



## REQUEST FOR PROPOSAL (RFP)

**(From Vietnamese firms/institutes/organizations)**

NAME of service: <b>A national firm to support the development of an PPE stock management system and e-tool for the health sector</b>	DATE: August 10, 2020
	REFERENCE: 2-200802

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Support the development of an PPE stock management system and e-tool for the health sector.**

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

Proposals may be submitted on or before **Sunday, August 16, 2020** and via email to the address below:

**United Nations Development Programme  
304 Kim Ma Street, Ha Noi, Viet Nam  
Ms. Luu Ngoc Diep, Procurement Associate  
Luu.ngoc.diep@undp.org**

**Note:**

- 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 emails submitted. *Notification email indicating the tender's reference number 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/unscc/conduct\\_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Tran Thi Hong*  
*Head of Procurement Unit*  
8/10/2020

## 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"/> Possible travel to some provinces of Viet Nam <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	August 2020 – October 2020
Target start date	As soon as possible in August 2020
Latest completion date	30 October 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> <input type="checkbox"/> Other Type of Contract
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> <b>Technical Proposal (70%)</b> <input checked="" type="checkbox"/> Expertise of the Firm (30%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (40%)

<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"/> Management Structure and Qualification of Key Personnel (30%)  <b>Financial Proposal (30%)</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 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>Luu Ngoc Diep (Ms.)</i> <i>Procurement Associate</i> <a href="mailto:Luu.ngoc.diep@undp.org">Luu.ngoc.diep@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-notice.undp.org/">https://procurement-notice.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

### National consultancy service

#### Support the development of an PPE stock management system and e-tool for the health sector

<b>Position title:</b>	<b>IT Consultancy service to provide support to development of PPE stock management online software and app within the health system</b>
<b>Implementation Duration:</b>	Over the period from August 2020 – October 2020
<b>Contract type:</b>	<b>National</b> Consultancy firm
<b>Status:</b>	Part-time
<b>Duty Station:</b>	Home based with possible travel to some provinces of Viet Nam

#### A. Background:

Viet Nam's rapid and effective containment of COVID-19 is emerging as good example of Anticipatory Governance in action – from the first recorded case on 23<sup>rd</sup> January to the current state today (15 May 2020) of 312 cases, with 260 recovered and zero deaths, Viet Nam is rightly being heralded by its citizens and the global community as one of the most promising responses at this time.

Anticipating the spread of the virus very early on, the Government of Viet Nam (GoV) took swift, decisive leadership action through contact tracing, isolation and quarantine measures to curtail the spread and limit community transmission. Key to this success was adopting a 'whole of government' approach, engaging both health and non-health sectors at all levels. Based on the overall principle of removing any financial barriers to health care access for COVID-19 patients, the GoV has ensured free testing and treatment and provided support to those quarantined.

A key and determining factor in Viet Nam's response was adapting fast-tracked innovation for national production of globally stocked-out essential medical equipment and protective gear. The GoV's entrepreneurship has been evidenced by its decision to fund the national research institutions to develop the test kits and swift approval for the application of the test kits by more than 120 labs across the country. This together with the innovative partnership with domestic firms has helped the fastest-ever commercialization of R&D results that has enabled domestic firms to produce test kits, medical and cloth masks with both the quality and quantity that is not only sufficient to meet domestic need but also demand for export.

The areas for improvement however were identified, for example in ensuring the smooth supply of personal protective equipment (PPE, such as medical masks and gown). While national capacity for producing medical (surgical) masks is high, at some periods there have been shortages: reportedly the national stock in April 2020 could only have 40 million masks vs. 60 million as planned. The shortage of N95 mask (Vietnamese enterprises' production capacity of which is limited, as only until recently few enterprises started investing in

N95 mask production) has been more critical especially during the global stockout and main producing countries applied ban on export. The “local” shortages also happened: different hospitals and retailers in “hot spots” or high-risk locations at times faced PPE shortages while in other locations experienced surpluses. MOH sending requests to enterprises for reporting on their production capacity and stocks helped obtain the information and somehow ease the problems but such manual system could not provide real-time information that could enable timely actions. The absence of a digital and real-time supply information system is also evident by MOFA sending letter to MOH and MOIT sharing the information on some countries’ requests for donation and purchase masks from Viet Nam and making enquiries on ability to meet such requests. Lacking the real-time information about the domestic needs and production capacity and supply has been one of several issues that caused “debates” on the decision for enterprises to export surgical masks. These indicate the urgent need for the health sector to develop a robust PPE stock management system consisting of (i) a real-time information system on PPE demand and supply, (ii) PPE stock management procedures and (iii) a user-friendly digital tool that helps operationalize the system. Such system will not only beneficial for the GoV/MOH at the central level and local DOHs/hospitals to ensure the smooth supply for the national and local/hospital stocks, but also domestic enterprises that engage in PPE production, selling PPE to national/local/hospital stocks, import and retails) in making their business plans more effectively and delivering PPE more timely to the health sector. Such system will also help address the local shortages through enabling the reallocation of PPE from locations/hospitals with surpluses to hot spots that face shortages.

Experience from the Covid-19 pandemic control over the last few months shows that the planning for PPE procurement and coordination work was challenged due to lack of data and information. The MOH had to send official letters to everywhere including health facilities and suppliers to request for data and information. This show an urgent need of developing a system that can help centralize the PPE data and information management that allow health managers to access data and information quickly for procurement planning and coordinating PPE stocks among the facilities. In this regard, UNDP is supporting the Ministry of Health to develop an online system that focus on management and coordination of PPE and epidemic control equipment throughout the health facilities with participation of PPE private suppliers. The system will be replicated for other equipment and materials when there are more resources and time. The system design requires (i) a set of unanimous identification codes developed for common use, (ii) a system for PPE stock management and coordination is developed with methods of overall management, and (iii) the system is linked with other system of the health sector.

Therefore, this TOR is to procure a national IT consultancy firm to support MOH to develop and operationalize an online and mobile app of robust PPE stock management system to meet different stakeholders’ needs. These include inventory assessment of current tools of medical equipment management used by health facilities and development of an online system for use by the health facilities, health authorities at all level, and private suppliers.

## **B. Objectives:**

The overall objective of the consultancy service is to ensure the smooth management and coordination of PPE needed for Viet Nam to combat epidemics such as Covid-19 – a prolong emergency and contribute to helping Vietnamese enterprises share and obtain information about PPE stocks for better manufacturing plans.

Concrete objective is to support MOH to develop and operationalize an online software and Mobile App of the robust PPE stock management and coordination system within the health sector with the purpose of better planning, procurement, utilization, and coordination of PPE stocks within the health facilities at all level.



## C. Tasks

Under the *overall supervision and technical guidance* of UNDP PO in-charged of health portfolio and in close cooperation with and under the overall technical guidance of the MOH (Department of Planning and Finance, Department of Medical Equipment, Office of the MOH, etc), the firm will carry out following tasks for producing the above deliverables:

### 1. **Assessment of current tools for PPE management within the health facilities and identifying technical methods for linking these IT tools with the online system developed under this project:**

- Prepare and provide the consultancy work plan for task delivery with timeline and detailed works to be done
- Conduct field visits to selected hospitals in Ha noi to meet with the leaders and equipment managers and review the tools being used by the hospitals for management of medical equipment with focus on PPE and epidemic control equipment to identify IT techniques for developing the new system that can link with these tools
- Prepare a short report describing the tools that are used by hospitals with details about the features and technologies that the tools apply and propose technical linkage with new PPE stock management system.

### 2. **Development of the online PPE management software and mobile app**

#### 2.1. **Development of the PPE management online software and Mobile App:**

- Based on discussion with the department of medical equipment and constructions (DMEC) of the MOH, UNDP CO, technical experts, and discussion of the consultative workshops and technical meetings, develop the software of the online PPE management system that involves the users from health facilities, health authorities at all level, and private supplier.
- Under technical guidance of the lead consultant and the DMEC and UNDP, develop a Mobile App as part of the PPE stock management system for use on smartphones of Android and iOS foundation.
- Demonstrate the system operational mechanism to the key partners including UNDP, MOH, health authorities of all level who are involved in the PPE stock management system development and generate comments/feedback from these key stakeholders for possible adjustment
- Revise and finalize the software and the App and assist to link them to current PPE management tools used by health facilities. Conduct necessary test to ensure the system and the App are under good operation.

#### 2.2. **Registration of the system and the App for use and make the App available for installation:**

- Review currently legal regulations and procedures of Viet Nam on registration of an online system and a mobile app operation and advise the MOH, UNDP how to proceed the registration.
- Assist the MOH and UNDP to prepare necessary paper works (if any) for registration of the online system and the App as per requirements of the existing legal policies of Viet Nam.
- Assist the MOH to link the system to current website of the MOH for operationalization of the system.

- Facilitate linking the system and the App to the MOH's system and channels for actual operation. Handover the software and mobile app technically to the MOH for use with necessary technical training of IT officials on the system management.

### **2.3. Training of users on the App subscription and utilization:**

- Under guidance of UNDP, MOH and in close cooperation and collaboration with other technical consultants, prepare substance of the online system and App utilization for related training of health managers and procurement officials.
- Attend trainings and facilitate the session on the online system and the Mobile App utilization. Assist trainees to practice the use of the system and Mobile App
- Facilitate discussion on the system and Mobile App in related training and generate comments/feedback from the trainees for possible adjustment, if any
- Provide on-the-job training of health managers and procurement officials of the health facilities, including those from private suppliers who are assigned for recording and use of the PPE stock management system. Provide necessary technical assistance to these people during the initial operation of the system and the App to ensure they know well how to run the system and the App smoothly
- Fixing any errors of the system and the App during the initial operation and guide the responsible officials on how to fix minor errors that do not require high-level IT technical expertise
- Together with other consultants, attend and facilitate discussion of technical meetings and consultation workshops during the development of the PPE stock management system as well as provide technical support to the MOH in data entry to the newly designed PPE stock management system from current used tools.

## **D. FINAL PRODUCTS**

- A review report on the IT tools that are used by hospitals describing details about the features and technologies that the tools apply and solutions for technical linkage with new PPE stock management system. *By 31 August 2020.*
- The IT software and Mobile App developed and linked with other existing tools for PPE stock management and functioned for health authorities of all level with data imported by health facilities and private suppliers, accounts for system access created and used by authorized personnel of the health system and private suppliers. *By 30 September 2020*
- Operational guidelines and user's manual of the system and mobile App developed and distributed to concerned users, UNDP, and MOH. *By 30 October 2020*

<b>Deliverable</b>	<b>Content</b>	<b>Timing</b>	<b>Responsibilities</b>
A consultancy workplan	A workplan for implementation of assigned consultancy tasks	15 <sup>th</sup> August 2020	Submits to UNDP CO
Reports	A short joint review report on the tools that are used by hospitals for PPE stock management tools used by the health facilities	30 August, 2020	Consultant sends to CO, reviewed by UNDP CO, MOH, and concerned partners
IT software and Mobile App developed	The IT software and Mobile App developed and linked with other existing tools for PPE stock management	30 September 2020	Submits to UNDP CO/MOH
The newly designed IT system for PPE stock management in operation	Operational guidelines and user's manual of the system and mobile App developed	30 October 2020	Submits to UNDP CO/MOH

#### **E. Review time required and payment term**

Payment will be made as follows:

<b>%</b>	<b>Milestone</b>
20%	At submission and approval of the workplan
40%	Of the total contract value will be paid upon submission of the review report on the tools and IT software and Mobile App.
40%	Following submission and approval (UNDP-CO) of the final deliverables with satisfactory acceptance from UNDP CO and MOH.

**Note: If there traveling to some provinces is required, costs will be covered separately as per the UN-EU costnorm based upon number of travelers needed from the firm.**

#### **F. Documents and support of Sustainable Development Office and UNDP**

UNDP CO and MOH will provide background documents and data necessary for the consultant team to carry out the assignments.

The Department of Medical Equipment and Construction of the MOH will facilitate the access to current tools and system of medical equipment management, if any. Also, the department of medical equipment and construction will connect the consultancy firm with other departments and focal institutions of the MOH for technical cooperation and collaboration while developing, linking, and operationalize this PPE management system.

The Department of medical equipment, department of planning and finance, and Office of the MOH will provide necessary support in incorporating the newly designed system into existing website of the MOH as well as directions for health facilities to upload data into the system for reporting and planning purpose.

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

UNDP Country Office and MOH are not required to provide any physical facility for the work of the consultants, however venues for some technical meetings/consultations can be provided, at the discretion of the UNDP Country Office and as necessary. As necessary, MOH and UNDP will facilitate meetings of consultants with selected hospitals, provincial department of health, concerned line departments of the MOH, and relevant government agencies and enterprises and experts.

## **G. Qualification and experience requirements**

The contracted Firm should have extensive experience in similar App development for relevant areas in Viet Nam. The contracted Firm shall make available the team members with the following requirements.

### **8.2.1. Team leader**

- At least Engineer's Degree in the areas of computer science of informatic technologies.
- Highly organized individual, punctual, capable of handling multiple priorities, meeting deadlines, and managing time effectively
- Outstanding communications and interpersonal skills, especially in working with partners of various backgrounds.
- Proven experience in working with Government counterparts in the areas of e-health related areas including but not limited to development of IT tools for health management.
- Ability to supervise a team, negotiation with other service providers, assisting national and local health authorities in implementing IT application in health care related services.
- Experienced in IT software or App development proved by record of hand-on practice.
- Ability to conduct technical training and facilitate discussion in training courses
- Fluent in both English and Vietnamese

### **8.2.2. Team members**

Team members must meet the following requirements:

- Degree in computer science, informatic technology, or relevant fields
- Highly organized individual, punctual, capable of handling multiple priorities, meeting deadlines, and managing time effectively
- Ability to work independently as well as an effective team player

- Hand-on experience in computer software or App development/operation
- Outstanding communications and interpersonal skills, especially in working with counterparts of various backgrounds
- Fluent in both English and Vietnamese
- Previous experience with IT works in health care, medical equipment management, e-health software, etc.

## EVALUATION CRITERIA

The evaluation of technical proposal shall be conducted using scoring method (1,000 points), as follows:

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

<b>Section 1. Bidder's qualification, capacity and experience</b>		<b>Points obtainable</b>
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	100
1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted	100
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country	100
<b>Total Section 1</b>		<b>300</b>

<b>Section 2. Proposed Methodology, Approach and Implementation Plan</b>		<b>Points obtainable</b>
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	200
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	200
<b>Total Section 2</b>		<b>400</b>

<b>Section 3. Management Structure and Key Personnel</b>		<b>Points obtainable</b>
<b>3.1</b>	<b><i>Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?</i></b>	<b>60</b>
<b>3.2</b>	<b><i>Qualifications of key personnel proposed</i></b>	
3.2.1	<i>01 National Team Leader</i>	<b>120</b>

	- General Experience in IT software or App development proved by record of hand-on practice	30	
	- Specific Experience in working with Government counterparts in the areas of e-health related areas including but not limited to development of IT tools for health management	50	
	- Experience in working with international organization and UN is an asset	30	
	- Good commends in English and Vietnamese	10	
<b>3.2.2</b>	<b>Senior Expert</b>		<b>80</b>
	- General Experience in IT software or App development proved by record of hand-on practice	10	
	- Specific Experience in the areas of e-health related areas including but not limited to development of IT tools for health management	40	
	- Experience in working with international organizations and UN is an asset	20	
	- Good commend in English and Vietnamese	10	
<b>3.2.3</b>	<b>Junior Expert</b>		<b>40</b>
	- General Experience in IT software or App development proved by record of hand-on practice	05	
	- Specific Experience in development of IT tools for health management	15	
	- Experience in working in a team and with international organizations and UN is an asset	10	
	- Good commend in English and Vietnamese	10	
<b>Total Section 3</b>			<b>300</b>

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.**

**Important Notes:**

- Evaluation will be done separately for each of the proposed key personnel (if applicable) and the total personnel score will be the average.
- Please refer to the Submission checklist (Annex 4) for documents to be submitted for the evaluation

## 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)
- 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)
- 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 envelops/emails before or by **Sunday, August 16, 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) 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			
	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.			
	f) Proposed Methodology for the Completion of Services			
	g) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.			
	h) Detailed CVs of the proposed personnel with copies of required certificates			
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 ( <b>without attachment</b> ) to <a href="mailto:procurement.vn@undp.org">procurement.vn@undp.org</a> notifying that you already submitted proposal and the number of email(s) submitted. Notification email should be sent to above email address by submission deadline or right after you submit proposals.			

*[Name and Signature of the Service Provider's Authorized Person]*  
*[Designation]*  
*[Date]*