300</b>

<b>Section 2. Adequacy of the Proposed Methodology, Approach and Implementation Plan responding to the TOR</b>		<b>Points obtainable</b>
2.1	Does the suggested research schedule sufficiently address the key tasks/responsibilities expressed in the TOR?	50
2.2	Is the suggested methodology for the research sufficient to address the needs/demands of the TOR?	50
2.3	Does the proposal commit commissioning a strong team of national experts to deliver the expected outputs?	50
2.4	Does the proposal commit adequate human and logistical resources (including support staff, translation/interpretation etc.) to ensure high-quality and timely delivery of the report?	50
2.5	Is the presentation of the proposal clear and provided with succinct sequence of approaches to the research?	50
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	50
<b>Total Section 2</b>		<b>300</b>

<b>Section 3. Management Structure and Key Personnel</b>			<b>Points obtainable</b>
<b>3.1</b>	<b>National Team Leader</b>		<b>250</b>
	Master's degree in social sciences, law or related fields;	50	
	Proven track record of conducting research, developing training manuals;	80	
	Minimum of 5 years of work experience in the area of business integrity, diversity and inclusion;	50	
	Working experience as a team leader of a consultant team. Excellent teamwork skill;	20	
	Working experience with business leaders and NGOs, desirable related to the business integrity, diversity and inclusion;	30	
	Capable of communicating and writing report in Vietnamese and English (one report example in Vietnamese and one in English to be submitted)	20	
<b>3.2</b>	<b>National Team members (2-3 members)</b>		<b>150</b>
	University degree in social sciences, law or related fields;	30	
	Proven track record of conducting research, developing training manuals;	60	

	Minimum of 3 years of work experience in in the area of business integrity, diversity and inclusion;	40	
	Excellent report writing skill (one report example in Vietnamese to be submitted)	20	
<b>Total Section 3</b>			<b>400</b>

## Annex 2-a

### FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL<sup>3</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>4</sup>)*

[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 listed under section 1 and 2 for UNDP requirements when preparing this section)

<sup>3</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>4</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes



**C. Qualifications of Key Personnel**

The Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted;
- c) Evidence on English report writing skills of the team leader (two sample reports, etc.)

**(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]*

## Annex 2-b

### FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL<sup>5</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>6</sup>)*

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\*

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

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

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

<sup>5</sup> This serves as a guide to the Service Provider in preparing the Proposal.

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

<b>III. Other Related Costs</b>				
<b>Applicable taxes</b>				

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]

**Annex 2-c****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
- 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, CVs of experts...			
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 <a href="mailto:procurement.vn@undp.org">procurement.vn@undp.org</a> 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]*

## Annex 3

### 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:

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**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)

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

UNDP General Terms and Conditions for Contracts apply

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

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

UNDP General Terms and Conditions for Contract apply

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