



## REQUEST FOR PROPOSAL (RFP)

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

<b>NAME of service:</b> <b>Develop ten (10) online training modules to help strengthen COVID-19 responses and resilience for enterprises and upload on the E-learning platform of the Assistance Center for Small and Medium-sized Enterprises (TAC) under the Ministry of Planning and Investment</b>	<b>DATE:</b> September 14, 2020
	<b>REFERENCE:</b> 2-200904

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Develop ten (10) online training modules to help strengthen COVID-19 responses and resilience for enterprises and upload on the E-learning platform of the Assistance Center for Small and Medium-sized Enterprises (TAC) under the Ministry of Planning and Investment.**

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

Proposals may be submitted on or before **Monday, September 21, 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](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*  
9/14/2020

## 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"/> Ha Noi, 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 <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 <i>[pls. specify]</i>
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). <b>This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</b>
Criteria for the Assessment of Proposal	Proposal shall be considered technically qualified if it achieves minimum 70% of total obtainable technical points.  <b>Weight of technical and financial point:</b> <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>	Luu Ngoc Diep (Ms.) Procurement Associate <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-notices.undp.org/">https://procurement-notices.undp.org/</a> for any addenda and updated deadline to this Request for Proposals. UNDP reserves the right to post addenda up to the closing date for submissions. Hence bidders are advised to check the UNDP website frequently prior to submitting their proposal.

<sup>5</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

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

<sup>7</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.



## TERMS OF REFERENCE

### FOR NATIONAL FIRM/INSTITUTION

**TITLE:** Seeking service provider to develop ten (10) online training modules to help strengthen COVID-19 responses and resilience for enterprises and upload on the E-learning platform of the Assistance Center for Small and Medium-sized Enterprises (TAC) under the Ministry of Planning and Investment.

**TIMELINE:** October – December 2020.

**DUTY STATION:** Home-based and Ha Noi, Viet Nam

#### 1. Background

UNDP is committed to the 2030 Agenda for Sustainable Development and believes in leaving no one behind. Since 2018, UNDP has developed and implemented its [Digital Strategy](#) to foster new ways of collaborating with our partners, creating environment and systems that drive and support innovation, and building new capabilities to develop and apply digital solutions that will enhance the quality, efficiency and effectiveness of our work.

The global [pandemic COVID-19 \(corona virus\)](#) since its spread in January 2020 by far has caused over 28.2 million cases and nearly one million death tolls in 213 countries and territories. Its unprecedented damaging impacts on lives, health and economies have threatened the achievements of [17 SDGs](#), pushing up to 100 million people into extreme poverty in 2020. Since March 2020, UNDP has mobilized over \$170 million in new funding and repurposed over \$150 million in programme funds in agreement with donors and partners to support Member States of the United Nations to Prepare, Respond, and Recover from COVID-19. To help countries set pathway to build forward better, UNDP prioritizes collaborating with Member States to strengthen four areas including Governance, Social Protection, Green Economy and Digital Disruption.

[UNDP Viet Nam](#) has been leading the UN Economic Impact Working Group and technical role for socio-economic response and recovery. UNDP responses and support focus on strengthening health system, inclusive crisis management and responses for business sector, protecting vulnerable groups and human rights. The Government of Japan has funded UNDP Vietnam to *Promoting Human Security -- Leaving No One Behind through an integrated response to COVID-19 in Viet Nam*. The rapid response program will need to complete all activities by March 2021.

These Terms of reference articulate UNDP's focus and envisioned scope of work to help strengthen COVID-19 responses and resilience for Micro, Small and Medium sized Enterprises (MSMEs) in Viet Nam.

- **Sector challenges**

A study conducted by OECD in April 2020 to inform [SME policy responses](#) showed that the current crisis has revealed vulnerability of SMEs to the supply and demand shock, particularly their weak liquidity with a serious risk that over 50% SME will not survive the next few months. A widespread collapse of SMEs (60-70% of OECD employment) could have strong impacts on national economies and even on the financial and banking sector. Among responses and measures put in place by governments and supporting organizations to protect workers, defer obligated payments and increase credit access for SMEs, it is crucial to enhance longer term resilience of SMEs and their potential for growth through fostering structural policies. Those could include measures to help SMEs adopt new work processes and telecommuting, find alternative markets, speed up digitalization and innovation and train workforce.

*Micro, Small and Medium Enterprises (MSMEs)* account for 98 percent of all businesses in Viet Nam and more than 50 percent of total employment and are the main contributor to poverty reduction and inclusive and sustainable growth. Due to COVID-19 and required safety measures such as travel restrictions, social distancing, quarantines, closing of borders, etc, MSMEs have been facing with supply chain disruptions, plummeted demand and increased operation costs. By [estimate](#) of Ministry of Labour, Invalid and Social Affairs, up to 30 million workers in Viet Nam being impacted by the pandemic. Overall, 17.6 million have had their pay cut due to the pandemic in the first six months, while a further 7.8 million workers have either lost their job or seen their hours reduced. The [General Statistical Office](#) reported that the number of businesses temporarily suspended operation in the first half of 2020 is estimated at 30,000 firms, an increase of over 38% compared to 2019.

According to a survey conducted on 510 small and medium enterprises till April 1<sup>st</sup> 2020 by the National Economic University to assess [COVID-19 impacts](#) on businesses, 94% firms reported the pandemic causing negative impacts on their operations and performance. Of which, 60% reported revenue losses, 43% having additional costs uncovered by revenues, 37% in working capital shortage, 29% short of imported input materials and 31% unable to sell their products at domestic markets. Among firms reported revenue losses, 35% estimated revenue losses between 30% - 50%; 28% estimated 50% - 80% revenue losses and 20% estimated revenue losses of over 80%. In terms of costs structures, labour costs account for 34%, costs of servicing debts make up 25%, next is recurrent activities with 20% and premise rental with 18%. To cope with COVID-19, 65% of firms cut recurrent costs, 45% reduced operation scale, over 30% businesses implemented one of these activities including downsizing workers, applying leave without pay, pay cut or suspending business. Only 15% managed to change business models.

As a result, firms were recommended to optimize business operation and costs to focus on core products and services, restructure towards lean production and management, utilize software for stores and inventories management, apply e-commerce, technology and digital marketing to capture customers attention and improve services to increase online sale, and reskill and upskill labour force with focus on innovation and multi-skill training on sale, marketing, management.

- **UNDP Intent**

At the request of Ministry of Planning and Investment (MPI) to build capacity in supporting MSMEs and strengthening resilience to economic and pandemic shocks, UNDP will provide training and support to MSMEs and agricultural cooperatives to build resilience against supply chain disruptions and adapt to new market conditions caused by COVID-19.



UNDP has engaged and discussed with The Assistance Centre for SMEs in Northern Region ([TAC](#)) under the Agency for Enterprises Development of MPI to develop and deliver online training<sup>8</sup> to foster business continuity and digital transformation for MSMEs. TAC has the mandate of supporting SMEs on training, counselling, investment promotion, business start-up and matchmaking. It has developed the [e-learning](#) platform since 2018 to provide quality, interactive and free online trainings for SMEs to help improve business strategy, management and performance. The TAC e-learning platform has been designed for mobile device access including computers, tablets and smart phones.

Based on the mutual discussions, UNDP has recommended TAC to focus on following tasks:

- Developing online courses relevant in COVID-19 context including digital transformation to enable firms to better adapt and optimize business models and gear towards sustainable business development
- Combining theory courses with Guided Project to help firms translate skills into practice such as developing standard firm profile for online business matching and digital marketing
- Updating TAC and its affiliated websites for effective communication and outreach to new and existing subscribers of online courses managed by TAC.

UNDP will support TAC to develop and deliver 10 online training modules to help strengthen COVID-19 responses and resilience for enterprises for MSMEs in 2020. TAC plans to launch these completed online modules with leaders from MPI, UNDP and Japan government. Currently TAC collaborates with UN Women to develop [e-learning lectures](#) on Leadership, Confidence Building, Decision making, Networking and Management of change to strengthen capacity for female business owners, CEO, managers and resource staff. The e-learning lectures will be uploaded on the e-learning platform of TAC in December 2020.

## **2. Scope of work**

Based on mentioned above researches conducted by VCCI and the National Economic University in April 2020, the online training supported by UNDP will focus on i) Digital Marketing to increase business sales and revenues, ii) Supply Chain Resilience Management, and iii) Digital Transformation and Business Continuity.

UNDP will collaborate and co-finance the development of 10 online training modules within those identified areas. Below is list of ten online modules suggested by TAC:

1. Digital transformation in business sector (overview of digital transformation, current trends in Viet Nam context, required factors to enable firms to embark in the digital transformation process)
2. Employ design thinking to increase business efficiency
3. How to innovate business processes and promote innovative working environment?
4. Digital marketing fundamentals
5. Trends, communication channels and tools for digital marketing in post COVID-19
6. Understanding Search Engine Optimization and implementation techniques to position business website in top viewing results of global search engines
7. Supply chain management in COVID-19 context
8. Lean manufacturing: Six Sigma foundation

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<sup>8</sup> In these TOR, online training refers to the delivery of a series of lessons posted on a web browser or mobile device which can be accessed anytime and anyplace.

9. Costs optimization in COVID-19 context to increase business continuity
10. Adaptive customer strategy in COVID-19 context

UNDP is seeking **a national qualified service provider** to develop and post the above 10 online modules on TAC e-learning platform by end of December 2020. Each module comprises several lectures which will be user-friendly formatted and include video, power point presentation, infographic, Interaction platform among learners and instructors, test, reference materials, and certificate of achievement for learners. All content will be in Vietnamese. Each module lasts approximately 120 minutes inclusive of all content. The online modules will meet the standards of TAC. UNDP requires the service provider/e-training developer to work closely with TAC and UNDP to develop module outline and content following these reference templates ([Digital Marketing](#) and [Digital Transformation](#)). UNDP requires a detailed workplan of developing these online modules with close consultation and progress reporting with UNDP and TAC. These online modules will be available on rotation basis to allow collecting feedbacks of learners and necessary adjustments on course content or delivery method. The designated service provider and TAC will meet (physically or virtually) with UNDP on monthly basis to keep UNDP updated on progresses, discuss issues, solutions and lessons learnt to ensure high quality of online courses.

### **3. Final products**

- A final detailed workplan on development of 10 online modules listed under the Scope of work accepted by UNDP and TAC to be delivered within three days after signing the contract
- A detailed outline of the 10 online modules accepted by UNDP and TAC to be delivered within one week after signing the contract
- Complete ten online modules in compatible format which will be uploaded on TAC e-learning platform by the service provider. These ten online module must meet following requirements:
  - To provide learners with fundamental and practical concept and understanding, opportunities and challenges, current trend and recommended practices to boost business continuity and resilience (the ability to enable firms to respond quickly and recover from current and future external shocks)
  - High quality and resolutions, clear presentation, preferred to be similar with existing format of the online courses currently offered by TAC on its e-learning platform that needs to meet platform standard of SCORM 2004. The online training modules need to allow learners to interact on content of courses (social learning)
  - Practical and updated content, online modules are presented by highly experienced, professional instructors who are experts in the training field
  - Each module last approximately 120 minutes inclusive of all content and is divided into several video clips
  - Include concise and practical course introduction/prompt and expected skills that learners will achieve
  - Combination of demonstrated presentations/slides, quiz/test, infographic, reference materials and certification of completion once completing courses
  - Include UNDP logo and relevant marker such as 'Supported by UNDP' to ensure visibility

#### 4. Provision of monitoring and progress controls

The Policy Analyst of UNDP Viet Nam in charge of this activity will be responsible for the monitoring and supervision required to ensure progress and high-quality final product(s). The selected service provider is required to work with and inform the respective Policy Analyst to deliver final products latest by 30 December 2020.

#### 5. Degree of expertise and qualifications

UNDP wishes to seek a **highly qualified domestic service provider** to undertake this assignment. The service provider needs to be a legal entity registered and based in Viet Nam and proves to be capable of producing the final products within the above-mentioned deadline. The service provider will work independently with technical support and supervision of the respective UNDP Programme Analyst. Applicants will be evaluated on their experience as well as their demonstrated capacity to deliver required products. Working experience with UN agencies in Viet Nam will be an asset.

### QUALIFICATIONS AND SELECTION CRITERIA

- At least 5 year-experience in developing and delivering quality trainings for businesses in the areas of business strategy, management and digital transformation
- At least 3 years of experience in developing and delivering online trainings for businesses, needs to demonstrate active online training platform with minimum 500 subscribers
- Have at least 2 years of experience in advising, designing and developing online training content for clients
- Have a sound methodology, realistic workplan and in-depth understanding of online modules
- Own a team with strong and relevant experience in the production of classroom and online training and ability to deliver and ensure quality
- Have fully equipped filming and recording equipment, studio, post- production to meet the requirement of producing high-quality video clips and audio.

#### 6. Admin support

The respective Policy Analyst will provide all necessary logistical support and arrangement, including facilitating access to TAC leaders and its e-learning platform.

#### 7. Review time required and payment term

Below schedule of payment will be paid upon successful completion of the assignment accepted by UNDP.

No	Deliverable	Payment (% of contract value)

1	A final detailed workplan on development of 10 online modules listed under the Scope of work accepted by UNDP and TAC to be delivered within three days after signing the contract	10
2	A detailed outline of the 10 online modules accepted by UNDP and TAC to be delivered within one week after signing the contract	10
3	First batch of 5 online training modules accepted by UNDP and TAC uploaded on TAC e-learning platform	30
4	Second batch of remained 5 online training modules accepted by UNDP and TAC uploaded on TAC e-learning platform latest by 30 December 2020	50

## 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	300
2.	Proposed Methodology, Approach and Implementation Plan	400
3.	Management Structure and Key Personnel	300
	<b>Total</b>	<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	At least 5 year-experience in developing and delivering quality trainings for businesses in all three areas of business strategy, management and digital transformation;	100
1.2	At least 3 years of experience in developing and delivering online trainings (online training refers to the delivery of a series of lessons posted on a web browser or mobile device which can be accessed anytime and anyplace): <b>Applicant needs to demonstrate an active online training platform with minimum 500 subscribers;</b>	100
1.3	Have at least 2 years of experience in advising, designing and developing online training content for clients;	50
1.4	Have fully equipped filming and recording equipment, studio, post- production to meet the requirement of producing high-quality video clips and audio.	50
<b>Total Section 1</b>		<b>300</b>

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Understanding of the requirements and topics of online training modules to be developed;	50
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference;	200
2.3	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic.	150
<b>Total Section 2</b>		<b>400</b>

Section 3. Management Structure and Key Personnel		Points obtainable
<b>3.1</b>	<b><i>Composition and structure of the team proposed: Own a team with strong and relevant experience in the production of classroom and online training, including people undertaking tasks such as developing content, editing transcripts, instructing lessons, filming, sound handling, post-production, designing tests and posting training video clips on provided online learning platform.</i></b>	<b>100</b>
<b>3.2</b>	<b>01 National Team Leader</b> who will supervise the content development and ensure quality	<b>100</b>
3.2.1	Master's degree in development studies, training, sociology, economic or related field;	30
3.2.2	<b>Minimum of 10 years' relevant experience</b> in developing training materials on business development for SMEs and other types of enterprises and facilitating these trainings and in producing video lectures that are uploaded in the TAC Everlearn platform.	70
<b>3.3</b>	<b>02 National Team Members</b> who will be training instructors	<b>100</b>
3.3.1	Master's degree (or equivalent) in developing studies, training, sociology, economic or related field;	30
3.3.2	<b>Minimum of 5 years' relevant experience</b> in developing training materials on business development for SMEs and other types of enterprises and facilitating these trainings and in producing video lectures that are uploaded in the TAC Everlearn platform.	70
<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>9</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>10</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>9</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>10</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:

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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 **Monday, September 21, 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) <b>A demonstrated active online training platform with minimum 500 subscribers</b>			
	h) <b>A list of filming and recording equipment, studio, post-production to meet the requirement of producing high-quality video clips and audio</b>			
	i) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;			
	j) 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 <a href="mailto:procurement.vn@undp.org">procurement.vn@undp.org</a> 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]*