



REQUEST FOR PROPOSAL (RFP)

(From Vietnamese firms/institutes/organizations)

NAME of service: National consultancy service for developing standards on medical masks, personal protective gowns and gloves	DATE: September 4, 2020
	REFERENCE: 2-200901

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Developing standards on medical masks, personal protective gowns and gloves**.

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

Proposals may be submitted on or before **Sunday, September 13, 2020 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 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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Tran Thi Hong
Head of Procurement Unit
9/4/2020

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 ¹	(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, Ho Chi Minh City and other travel to factories <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	From September 2020 – February 2021
Target start date	As soon as possible in September 2020
Latest completion date	28 February 2021
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 ²	<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

¹ 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.

² 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 (Counting from the date of submission deadline)	<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 ³	<input checked="" type="checkbox"/> As indicated in the attached TOR <input checked="" type="checkbox"/> Condition for Payment Release: Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	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 ⁴ <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). 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.
Criteria for the Assessment of Proposal	Proposal shall be considered technically qualified if it achieves minimum 70% of total obtainable technical points. Weight of technical and financial point: Technical Proposal (70%) <input checked="" type="checkbox"/> Expertise of the Firm (20%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (25%)

³ 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.

⁴ 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 (55%) Financial Proposal (30%) 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 Evaluation Criteria 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 ⁵	<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: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁶	<input checked="" type="checkbox"/> Terms of Reference & Evaluation Criteria (attached to this Annex) <input checked="" type="checkbox"/> Proposal Submission Form (Annex 2) <input checked="" type="checkbox"/> Contract Template & UNDP Contract General Terms and Conditions (GTC) (Annex 3) <input checked="" type="checkbox"/> Submission checklist (Annex 4)
Contact Person for Inquiries (Written inquiries only) ⁷	Luu Ngoc Diep (Ms.) Procurement Associate Luu.ngoc.diep@undp.org 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]	Bidders are responsible for checking the UNDP website: https://procurement-notices.undp.org/ 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.

⁵ 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.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ 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 firm

To develop standards on medical masks, personal protective gowns and gloves

Estimated Duration: Sept 2020-Feb 2021

Duty Station: 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 January to the current state today (04 September 2020) of 1046 cases, with 755 recovered and 35 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. The 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.

After different rounds of consultation on the national production of PPE, three issues have come out from recent discussions. Firstly, the quality of medical masks and PPE is low and the current standard setting is low. This drives the need to have a new system of standards and regulations for PPE to be equivalent to international specifications that the World Health Organization advises. Secondly, the quality assurance support system is not yet available, to support the compliance and enforcement of regulations as well as to assist enterprises to export their products. This requires swift improvement and change in national capacity in PPE quality testing, assurance and certifying. And thirdly, there is a limited connection in the supply chain among relevant stakeholders including material suppliers, manufacturers, quality controllers, and buyers. Therefore, UNDP Viet Nam is planning to support the Government to address the bottlenecks and barriers in national production of PPE with two development goals: (1) enterprises have produced quality (meeting international standards) products and obtained necessary certificates for export; (2) good quality (meeting high standards) medical masks, gowns and gloves are provided for the healthcare sector and the community.

B. Scope of Work and Tasks:

In the next six months, UNDP aims to support the Government to develop new Vietnamese standards on medical masks, gowns and gloves. Therefore, UNDP is looking for a consultancy firm to carry out this work, with:

General scope of work:

- Support the international consultant to review international standards and regulations on medical masks, gowns and gloves, particularly WHO's recommended standards (in terms of usage purposes, level of protection, and etc.), analyse the differences between these standards
- Review the existing national standards and regulations on medical masks, gowns and gloves, comparing to the international standards that the international consultant will provide, showing the gaps and providing recommendations: a set of recommended TCVN for PPEs aiming at closing the gaps.
- Review the practical capability of testing labs in a view of evaluation and setting the targets for the standards being drafted.
- Work with the international consultant to propose amendment/develop new Viet Nam standards on medical masks, gowns and gloves
- Prepare and present at consultation meetings and workshops; consult with relevant stakeholders on the proposed standards
- Organise relevant technical meetings and workshops
- Visit relevant factories and companies manufacturing medical masks, gowns and gloves (plan to visit 20 enterprises – 8 in the North, 4 in the central and 8 in the south)
- Supporting the technical and appraisal committees during the development of the standards to fulfil their functions as regulated.
- Consult with relevant agencies during the development of the standards if needed.

The consultancy firm needs to mobilize at least following consultants with specific tasks, but not limited to:

1. Standards & legislation Expert cum Team Leader (about 40 days) for standards and legislation work

- Stocktaking the overall picture of PPE market (names of enterprises, products, production capacity, domestic and foreign market share, buyers' information, adopted standards, adopted quality management system, available certificates)
- Documenting and analyzing the current certification and enforcement processes including analysis of trends in test failures, bottlenecks/blockers in the existing processes, current standards sufficiency and compliance and proposing the compliance and enforcement for the new standards for internal use and export.
- Review existing national standards, regulations on medical masks, gowns and gloves.
- Analyzing the bottlenecks in enforcement, proposing the compliance and enforcement for the new standards
- Collecting information/data and analyzing the capability of existing testing labs/CABs in Viet Nam regards to setting criteria and requirements for the standards being drafted
- Support the international consultant to consolidate a procedure for getting relevant certificates for relevant standards
- Coordinate the working arrangement with the team members

2. Medical mask Expert (about 30 days) for medical mask-related work

- Work with the international consultant to propose/develop new Viet Nam standards on medical masks and manufacturing process. Medical masks, in this scope, at least consist of regular medical masks, surgery medical masks and N95 for the healthcare sector.

- Work with the international consultant by providing copies of relevant Vietnamese standards in English and reviewing existing standards and current sufficiency and compliance issues with these and propose/develop new Viet Nam standards on medical masks for internal use and export.
- Revise the draft standards based on contributions from the consultation process and submit relevant documents for the approval of the standards
- Support other team members in proposing/developing new Viet Nam standards on gowns and gloves
- Support the team on analyzing the bottlenecks in enforcement, proposing the compliance and enforcement for the new standards. Support the team on documenting and analyzing the current certification and enforcement processes including analysis of trends in test failures, bottlenecks/blockers in the existing processes, proposing the compliance and enforcement for the new standards.
- Support the team on consolidating a procedure for getting relevant certificates for relevant standards

3. Protective Gown Expert (about 30 days) for protective gown related work

- Work with the international consultant to propose/develop new Viet Nam standards on gowns and manufacturing process. Gowns, in this scope, at least consist of reusable and non-reusable gowns. Work with the international consultant by providing copies of relevant Vietnamese standards in English and reviewing existing standards and current sufficiency and compliance issues with these and propose/develop new Viet Nam standards on gowns for internal use and export.
- Support other team members in proposing/developing new Viet Nam standards on medical masks and gloves
- Revise the draft standards based on contributions from the consultation process and submit relevant documents for the approval of the standards
- Support the team on analyzing the bottlenecks in enforcement, proposing the compliance and enforcement for the new standards
- Support the team on documenting and analyzing the current and enforcement processes including analysis of trends in test failures, bottlenecks/blockers in the existing processes, proposing the compliance and enforcement for the new standards.
- Support the team on consolidating a procedure for getting relevant certificates for relevant standards

4. Glove Expert (about 30 days) for glove related work

- Work with the international consultant to propose/develop new Viet Nam standards on gloves and manufacturing. Gloves, in this scope, at least consist of regular medical gloves, surgery gloves, and obstetric gloves. Work with the international consultant to by providing copies of relevant Vietnamese standards in English and reviewing existing standards and current sufficiency and compliance issues with these and propose/develop new Viet Nam standards on gloves for internal use and export.
- Revise the draft standards based on contributions from the consultation process and submit relevant documents for the approval of the standards
- Support other team members in proposing/developing new Viet Nam standards on gowns and medical masks
- Support the team on analyzing the bottlenecks in enforcement, proposing the compliance and enforcement for the new standards
- Support the team on documenting and analyzing the current certification and enforcement processes including analysis of trends in test failures, bottlenecks/blockers in the existing processes, proposing the compliance and enforcement for the new standards.
- Support the team on consolidating a procedure for getting relevant certificates for relevant standards

5. Conformity/certification standards Expert (about 20 days) for certification related work

- Provide analysis on current testing and quality checks and their adequacy and effectiveness, develop the testing and quality check procedures equivalent to the new standards on medical masks, gowns and gloves
- Develop the relevant text on conformity and quality in the Viet Nam standards

6. Quality Management System Expert (about 20 days) for quality management system related work

- Work with conformity/certification standards expert to provide analysis on current testing and quality checks and their adequacy and effectiveness, develop the testing and quality check procedures equivalent to the new standards on medical masks, gowns and gloves.
- Support the international consultant to review international standards of quality management system for medical device production with requirements on quality assurance procedures including but not limited to ISO 13485, ISO 14971, ISO 14001, ISO 26000, EN 14683, etc, and develop appropriate applicable quality management principles for use in PPE manufacture, storage and distribution
- Support the international consultant to develop guidance notes on procedures of setting up quality management system for the manufacturing of medical masks, gowns and gloves (TQM) in line with above-mentioned standards. The guidance notes also provide steps and procedures of obtaining quality management certificates including use of initial and on-going quality assurance audits. Include in the process review of these notes with a pilot group of manufacturers
- Provide guidance to the private sector to adjust their manufacturing process to adopt the new standards

7. Site visits:

- Organise site visits to relevant enterprises, tentatively at least 8 enterprises in the North, 4 enterprises in the Central and 8 enterprises in the South. The delegation consists of at least the core consultants and 03 members of the Technical Committee and/or Appraisal Committee (formally established by the Ministry of Health).
- The site visits are to fulfil the requirements of the development process of standards and regulations. In addition, the site visits will evaluate the current PPE manufacturing conditions, the meeting of the quality management system, the current standards applied, etc....

8. Translation:

- Translate relevant international standards into Vietnamese for the development/proposal of new Vietnamese standards on medical masks, gowns and gloves as well as translate relevant Vietnamese documents into English upon request of the international consultants. The tentative number of pages is 500.

9. Organisation of relevant workshops and meetings:

- Organise at least two consultation one-day workshops, one in Hanoi and one in Ho Chi Minh in a 3-star hotel to get comments and feedback on the proposed standards. The workshop has at least 50 participants, from relevant ministries, enterprises, Labour Associations, Enterprise Association, etc. The Workshop covers the travel and DSA of at least 8 participants from relevant ministries and/or the Technical Committee and/or the Appraisal Committee to the workshop in HCMC.
- Organise at least 6 technical meetings to get feedback for the proposed standards with at least 10 experts in the respective areas. These technical meetings take place either at MOH or UN offices.

C. Expected Outputs and Deliverables

The following deliverables will be submitted by the contracted firm. Some deliverables will be submitted in both English and Vietnamese. The remaining deliverables will be submitted in Vietnamese.

No	Deliverables	Deadline
1	Stocktaking the overall picture of PPE market (names of enterprises, products, production capacity, domestic and foreign market share, buyers' information, adopted standards, adopted quality management system, available certificates. The report is in both English and Vietnamese	15 October 2020
2	A report on documenting and analyzing the current certification and enforcement processes including analysis of trends in test failures, bottlenecks/blockers in the existing processes, proposing the compliance and enforcement for the new standards. Analysis of current standards and certification processes for medical masks, gowns and gloves. The report is in both English and Vietnamese	15 October 2020
3	Analysis on current testing and quality checks and their adequacy and effectiveness & Document appropriate applicable quality management principles for use in PPE manufacture, storage and distribution. The report is in both English and Vietnamese	30 October 2020
4	Three sets of standards on medical masks (including regular medical masks, surgery masks, N95), gowns (including reusable and non-reusable) and gloves (including regular gloves, surgery gloves, obstetric gloves), including the standard assessment, in both English and Vietnamese	28 February 2021
5	A report on bottlenecks in enforcement and a policy recommendation on compliance and enforcement for the new standards	28 February 2021
6	Two consultation workshops in Hanoi and HCM organized. Minutes of the workshops	30 December 2020
7	At least 6 technical meetings organized, minutes of the meetings	31 January 2021
8	20 visits to enterprises organize. Report of each visit	30 October 2020
9	A procedure/guideline on testing and quality check equivalent to the new standards on medical masks, gowns and gloves	28 February 2021
10	Guidance on to the enterprises, including the manufacturing process to adopt the new standards, guidance on procedures of setting up quality management system for the manufacturing of medical masks, gowns, and gloves, and appropriate applicable quality management principles for use in PPE manufacture, storage and distribution.	28 February 2021

D. Scope of Price Proposal and Schedule of Payments

Tranches	Target Outputs/ Deliverables	Due date	Percentage
1	Submission of workplan accepted by UNDP	30 September	10%
2	Deliverables 1, 2 accepted by UNDP	15 October 2020	30%
3	Deliverables 3, 6, 7 & 8 accepted by UNDP	31 January 2021	30%
4	Deliverables 4,5, 9 & 10 accepted by UNDP	28 February 2021	30%

E. Duration of the Work and Duty Station

The national consultancy firm implements the required work from September 2020 to February 2021. The assigned consultants are also requested to attend several meetings in Ha Noi and one workshop in Ho Chi Minh, and visits to 20 factories.

F. Provision of monitoring, progress control and support

The consultancy firm will work under the supervision of UNDP and the Department of Medical Equipment and Construction, Ministry of Health, and work closely with the Technical committee and the Appraisal Committee established by MOH for the development of these standards.

The Department of Medical Equipment and Construction, Ministry of Health will provide governmental administrative support if needed for the work.

UNDP will provide related international standards on PPE and quality management if needed.

G. Required Qualifications

To be eligible, bidders shall have minimum following qualifications:

General requirements to the service provider:

- Firms or association firms, with head/branch office located in Vietnam
- At least 3 years of experience in the field of standards and regulations (provides track records of similar contracts)
- At least 3 years of experience in the field of medical equipment including medical masks, gowns and gloves (provides track records of similar contracts)

Requirements of key personnel of the service provider:

1. Standards & legislation Expert cum Team Leader:

- A postgraduate degree in relevant fields
- At least 10 years of experience on standards and regulations
- Knowledge of medical equipment and medical manufacturing process
- Experience in dealing procedures for development of standards and regulations
- Good English skills, can communicate and write English well (at least 1 report written in English submitted)

2. Medical mask expert

- At least 5 years of experience working on medical masks
- Knowledge of technical testing and certification of medical masks
- Knowledge of international standards on medical masks including N95 for the healthcare sector
- Good English skills (English certificate submitted or at least 1 report written in English submitted)

3. Protective Gown Expert

- At least 5 years of experience working on protective gowns
- Knowledge of technical testing and certification of protective gowns
- Knowledge of international standards on protective gowns the healthcare sector
- Good English skills (English certificate submitted or at least 1 report written in English submitted)

4. Glove Expert

- At least 5 years of experience working on gloves
- Knowledge of technical testing and certification of gloves
- Knowledge of international standards on gloves for the healthcare sector

- Good English skills (English certificate submitted or at least 1 report written in English submitted)

5. Conformity/certification experts

- At least 5 years of experience working on conformity and certification
- Knowledge of laboratory testing relating to medical equipment
- Knowledge of international certification process

6. Quality Management System Expert

- At least 5 years of experience working on quality management system, particularly for medical device
- Knowledge of quality assurance procedures including but not limited to ISO 13485, ISO 14791, ISO14001, EN14683...
- Experience in setting up the quality management system

EVALUATION CRITERIA

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

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	200
2.	Proposed Methodology, Approach and Implementation Plan	250
3.	Management Structure and Key Personnel	550
	Total	1000

Section 1. Bidder's qualification, capacity and experience			Points obtainable
1.1	Experience in the field of standards and regulations development		100
	- 2 contracts with amount \geq USD 50,000	100	
	- 2 contracts with amount $<$ USD 50,000	70	
	- No contracts	0	
1.2	Experience in the field of medical equipment, including medical masks, gowns and gloves		100
	- 3 contracts covering all medical masks, gowns and gloves	100	
	- 3 contracts covering at least two items either medical masks, gowns or gloves	70	
	- 3 contracts covering at least one item either medical masks, gowns or gloves	30	
	- 0 contract	0	
Total Section 1			200

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Clearly understanding the purpose of the package	50
2.2	Approach and methodology which are appropriate to the task	50
2.3	Implementation plan	50
2.4	Reasonable arrangement for human resource	50

2.5	Other factors (satisfying materials, machinery and equipment owned by the contractor or being rented to serve the work)	50
Total Section 2		250

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	National Standards and Legislations Expert cum Team Leader		130
3.1.1	Postgraduate degree in relevant fields		10
3.1.2	Experience on standards and regulations		40
	- More than 10 years' experience	40	
	- More than 5 years' experience	20	
	- More than 3 years' experience	10	
	- Less than 3 years' experience	0	
3.1.3	Knowledge of medical equipment and medical manufacturing process		40
3.1.4	Experience in dealing procedures for development of standards and regulations		20
3.1.5	Good English skills, can communicate and write English well (at least 1 report written in English submitted)		20
3.2	National Medical Mask Expert		90
3.2.1	Experience working on medical masks		30
	- More than 5 years' experience	30	
	- More than 3 years' experience	20	
	- Less than 3 years' experience	0	
3.2.2	Knowledge of technical testing and certification of medical masks		25
3.2.3	Knowledge of international standards on medical masks including N95 for the healthcare sector		20
3.2.4	Good English skills (English certificate submitted or at least 1 report written in English submitted)		15
3.3	National Protective Gown Expert		90
3.3.1	Experience working on protective gowns		30
	- More than 5 years' experience	30	
	- More than 3 years' experience	20	
	- Less than 3 years' experience	0	
3.3.2	Knowledge of technical testing and certification of protective gowns		30
3.3.3	Knowledge of international standards on protective gowns the healthcare sector		20

3.3.4	Good English skills (English certificate submitted or at least 1 report written in English submitted)	10
3.4	National Glove Expert	90
3.4.1	Experience in working on gloves	30
	- More than 5 years' experience	30
	- More than 3 years' experience	20
	- Less than 3 years' experience	0
3.4.2	Knowledge of technical testing and certification of gloves	30
3.4.3	Knowledge of international standards on gloves for the healthcare sector	20
3.4.4	Good English skills (English certificate submitted or at least 1 report written in English submitted)	10
3.5	National Conformity/Certification Expert	75
3.5.1	Experience working on conformity and certification	25
	- More than 5 years' experience	25
	- More than 3 years' experience	15
	- Less than 3 years' experience	0
3.5.2	Knowledge of laboratory testing relating to medical equipment	25
3.5.3	Knowledge of international certification process	25
3.6	National Quality Management System Expert	75
3.6.1	Experience working on quality management system	25
	- More than 5 years' experience	25
	- More than 3 years' experience	15
	- Less than 3 years' experience	0
3.6.2	Knowledge of quality assurance procedures including but not limited to ISO 13485, ISO 14791, ISO14001, EN14683...	25
3.6.3	Experience in setting up the quality management system	25
Total Section 3		550

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 PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[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.

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ 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*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <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]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
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				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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:

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below US\$ 50,000 (Services only):

UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply

[http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/3.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20\(Services%20only\)%20-%20Sept%202017.pdf](http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/3.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20(Services%20only)%20-%20Sept%202017.pdf)

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

UNDP General Terms and Conditions for Contracts apply

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

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

UNDP General Terms and Conditions for Contract apply

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

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 emails before or by **Sunday, September 13, 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) Proven Track Record of experience/completed contracts in the field of standards and regulations – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value (<i>with clear indication of the paid amounts</i>), 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 solutions and methodologies for implementation of the package (incl. purpose of the package, approach and methodology, implementation plan with detail timeframe for each activity, HR arrangement, etc.)			
	g) List of materials, machinery and equipment owned by the contractor or being rented to serve the work			
	h) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;			

	i) Detailed CVs of the proposed personnel with copies of required certificates and English certificates or reports if relevant			
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 procurement.vn@undp.org notifying that you already submitted proposal and the number of emails 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]