



REQUEST FOR PROPOSAL (RFP)
(From Vietnam-based firms/institutes/organizations)

NAME of service: Provision of trainings to Cooperatives and Small and Medium-sized Enterprises (SMEs) on risk management	DATE: September 11, 2020
	REFERENCE: 2-200903

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision of trainings to Cooperatives and Small and Medium-sized Enterprises (SMEs) on risk management**.

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

Proposals may be submitted on or before **Tuesday, September 22, 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/unsc/condut_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Tran Thi Hong
Head of Procurement Unit
9/11/2020

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 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"/> Hanoi and travels to provinces of Viet Nam <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	From October 2020 - December 2020
Target start date	1 October 2020
Latest completion date	31 December 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 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 (15%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (35%)

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 (50%) 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

Viet Nam based Firm/Institution to provide trainings to Cooperatives and Small and Medium-sized Enterprises (SMEs) on risk management

Job title	Provision of trainings to Cooperatives and Small and Medium-sized Enterprises (SMEs) on risk management
Contract type	Institutional contract
Project:	00121752/ Promoting Human Security - Leaving No One Behind through an integrated response to COVID-19 in Viet Nam
Duration of Appointment:	October – December 2020
Duty Station:	Hanoi and travel to provinces ⁸

1) BACKGROUND

The novel coronavirus (COVID-19) outbreak has spread rapidly throughout the world. As in many other countries, Viet Nam has been affected by the COVID-19 pandemic. The pandemic, together with the preventive measures, has caused unprecedented human, social and economic disruption. Economic impact leading to shut down of businesses, reduced demands, and supply chain disruptions is serious.

In Viet Nam, businesses including Small and Medium Enterprises (SMEs), Micro SMEs (MSMEs) and cooperatives are experiencing significantly adverse impacts. The disruption of supply chain and reduced purchase of goods and services contribute to interruptions of international and domestic production and trade resulting in reduced earning, loss of income and reductions in work hours and unemployment.

SMEs account for 98% of all businesses in Viet Nam and are the main contributor to employment (80%). Over 22,700 cooperatives, 64% of which focus on agriculture, contribute to inclusive and sustainable growth and play an important role in supporting farms and other vulnerable people at local level. Being important economic contributors to the economy, it is crucial for SMEs, MSMEs and cooperatives to ensure business continuity and risk management in order to recover while minimizing the impacts and risks of COVID-19 and other emergencies including external shocks and environmental risks. These cooperatives and enterprises also need to be prepared for potential development and emerging new opportunities.

⁸ Travel to provinces may be subject to travel restrictions.

A proactive risk-informed management focusing on sustainability is important. As part of an ongoing project, UNDP in collaboration with the Viet Nam Cooperative Alliance (VCA) and the Viet Nam Association Small and Medium Sized Enterprises SMEs Association is planning to provide trainings on risk management to leaders and managers of SMEs, MSMEs and Cooperatives who are affected by COVID-19 (see Annex 1 for further details).

In this regard, UNDP is looking for a competent Viet Nam based institution/firm to design and deliver trainings to Cooperatives, SMEs and MSMEs on risk management.

2) OBJECTIVES OF THE ASSIGNMENT

Objectives of assignment are to:

- Develop training programme and training materials on risk management in order to raise awareness and build capacities of SMEs, MSMEs and cooperatives (particularly agricultural cooperatives) on the prevention and management of business risks due to COVID-19 and other emergencies, external shocks and environmental risks
- Deliver five training workshops (two days each) in five cities/provinces based on the developed training programme and training materials

3) SCOPE OF WORK

The contractor shall undertake the following tasks:

- Prepare the detailed work-plan for implementation of the assignment in close consultation with UNDP and participating agencies including the VCA and SME Association.
- Define the target training groups and training direction and training needs with regard to integrated risk management based on the consultations with UNDP, VCA, and SME Association.
- Develop detailed training programme, training outlines and training methodology that ensure the interaction and participation of all training members, more specifically:
 - o Training contents shall include both the theory and framework of business risk management and case studies and hands-on exercises that are tailored for target training groups;
 - o Training topics shall include but may not be limited to: i) Business risk management and business continuity, that may also include other emergencies, external shocks, natural and environmental risks; and ii) Business recovery, linked with access to green recovery opportunities.
- Develop training materials with contents based on training needs and available training materials, assessment of impact of COVID 19 on SMEs and cooperatives and other assessment relating to risk management:
 - o Training materials and presentations shall be user friendly and extensively illustrated with case studies, diagrams, synopsis, infographics and photos;
 - o Training materials shall include both training handouts and PowerPoint presentations.
- Facilitate and deliver five training workshops (two day each) based on the agreed agenda and outputs in five cities/provinces that have been affected by COVID 19 or other environmental hazards. Tentatively, there will be 3 workshops targeting SMEs/MSMEs and 2 workshops targeting cooperatives.
- Develop training evaluation forms to conduct pre and post training assessment in order to collect feedbacks from training participants and assess the training results.

- Prepare a brief training report covering the results of the assignment and feedback from the training participants.

Methodology: The training methodology will be developed and proposed by the contractor in the technical proposal.

The contractor will work closely with UNDP, VCA and SMEs association who will be engaged by UNDP as training organizers. VCA and SMEs association will provide logistical support for the training workshops

4) DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL

Duration: October – December 2020

Location: Hanoi with potential travel to training sites, tentatively one training workshop in each of the cities of Hanoi, Hai Phong, Hue and 2 training workshops in Ho Chi Minh city.

5) DELIVERABLES

- 5.1. Detailed work-plan for the implementation of the assignment (in English)
- 5.2. Training methodology, training programme and outlines (in English and Vietnamese)
- 5.3. Training materials, training evaluation forms (in Vietnamese)
- 5.4. Training report summarizing the results of the assignment, assessment of the training feedbacks and lessons learnt (in English)

Each deliverable will be submitted to UNDP for review and approval. If applicable, contractor will ensure that feedback and comments from UNDP will be incorporated in the draft versions of the deliverables.

6) PROVISION OF MONITORING AND PROGRESS CONTROLS

The contractor shall assign a Team Leader who will work closely with relevant UNDP staff members and under the direction of the UNDP Head of Climate Change and Environment, VCA and SMEs Association to ensure timely and high quality of the deliverables. Progress of the assignment shall be monitored based on the agreed workplan, clear milestones and verification of activities.

7) ADMIN SUPPORT AND REFERENCE DOCUMENTS

Reference documents: Relevant training documents and assessment reports with regard to COVID impact and business risk management will be shared to the contractor upon commencement of the assignment.

Admin support: UNDP will provide administrative support to the contractor in collaboration with VCA and SMEs Association during the implementation of the assignment.

8) DEGREE OF EXPERTISE AND QUALIFICATIONS

For institution/firm

- At least 10 years relevant experience in developing and delivering trainings on Risk Management or related fields;
- Proven track record in coordination and monitoring of training programs;
- Experience on similar programme/assignment with examples of relevant training materials previously developed;
- Experience in providing support/services to enterprises, SMEs, agencies or donor supported projects.

The firm/institution shall make available an expert team with relevant qualifications, skills and expertise to deliver the expected products: In case the firm/institution assign international expert as trainer the firm shall also make available interpreter to support the translation during the training session. The team as a whole shall demonstrate ability to communicate in English by proven evidence of relevant services provided for international organisations and examples of paper/document in English.

Team Leader:

- Master's degree (or equivalent) in management, economic, environment, risk management or related fields
- At least 7 years relevant professional experience in developing, delivering and facilitating training workshops on relevant topics related to business risk management
- Work experience in enterprise risk management, integrated risk management, business continuity or related areas
- Demonstrated experience and ability to lead and motivate teams in a multicultural environment;
- Proven evidence of ability to communicate effectively and persuasively with strong representational abilities;

Team Members:

- Master's degree (or equivalent) in management, economic, environment, risk management or related fields
- At least 7 years relevant professional experience in developing, delivering and facilitating training workshops on relevant topics related to business risk management
- Work experience in enterprise risk management, integrated risk management, business continuity or related areas
- Proven evidence of ability to communicate effectively and persuasively with strong representational abilities;

9) PAYMENT TERM

Payment will be made based on the following milestones:

- 1st payment of 20% of the contract value will be made upon submission and approval of the deliverables 5.1. and 5.2 within 15 days upon the signing of the contract

- 2nd payment of 40% of the contract value shall be made upon submission and approval of deliverable 5.3 by 15 November 2020
- 3rd and last payment of 40% of the contract value will be made upon submission and approval of all products under the contract by 30 December 2020.

10) CONSULTANT PRESENCE REQUIRED ON DUTY STATION/UNDP PREMISE

☒ NONE ☐ PARTIAL ☐ INTERMITTENT ☐ FULL-TIME

Annex 1

Training to Cooperatives, MSMEs and SMEs on Prevention and Management of Business Risks due to COVID-19

Background

The novel coronavirus (COVID-19) outbreak has spread rapidly throughout the world. As many other countries, Viet Nam has been deeply affected by the COVID-19 pandemic. The pandemic, together with the preventive measures, has caused unprecedented human, social and economic disruption. Economic impact leading to shut down of businesses, reduced demands, and supply chain disruptions is serious.

In Viet Nam, businesses including Small and Medium Enterprises (SMEs), Micro SMEs (MSMEs) and cooperatives are experiencing significantly adverse impacts. The disruption of supply chain and reduced purchase of goods and services contribute to interruptions of international and domestic production and trade resulting in reduced earning, loss of income and reductions in work hours and employment.

Being important economic contributors to the economy, it is crucial for SMEs, MSMEs and cooperatives to ensure business continuity and risk management in order to react quickly to minimize impact and risks of COVID-19 and at the same time to prepare for potential development and emerging new opportunities. As SMEs account for 98% of all businesses in Viet Nam and are the main contributor to employment (80%). Over 22,700 cooperatives, 64% of which focus on agriculture, contribute to inclusive and sustainable growth and play an important role in supporting farms and other vulnerable people at local level.

A proactive risk-informed management focusing on sustainability is important. As part of an ongoing project, UNDP in collaboration with the Viet Nam Cooperative Alliance (VCA) and the SMEs Association is planning to provide trainings on risk management to leaders and managers of SMEs, MSMEs and Cooperatives who are affected by COVID-19.

Objectives

The objective of the trainings is to raise awareness and build capacities of SMEs, MSMEs and cooperatives (particularly agricultural cooperatives) on the prevention and management of business risks due to COVID-19 and other emergencies, external shocks and environmental risks

Scope of work/Expected results

- Proposed training topics include, but are not limited to:
 - o Business risk management and business continuity, that may also include other emergencies, external shocks, natural and environmental risks
 - o Business recovery, linked with access to green recovery opportunities
- Number of proposed training workshops: 4 training workshops to be conducted in 4 cities/provinces in Viet Nam (locations will be selected based on severity of the COVID-19 impact)

- Target groups: Estimated 50 participants for each training course, representing leaders/managers/risk controllers of SMEs/MSMEs/cooperatives

Responsible parties

UNDP	VCA/SMEs Association	Training service provider/Partner (to be recruited by UNDP)
<ul style="list-style-type: none"> - Provide resources for the trainings through a Letter of Agreement (LOA) and contracts to be signed with VCA/SME Association and the training service provider respectively; - Recruit training service provider based on consultation with VCA and SME Association; - Coordinate with VCA/SMEs Associations and training service provider on the development of training materials and delivery of the training workshops 	<ul style="list-style-type: none"> - Propose focused training topics relevant to the objective based on the training needs assessment of SMEs, MSMEs and cooperatives; - Provide inputs/comments to the training programs and training contents; - Undertake logistic arrangement and organization of the training workshop as detailed in the LOA and the technical proposal; (arrangement of training venues including refreshments, training hand-outs, engagement of training participants) - Support to undertake post-training assessment 	<ul style="list-style-type: none"> - Develop detailed training schedule and training content based on consultation with UNDP and VCA and SMEs Association; - Develop training materials including training textbooks and Power point presentations; - Provide human resources to facilitate and deliver the trainings; - Develop training reports with support by SMEs Association and VCA

Timelines

- Duration of the overall assignment: October 2020 – December 2020
- The training workshops are expected to take place in November 2020

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	150
2.	Proposed Methodology, Approach and Implementation Plan	350
3.	Management Structure and Key Personnel	500
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organisation and Staff (In terms of Competence/ Experience/ Reliability) with at least 10 years relevant experience in developing and delivering trainings on Risk Management or related fields	25
1.2	General Organisational Capability which is likely to affect implementation (i.e. loose consortium, holding company or one firm, size of the firm / organisation, strength of project management support e.g. project management controls)	20
1.3	Quality assurance procedures	15
1.4	Relevance of: <ul style="list-style-type: none"> - Proven track record in coordination and monitoring of training programs; - Experience on similar programme/ assignment with at least 2 examples of relevant training materials previously developed; - Experience in providing support/services to enterprises, SMEs, agencies or donor supported projects; 	90
Total Section 1		150

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Understanding of the requirement: To what degree does the Offeror understand the task? Is the scope of task well defined and does it correspond to the TOR?	80
2.2	Clear description of the Offeror's approach and methodology for meeting the requirements of the TOR?	100
2.3	Details on how the different activities shall be organized and delivered?	70
2.4	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	100

Total Section 2	350
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Section 3. Management Structure and Key Personnel		Points obtainable
3.1	Team Leader	270
3.1.1	Master's degree (or equivalent) in management, economic, environment, risk management or related fields;	30
3.1.2	At least 7 years relevant professional experience in developing, delivering and facilitating training workshops on relevant topics related to business risk management;	70
3.1.3	Work experience in enterprise risk management, integrated risk management, business continuity or related areas;	50
3.1.4	Demonstrated experience and ability to lead and motivate teams in a multicultural environment;	50
3.1.5	Proven evidence of ability to communicate effectively and persuasively with strong representational abilities with examples of participation in the trainings/workshops as facilitators/presentors	70
3.2	Team members	200
3.2.1	Master's degree (or equivalent) in management, economic, environment, risk management or related fields;	30
3.2.2	At least 7 years relevant professional experience in developing, delivering and facilitating training workshops on relevant topics related to business risk management;	70
3.2.3	Work experience in enterprise risk management, integrated risk management, business continuity or related areas;	50
3.2.4	Demonstrated ability to communicate effectively and persuasively with strong representational abilities with examples of participation in the trainings/workshops as facilitators/presenters.	50
3.3	The team as a whole shall demonstrate ability to communicate in English by proven evidence of relevant services provided for international organisations and examples of paper/document in English.	30
Total Section 3		500

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 PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[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.

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ 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:

☐

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 **Tuesday, September 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) 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 (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]