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14 January 2020

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

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

Country:	Viet Nam
Description of the assignment:	01 National Consultant to support content creation and management of PAPI Vietnam website and social media platform, and launch of PAPI 2019 report
Period of assignment/services (if applicable):	February 2020 – April 2020
Duty Station:	Hanoi, Vietnam
Tender reference:	T200103

1. Submissions should be sent by **email** to: luu.thi.trang@undp.org no later than:
23.59 hrs., 28 January 2020 (Hanoi time)

With subject line:

T200103 – 01 National Consultant to support content creation and management of PAPI Vietnam website and social media platform, and launch of PAPI 2019 report

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

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 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 and a cover letter
- Signed Letter to UNDP Confirming Interest and Availability
- Financial offer
- Examples of video clips, infographics, communication materials produced solely by the applicant and website that the applicant has supported with the development or management must be provided.

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:

National Consultant

No	Criteria	Score
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1	University degree in communications, media relations, journalism, media studies, social science, humanities, marketing or related fields	100
2	Experience in the usage of computers and office software packages, good knowledge, and experience in handling of web-based management systems;	300
3	Experience in producing communications products like infographics, short video clips, Twitter and Facebook posts	300
4	Familiarity with UNDP and the UN system and Graphic design capabilities are strong assets	200
5	Fluency in English and Vietnamese	100
	Total	1,000

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>
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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TERMS OF REFERENCE

Individual Consultancy

Title	Junior Communications Consultant
Purpose	To support content creation and management of PAPI Viet Nam website and social media platform, and launch of PAPI 2019 report
Location	Hanoi, Vietnam
Duration	3 months
Start Date	01 February 2020
Supervision	The Consultant will be reporting to the Program Analyst, PAPI Viet Nam and Communication Officer of UNDP

1. Background

Since 2009, the United Nations Development Programme (UNDP), in collaboration with the Viet Nam Fatherland Front (VFF) and the Centre for Community Support and Development Studies (CECODES), has developed the Vietnam Provincial Governance and Public Administration Performance Index (PAPI) for Viet Nam. PAPI is aimed to gauge the perception and experiences of non-state actors, in particular of citizens regarding local governance and public administration performance at the provincial level.

PAPI aims at hearing the voice of citizens from different demographic backgrounds that remains weak in policy making, policy implementation and implementation monitoring. PAPI also means an effective tool for citizens to engage in overseeing the performance of the state apparatus and public administration system at the provincial level. Ultimately, the provinces and cities will be provided with a powerful tool to advance the process of empowering the society, to enhance local governance and to support national efforts in keeping the public administration system and local governments accountable to citizens and the society at large.

The initiative was piloted in three provinces in 2009 and then expanded for larger pilot in 30 selected provinces in 2010. With the success of the pilots, PAPI has been conducted on an annual basis since 2011 in Viet Nam, with 131,501 citizens from different demographic and professional backgrounds interviewed individually to date. The latest survey, PAPI 2019 was completed in November 2019 with 14,138 citizen responses. A national launch of PAPI 2019 report is tentatively planned for end of March 2020.

To prepare for the launch of PAPI 2019 report, increase public accessibility and program outreach, the PAPI website at the address <http://papi.org.vn> whose platform design was last created in 2015 needs to be upgraded.

Digital media, especially social platforms, are changing the ways people interact, giving rise to new and diverse audiences and empowering civil society in ways that have profound implications for communication and advocacy. In Viet Nam, over 50 percent of population is having internet access while that figure among youth population is estimated at 72 percent. This makes internet a good platform to reach various stakeholders to drive and reinforce changes.

Strategic use of PAPI website, digital media, especially social media, will deepen PAPI's dialogue with stakeholders about performance of each province for better responding to citizens' needs. Greater understanding of province 's challenges and better involvement in that area's issues results in higher impacts.

2. Justification

To foster PAPI outreach through developing user-friendly website and targeted media platform. Digital content and engagement will reinforce PAPI's leadership as a credible voice for and with people. While PAPI Viet Nam website mainly targets donors, policy makers and general public, its social media platform focus on young people. In order to reach the young people, the social media platform needs to be strengthened to attract attention and encourage the youth engagement.

3. Objectives/ tasks

The aim is to design the new platform for PAPI Viet Nam website that is more creative, user-friendly and relevant for users to be informed about local governance performance and advocate for better public services and higher satisfaction for citizens. Managing and updating both documentary and content on website of PAPI Viet Nam will increase website traffics resulting in higher information utilization and project visibility.

The next purpose is to create interactive and youth-friendly content for PAPI Viet Nam Facebook that attract attention and participation not only general public, but also young people on PAPI.

Other work to support the launch of PAPI 2019 report includes creation of a short video clip to be posted on PAPI website or shown at the launch, updating latest PAPI data on website, sending press alert prior to the launch, collecting and producing media clippings after the launch and other administrative tasks that might be needed.

This TOR specifies the following tasks that the junior national consultant is required to undertake on full-time basis during the assignment duration.

Major Duties and Responsibilities:

- Work with the website developer to finalize the web design and manage data on the PAPI Viet Nam website.
- Support and update data, documentaries and news on the PAPI Viet Nam website.
- Support the content creation for both PAPI Viet Nam website and social media platform including producing video stories, human interest stories, photo essays, infographics
- Create a 3-4 minute video for PAPI's launch
- Send press alert to increase media coverage about the PAPI 2019 launch and findings
- Taking photos at the launch and create 1-minute clip about the launch
- Collect and produce media clippings after the PAPI 2019 launch
- Explore new ways of engaging young people and the general public in the social media platforms including running various types of campaigns in the Facebook

- Support the management of the Facebook feedback/commenting
- Support the development and maintenance of PAPI Viet Nam image database
- Other administrative tasks that might be needed in preparation for the launch.

Deliverables and Timeframe:

No.	Deliverables	No. of Days	Due Date
1	Short video clip on PAPI (3-4 minutes) and social media content updated on PAPI Facebook, Twitter, You Tube	20	28 February 2020
2	New PAPI website with updated data, documentaries and news	22	31 March 2020
3	Media clipping on PAPI 2019 launch and preparation for the launch of PAPI 2019 report	22	30 April 2020
	Total	64	

4. Management and Reporting

The Junior Consultant will be reporting to the PAPI Program Analyst and Communication Officer of UNDP.

A production plan of PAPI communication materials should be initiated in advance and implemented monthly under close supervision from the PAPI Program Analyst.

A detailed report on Social Media traffic analysis will be submitted monthly by the junior consultant.

5. Required skills and experiences

The Junior Communications Consultant is expected to meet the following minimum requirements:

- University degree in communications, media relations, journalism, media studies, social science, humanities, marketing or related fields;
- Experience in the usage of computers and office software packages, good knowledge, and experience in handling of web-based management systems;
- Experience in producing communications products like infographics, short video clips, Twitter and Facebook posts
- Familiarity with UNDP and the UN system is a strong asset;
- Graphic design capabilities are a strong asset;
- Fluency in English and Vietnamese;
- Excellent team work and willingness to learn.

6. Timing, duration and location

The Junior Communications Consultant is expected to work full-time on this assignment and complete all services under this TOR no later than 30 April 2020. The duty station for this assignment shall be at UNDP office, 304 Kim Ma, Ba Dinh, Ha Noi.

7. Contract Payment

UNDP Viet Nam shall reimburse the successful Individual Consultant upon UNDP's acceptance of satisfactory performance and expected deliverables set forth in Section 3 above. Payment shall be made ~~monthly~~ in accordance with following installments:

- Deliverable 1: 30% of contract amount
- Deliverable 2: 30 % of contract amount
- Deliverable 3: 40 % of contract amount

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: _____

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.

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

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.

Annex V

FINANCIAL OFFER

Having examined the Solicitation Documents, I, the undersigned, offer to provide all the services in the TOR for the sum of (VND for National Consultant; USD for international Consultant).

This is a lump sum offer covering all associated costs for the required service (fee, meal, accommodation, travel, taxes etc).

Cost breakdown:

No.	Description	Quantity	Unit Rate	Total
1	Consultancy fee			
2	Out of pocket expenses			
2.1	Travel			
2.2	Per diem			
2.3	Full medical examination and Statement of Fitness to work for consultants from and above 65 years of age and involve travel – (required before issuing contract).			
2.5	Others (pls. specify)			
	TOTAL			

** Individual Consultants/Contractors who are over 65 years of age with assignments that require travel and are required, **at their own cost**, to undergo a full medical examination including x-rays and obtaining medical clearance from **an UN-approved doctor** prior to taking up their assignment.*

I undertake, if my proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

I agree to abide by this proposal for a period of 120 days from the submission deadline of the proposals.

Dated this day /month _____ of year _____

Signature _____

(The costs should only cover the requirements identified in the Terms of Reference (TOR) Travel expenses are not required if the consultant will be working from home).