



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

NAME of service: <b>Development of 05 e-learning modules of case management for Mine/UXO survivors</b>	DATE: July 14, 2020
	REFERENCE: K-200714

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Development of 05 e-learning modules of case management for Mine/UXO survivors**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Wednesday, July 22, 2020** and via email to the address below:

**Ms. Le Thi Kim Dung, Procurement Officer**  
**[Le.kim.dung@undp.org](mailto:Le.kim.dung@undp.org)**  
**United Nations Development Programme**  
**304 Kim Ma Street, Ha Noi, Viet Nam**

**Note:**

- Please send separate email (indicating the tender's reference number without attachment) to [procurement.vn@undp.org](mailto:procurement.vn@undp.org) notifying that you already submitted proposal and the number of emails submitted. *Notification email should be sent to this email 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.
- Maximum size per email: **30 MB**. Bidders can split proposals into several emails if the file size is large.

Your Proposal must be expressed in the English language, and valid for a minimum period of **120 days from the date of bid submission deadline**.

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/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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 :

[https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsccl/conduct\\_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsccl/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Tran Thi Hong*  
*Head of Procurement Unit*  
7/14/2020

## Annex 1

### Description of Requirements

Context of the Requirement	Please refer to the attached Terms of Reference (TOR)
Implementing Partner of UNDP	Please refer to the attached TOR
Brief Description of the Required Services <sup>1</sup>	(TOR is attached in this Annex)
List and Description of Expected Outputs to be Delivered	Please refer to the TOR
Person to Supervise the Work/Performance of the Service Provider	Please refer to the attached TOR
Frequency of Reporting	Please refer to the attached TOR
Progress Reporting Requirements	Please refer to the attached TOR
Location of work	<input checked="" type="checkbox"/> Ha Noi, Viet Nam <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	From 24 July 2020 – 15 November 2020
Target start date	24 July 2020
Latest completion date	15 November 2020
Travels Expected	Please refer to the attached TOR
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others [pls. specify]
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 [pls. specify]
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Vietnamese Dongs
Value Added Tax on Price Proposal <sup>2</sup>	<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

<sup>1</sup> A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

<sup>2</sup> VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

Validity Period of Proposals ( <b>Counting from the date of submission deadline</b> )	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms <sup>3</sup>	<input checked="" type="checkbox"/> As indicated in the attached TOR <input checked="" type="checkbox"/> Condition for Payment Release: <b>Within thirty (30) days from the date of meeting the following conditions:</b> 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	Please refer to the attached TOR
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <sup>4</sup> ( <i>if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.</i> ) <input type="checkbox"/> Other Type of Contract <i>[pls. specify]</i>
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). <b>This is a mandatory criterion 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.</b>
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> <input checked="" type="checkbox"/> Expertise of the Firm (30%)

<sup>3</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

<sup>4</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$150,000.00.

	<input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (50%) <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (20%)  <b><u>Financial Proposal (30%)</u></b> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.  Please refer to the <a href="#">Evaluation Criteria</a> for further details.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors:
Contract General Terms and Conditions <sup>5</sup>	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)  Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Annexes to this RFP <sup>6</sup>	<input checked="" type="checkbox"/> <a href="#">Terms of Reference &amp; Evaluation Criteria</a> (attached to this Annex) <input checked="" type="checkbox"/> <a href="#">Proposal Submission Form (Annex 2)</a> <input checked="" type="checkbox"/> <a href="#">Contract Template &amp; UNDP Contract General Terms and Conditions (GTC) (Annex 3)</a> <input checked="" type="checkbox"/> <a href="#">Submission checklist</a> (Annex 4)
Contact Person for Inquiries (Written inquiries only) <sup>7</sup>	<i>Le Thi Kim Dung (Ms.)</i> <i>Procurement Officer</i> <a href="mailto:Le.kim.dung@undp.org">Le.kim.dung@undp.org</a> 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 [pls. specify]	<b>Bidders are responsible for checking the UNDP website:</b> <a href="https://procurement-notices.undp.org/">https://procurement-notices.undp.org/</a> for any addenda and updated deadline to this Request for Proposals. UNDP reserves the right to post addenda up to the closing date for submissions. Hence bidders are advised to check the UNDP website frequently prior to submitting their proposal.

<sup>5</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>6</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>7</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.



## **TERMS OF REFERENCE**

### **Vietnam Based firm**

## **DESIGNING 05 E-LEARNING MODULES OF CASE MANAGEMENT**

**PROJECT ID AND TITLE:** 00098770 / Korea-Vietnam Mine Action Project

**IMPLEMENTING PARTNER:** UNDP

**RESPONSIBLE PARTY:** Department of Social Assistance (DSA), Ministry of Labor, Invalids and Social Affairs (MOLISA)

**TOPIC OF ACTIVITY:** Development of 05 e-learning modules of Case management for Mine/UXO survivors

**LOCATION:** Hanoi, Quang Binh and Binh Dinh

### **1. Background**

To implement the 2018-2020 working plan of Korea-Viet Nam Mine Action Project funded by KOICA, in 2019, DSA cooperated with UNDP, DOLISA of Quang Binh and Binh Dinh provinces in data collection of PWDs and UXO survivors in both Quang Binh and Binh Dinh provinces, using the software of registry and information management of PwDs and UXO survivors. The data have been reviewed and screened in June 2020 while the project was planning to provide essential goods to support UXO survivors for COVID-19 recovery. The UXO survivors in Quang Binh is 4,500 and 1,266 in Binh Dinh..

Based on available data of UXO survivors in Quang Binh and Binh Dinh provinces, in 2020, the project is focusing on UXO survivor assistance such as: (i) Further assessment and identification of their needs to develop case management profile; (ii) provide health services and prosthetic support for UXO survivors having accidents after 1975.

In 2020, with the support of Korea-Viet Nam Mine Action Project, the MOLISA issued Circular No. 02/2020 / TT. -BLĐTBXH February 14, 2020 as a guideline on case management to social assistance providers who provide social work services replacing Circular No. 01/2015 / TT-BLĐTBXH dated January 6, 2015. For the last two years, the project has supported training for social workers and staff at communal, district and provincial levels. A turnover of the social workers and staff at local level and limited capacity of both full- time social workers and collaborators will require a refresh training, and with revised policies and laws on the related issues, the retraining will be also required to disseminate to ensure smooth implementation. Furthermore, in the context of COVID

19, conventional trainings and workshops are not always preferable, and hence other solutions, including the use of modern technology, can support the implementation adapting to the new situation. E-learning or internet-based learning platforms are now being used in various sectors and with great success. To promote innovation, the project will support development of e-learning modules of case management for social workers supporting PwDs and UXO survivors.

## **2. Objectives**

To strengthen knowledge and skills of case management of vulnerable groups, especially persons with disabilities for communal, district and provincial social workers and staff.

## **3. Description of activities:**

- Developing a detailed plan of designing 5 e-learning modules of case management with a duration of 30 minutes per each, focusing respectively on 5 major contents (1) data collection and needs assessment of persons with disability (2) Developing a plan of support for persons with disabilities; (3) implementing the plan of support for persons with disabilities (4) monitoring and overseeing the implementation plan; (5) Evaluating and closing the case management of persons with disabilities; based on the literature review of the curriculum of social work provided by the social work expert and the working group. The e-learning modules will be expected to be designed in either animation or gamification to lead the main contents, or case studies.
- Developing a script in consultation with content experts of case management and social work of Department of Social Assistance. In the end of each of the lessons, there will be a quick self-assessment test. In the end of the training course, there will be overall assessment for course completion. The participants will be granted with a certificate of completion of the course by DSA. The e-learning modules will be designed in the form of 2D/3D animation or gamification.
- Designing the e-learning modules: in consultation with technical working group of UNDP and DSA at the WG meetings.
- Pretesting the demo of e-learning modules with communal social workers of Quang Binh and Binh Dinh provinces.
- Finalizing and integrating the developed modules in a compatible manner to the webserver as a subdomain of the website Department of Social Assistance <http://btxh.gov.vn/>, and participate in e-launching of the e-learning modules with provincial DOLISA and district and communal workers of Quang Binh and Binh Dinh

No	Activities to be undertaken	Timelines
1	Developing a detailed plan of designing e-learning	7/2020

	modules of case management, preferably in the format of 2D/3D animation or gamification.	
2	Developing a script in consultation with content experts of case management and social work of Department of Social Assistance.	7-8/2020
3	Design the e-learning modules.	8/2020
4	Pretest the demo of e-learning modules with communal social workers of Quang Binh and Binh Dinh provinces.	9/2020
5	Finalizing and uploading the developed modules in a compatible type on the webserver and put the link at the website of Department of Social Assistance <a href="http://btxh.gov.vn/">http://btxh.gov.vn/</a> .	10/2020

#### 4) Deliverables and expected results

1	Developing a detailed plan of designing e-learning modules of case management, preferably in the format of 2D/3D animation or gamification	A detailed plan and draft demo of the e-learning modules	31/7/2020 (7 days after consultation with experts of social work and case management)
2	Developing a script in consultation with content experts of case management and social work of Department of Social Assistance	Detailed script in consultation with experts of social work and case management of DSA and UNDP	20/9/2020
3	Design the e-learning modules	Draft e-learning modules	25/9/2020
4	Pretest the demo of e-learning modules with communal social workers of Quang Binh and Binh Dinh provinces	Pretest minutes of comments and inputs by participants in Quang Binh and Binh Dinh	10/10/2020
5	Finalize and upload the developed modules in compatible manner at the website of	- E-learning modules will be	1/11/2020

	Department of Social Assistance <a href="http://btxh.gov.vn/">http://btxh.gov.vn/</a>	uploaded in the DSA's website - 2 copies of the designing files of the e-learning modules to be submitted to DSA and UNDP	
6	Technical reports	- Technical report with certification of DSA and UNDP	15/11/2020

## 5. Monitoring and progress control

The selected contractor are responsible for complying with the major milestones as agreed in the part 3 and delivering the expected results in line with Part 4, under direct supervision of DSA Director via Head of the social work unit, Chief Technical Advisor, Project Manager, Component Manager for Risk education and victim assistance under strategic guidance from UNDP Programme officer and Unit head of governance and participation team.

## 6) Requirement for qualification and experience

- Having at least 3-year experience in designing e-learning modules with demonstrated positive results (ongoing training, incremental increased usage), experience in designing e-learning modules in social protection area as an asset
- Having at least 3 successful e-learning programmes/projects, an experience with international organization/projects as asset.
- Showing sufficient human resources having good experience, qualification and demonstrated positive results (on-going training, incremental increased usage etc.) in designing e-learning modules.
- Commit to supporting and maintaining the e-learning modules in one year after having product finalized with certification of UNDP and DSA
- Commit to connect and embed the e-learning modules into the webserver, and link to the website of DSA

## 7) Payment schedules

The selected contractor should complete the tasks in the Section 4. The payment will be based on the deliverable timeline as below:

1. Payment 1: 20% of the contract value upon the contractor submits the detailed implementation plan and ideas for designing e-learning modules with acceptance by DSA and UNDP
2. 2<sup>nd</sup> Payment: 30% of the contract value after the e-learning module demo submitted with acceptance by DSA and UNDP after consultation with communal workers in Quang Binh and Binh Dinh and revised afterward.
3. Final payment: 50% of the contract value finalized and uploaded into the website of Department of Social Assistance in the compatible manner.

**8) Do they have to work at GOUNH?**

x ☐ No   ☐ Sometimes   ☐ Usually   ☐ Always

They work in Ha Noi, and have two one-day travels to Quang Binh and Binh Dinh to pretest of the e-learning modules in the two provinces respectively.

**9) Other supports/Reference materials**

Department of Social Assistance supports the selected contractor to get access to contents and relevant materials of case management and access to the website of the Department for integration and uploading the designed e-learning modules.

## **EVALUATION CRITERIA**

### **STAGE 1: MANDATORY REQUIREMENTS**

1	Commit to support and maintain the e-learning modules in 01 years.	Pass/Fail	<b>To be evaluated against following documents:</b> - Written commitment with signature and stamp from bidders
2	Commit to connect and integrate the e-learning module into the Webserver and link to the website of DSA.	Pass/Fail	- Written commitment with signature and stamp from bidders

Only bidders who pass the above mandatory requirements in stage 1 shall be qualified for next step of technical evaluation at stage 2.

### **STAGE 2: EVALUATION CRITERIA FOR TECHNICAL PROPOSAL**

<b>Summary of Technical Proposal Evaluation forms</b>		<b>Max point obtainable</b>
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	500
3.	Management Structure and Key Personnel	200
	<b>Total</b>	<b>1000</b>

#### **1. Bidder's qualification, capacity and experience**

<b>Section 1: Bidder's qualification, capacity and experience</b>		<b>Max point obtainable</b>	<b>To be evaluated against the submitted docs</b>
1.1	Having at least 3-year experience in designing e-learning modules with demonstrated positive results (ongoing training, incremental increased usage), experience in designing e-learning modules in social protection area as an asset	100	1. Business license clearly indicating the business areas 2. Summary of the projects implemented by the firms (project title, implementation time and duration, contract value, the partners)
1.3	Having at least 3 successful e-learning programmes/projects, an experience with international organization/projects as asset.	200 120 points for 3 programmes/projects.	3. List of similar contracts, including contracts with international organizations or international projects. Link to the products

		Each programme added, 10 additional points will be given, and not exceeding 50 points.  Contract with international organizations or international projects will be given 30 extra points.	(website/apps), reference information including contact persons, tel number, email for the last 3 years. (2017-2019)
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## 2. Proposed methodology, and approaches

Section 2. Proposed Methodology, Approach and Implementation Plan		Max point obtainable	To be evaluated against the submitted docs
1.1	Description of the proposed approaches (implementation, tools) for each of the learning contents.	300	Description of detailed approaches and implementation plan
1.3	Description of monitoring and oversight	50	Description of the monitoring and oversight mechanism
1.3	Implementation plan, (its logic and relevance in terms of timing sequences. The implementation plan should include consultation plan with local staff (pretest the contents and modules)	150	Implementation plan with concrete timeline
	<b>Total</b>	<b>500</b>	

## 3. Management Structure and Key Personnel

Section 3. Management Structure and Key Personnel	Max point obtainable	To be evaluated against the submitted docs
Structure of the project team members. The roles of the manager/leaders and key personnel to provide the services?	200	Proposal of the national team members, including team leader and key team members, functions and responsibilities of each of the team members in implementing the project activities with the timeline (including qualifications and CV to show relevant experiences)

All bids passing the minimum technical score of 700 will be technically qualified for financial evaluation.  
**Submission obtaining the highest weighted points (technical points + financial points) will be selected.**

## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>8</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>9</sup>)*

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

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 the following :*

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) *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.*

### 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.*

<sup>8</sup> This serves as a guide to the Service Provider in preparing the Proposal.

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

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C. **Qualifications of Key Personnel**

*If required by the RFP, the Service Provider must provide:*

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. **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	....		
	Total	100%	

*\*This shall be the basis of the payment tranches*

E. **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				
3. Services from Overseas				
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				
<b>III. Other Related Costs</b>				

**We confirm our full acceptance of the UNDP Contract General Terms and Conditions and 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]*

## Contract Templates and General Terms and Conditions

1. 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)

2. 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)

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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)

## CHECKLIST 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 envelopes/emails before or by **Wednesday, July 22, 2020** (Hanoi time).
- Email and proposal should indicate clearly the reference and 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 the guidelines in Annex 2) with copies/scan of appropriate supporting documents:			
	a) Business license clearly indicating the business areas			
	b) Summary of the projects implemented by the firms (project title, implementation time and duration, contract value, the partners)			
	c) List of similar contracts, including contracts with international organizations or international projects. Link to the products (website/apps), reference information including contact persons, telephone number, email for the last 3 years. (2017-2019)			
	d) Description of detailed approaches and implementation plan			
	e) Description of the monitoring and oversight mechanism			
	f) Implementation plan with concrete timeline			
	g) Proposal of the national team members, including team leader and key team members, functions and responsibilities of each of the team members in implementing the project activities with the timeline (including qualifications and CV to show relevant experiences)			
	h) Written commitment with signature and stamp from bidders to support and maintain the e-learning modules in 01 years			
	i) Written commitment with signature and stamp from bidders to connect and integrate the e-learning module into the Webserver and link to the website of DSA			

	j) 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.			
2	Duly signed Price Schedule (pls. use the template in Annex 2)			
3	Bidder confirms its full acceptance of the UNDP Contract General Terms and Conditions and agrees to abide by this Proposal for 120 days from the date of proposal submission deadline.			
4	This duly filled, checked, certified submission checklist to be attached to the submission			
5	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 email 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]*