



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

NAME of service: Develop a proposal solicitation to identify and select innovative provincial governments for experimenting citizen powered solutions and conduct scoping study for development of syllabus on digital competencies for the public sector	DATE: September 16, 2020
	REFERENCE: 2-200905

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Development of a proposal solicitation to identify and select innovative provincial governments for experimenting citizen powered solutions and conduct scoping study for development of syllabus on digital competencies for the public sector.**

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

Proposals may be submitted on or before **Thursday, September 24, 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/unsccl/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Tran Thi Hong
Head of Procurement Unit
9/16/2020

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"/> Ha Noi and other provinces in Vietnam <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	From October 2020 – August 2021
Target start date	As soon as possible in October 2020
Latest completion date	31 August 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 (40%)

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 (40%) 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

FOR EDUCATIONAL INSTITUTION/ORGANIZATION

TITLE: Seeking a Vietnam-based educational institution or organization (a legal entity registered and based in Vietnam) to develop a proposal solicitation to identify and select innovative provincial governments for experimenting citizen powered solutions and conduct scoping study for development of syllabus on digital competencies for the public sector.

Timeline: October 2020 – August 2021.

Station: Hanoi and other provinces in Vietnam.

CITIZEN POWERED INNOVATION (CPI) – Identification and engagement phase

1. BACKGROUND

United Nations Development Programme (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.

Vietnam's today development [challenges](#) – from rapid industrialization and protracted conflicts to environment and climate change and inadequate social protection – require government's new capabilities to design, implement and monitor integrated and systemic solutions.

The Vietnamese government has been effective in containing the global COVID-19 (corona virus) including its recent [resurgence](#). When dealing with public health threatened by COVID-19 pandemic, the government adopting transparency, citizen engagement and digital technologies⁸ has been [key](#) to foster public trust and collaboration for effective contamination measures including social distancing and large-scaled contact tracing. With the exception of accelerating digital solutions to ensure business continuity in public service delivery, government efforts to proactively share facts-based information and engage citizens are yet to be observed at the same level in non-health areas. Moreover, COVID-19 also [exacerbates](#) short-comings in current governance which results in weak legislation enforcement, ineffective supporting policy and low engagement from citizens and businesses in legislation, economic and social development.

[Engaging](#) with citizens and businesses is critical since they are end-users of public service providers. Through their experience, feedback and monitoring, citizens hold public institutions more transparent, accountable and effective, and contribute innovative solutions to complex development challenges.

⁸ [Digital technologies](#) are electronic tools, systems, devices and resources that generate, store or process data.

UNDP is committed to [promoting](#) citizen engagement to assist countries realizing sustainable development agenda. In Vietnam, UNDP has used citizen powered feedback and opinion to help improve local governance and public service quality. Through the Vietnam Provincial Governance and Public Administration Performance Index ([PAPI](#)), UNDP has empowered collective voices of over 130,000 citizens since 2009 to identify governance issues and monitor key reform efforts in public service delivery and corruption reduction which largely determine public trust and engagement.

The public sector reform in Vietnam has gone through different approaches with the aim to build an efficient, accountable, effective and transparent public administration. From the comprehensive scope of Public Administration Reforms starting in early 2000s to sector reforms with focus on administrative procedures simplification and adoption of one stop shop models toward transforming finance areas, the government is currently determined to modernize the public sector with intensive efforts in promoting e-government and digital transformation. This strategy shift is aligned with Vietnam's transition toward a middle-income country and one of the [most opened](#) economies in the world. The [digital transformation](#) national programme issued by Ministry of Information and Communication in June 2020 will trigger its adoption at provincial level and preparing public servants with required digital competencies and skills to perform required tasks.

During this transition, committed leadership, large engagement and transparency promotion have been consistent factors in driving lasting changes to solve real development challenges. From decade-long efforts in the central-led anti-corruption campaign and provincial administration reforms triggered by the Vietnam Provincial Competitiveness Index and PAPI to recent initiatives to protect the environment through “the [Green Sunday](#)” campaign in Thua Thien Hue province, these models of reform are considered highly effective in mobilizing public engagement to lead to sustained changes in the mindset and behavior of the public sector. Study on current and former public-sector leaders around the globe by the Boston Consulting Group has analyzed four elements to change government [behavior](#) toward progresses including i) promoting a strategic culture, ii) leveraging the organization's purpose to catalyze action, iii) transforming the operating model, and iv) building a system for execution and learning.

- **UNDP intent**

UNDP aims to foster citizen engagement and digital solutions to increase government efficiency, transparency and accountability in developing effective and sustainable solutions to local development challenges. In the current COVID-19 context, central government and many provincial administrators struggle to identify and implement the types of actions needed to improve local governance, to effectively protect public health while maintaining high economic growth. Notably, provinces are not equipped with the systems or learning processes needed to tackle complex or intractable development challenges. Provincial governments are often afraid to innovate or try new things from fear of failure and disappointing citizens.

UNDP develops the Citizen Powered Innovation (CPI) component under the PAPI program to foster effective public sector reform and social advancement. It aims to identify, promote and accelerate local initiatives that are committed by top leadership to solve citizen-identified problems and will be implemented in transparent manner to mobilize public action and inform broad-based learning. Through embracing bold local reform experiments, UNDP will facilitate effective policy reforms and innovation at the provincial and national level.

UNDP will leverage its expertise in citizen engagement and public sector reform, trusted partnership and “leaving no one behind” lens to support provinces in developing, implementing and tracking tailored, sustainable solutions for their respective provincial challenges. This will be achieved in like-minded provinces with UNDP support through i) provision of system thinking, targeted coaching and seed-funding to nurture and scale local experimentation, ii) promoting structured learning of provincial success patterns and iii) obtaining digital competencies (knowledge and behavior) for the public sector aspired to international standards.

The CPI is funded by the Department of Foreign Affairs and Trade (DFAT) of the Australian Government and UNDP and expected to take place from 2021 to 2025. In 2020, UNDP will prepare for its implementation via the Identification and engagement phase. The objective of this phase is to enable UNDP to develop a grounded mechanism and fair assessment to engage with interested provinces.

2. SCOPE OF WORK

UNDP seeks a Vietnam-based qualified educational institution/organization to commence the Identification and engagement phase of the CPI. These Terms of reference of this phase include following activities:

- I. Conduct a desk study to identify criteria of provinces who are more capable of identifying and implementing innovative local solutions with success within two-year time frame. Based on findings, propose a justification and a list of up to 5 provinces (02 in the North, 01 in the Central and 02 in the South region) for taking field study to assess provincial willingness, readiness and capabilities in adopting the Citizen Powered Innovation approach and validate proposed selection criteria. The field study will be combined with the scoping study in item III) of this scope of work for optimizing resources. In each province, the study team will spend 4 working days to conduct both studies.
- II. Develop and implement a proposal solicitation package to help UNDP identify and select innovative provincial governments for experimenting citizen powered solutions. UNDP will first send a letter requesting expression of interest (EOI) to all 63 provinces in early April 2021. Provinces will have 01 month to send their official letter of interest to UNDP (early May 2021). UNDP will then send request for proposal in May to this smaller group of provinces who submitted EOI. Provinces will submit their proposal in end of July 2021. Based on provincial selection criteria identified in item i) and their submitted proposals, UNDP will select 3 provinces that are qualified for UNDP support. The educational institution/organization will then work with these 3 provinces to fine tune the problems provinces propose to solve and their respective proposed solutions. The final proposals will be submitted by provinces in end of August 2021 to allow UNDP entering a formal partnership for providing support.
 - a. Develop a letter to call for province's expression of interest (EOI) based on UNDP intent and inputs. The CPI component and EOI request letter will be announced by UNDP to all 63 provinces at the launching of the 2020 PAPI report (expected in April 2021)
 - b. Support UNDP to send the EOI request letter in early April 2021, follow-up outreach and provide further information with interested provinces
 - c. Develop proposal submission guidelines and template, suggest provincial assessment criteria informed by the study in item i). UNDP will then send request for proposal to provinces who submitted EOI. After receiving proposals, UNDP will select 3 qualified provinces based on proposed criteria for selecting provinces and their submitted proposals. This will be done in early August 2021.
 - d. Work with 3 qualified provinces who submit EOI to finalize proposed solutions and guide them to finalize their proposals to re-submit to UNDP in the end of August 2021.
- III. Conduct a scoping study for development of a syllabus on digital competencies for the public sector

- a. Undertake field study in up to 5 provinces selected in item I) above to assess current competencies, needs, and requirements for developing digital competencies (knowledge and behavior) for the public sector based on their current and future jobs
- b. Identify two provinces in discussion with UNDP who will be interested in co-developing and testing the syllabus to allow their adoption of the digital competencies syllabus once it is completed
- c. Work with the interested provinces to develop a syllabus on digital competences for the public sector
- d. Support the organization (seek agreement with hosting provinces, provide agenda and list of participants, send invitation letter co-signed by UNDP and leaders of hosting provinces, translate documents where needed and prepare workshop minutes) and present at two half-day consultation workshops in the two provinces that will work with the institutional education to develop the syllabus. Each workshop is up to 50 participants in a 3-star hotel with tea break and lunch included. UNDP will organize and cover workshop costs including attendance of two team members. The workshop should include central and local government representatives and private sector if possible to solicit inputs on the findings of the scoping study and the proposed syllabus. The syllabus needs to combine both online and offline learning modules.
- e. Finalize the syllabus based on comments solicited.

3. FINAL PRODUCTS

- i. A detailed workplan on how to implement the scope of work accepted by UNDP to be delivered within two weeks after signing the contract
- ii. A detailed set of objectively verifiable criteria to select provinces for conducting field study and their rationales
- iii. Complete proposal solicitation package and final submitted proposals accepted by UNDP and DFAT
- iv. A solid report and a reader-friendly visual graphic presentation (in both English and Vietnamese) highlight findings on provincial willingness, readiness and capabilities for the CPI adoption, and current competencies, needs, and requirements for developing digital competencies of visited provinces, and relevant recommendations to help UNDP improve its implementation of the CPI component
- v. A final syllabus on digital competencies for the public sector and its engagement strategy to sustain government inputs and adoption of the syllabus.

4. PROVISION OF MONITORING AND PROGRESS CONTROLS

The successful bidder shall propose a detailed work-plan to roll out the research project with concrete activities, suitable timeframes, feasible milestones and justifiable quality assurance procedures to deliver each

of the outputs as set forth above to UNDP. Also, the successful bidder shall present sound and strong risk management measures and warranty of feasibility to safeguard the operation of this research project.

The field study must be based on first-hand experiences and opinions of the targeted informants that reflect demographic diversity (e.g. gender, ethnicity, ages, education levels and ranks in posts). As such, the successful bidder, in consultation with UNDP, will have to present a strategy to ensure that survey/interview sample will be selected in a robust, objective, and representative manner. The successful bidder shall share with UNDP collected materials during field study and interview minutes one month after the completion of the scoping study.

UNDP Viet Nam's Programme and Policy Analysts in the Governance and Participation Team shall be responsible for overall quality control of this activity. The successful bidder shall be held accountable to UNDP Viet Nam on the developments of the research and the outputs as well as request for advice and inputs where deemed appropriate.

5. DEGREE OF EXPERTISE AND QUALIFICATIONS

The educational institution/organization 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 successful bidder 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. The applicant shall suggest the composition of the research team to ensure sufficient personnel and competencies to carry out and control the quality of the assignment.

It is required that the successful bidder commit to providing adequate human and logistical resources as well as technical and administrative support for the assignment to be conducted successfully, based on the objectives, scope, final products expressed in this TOR, and the 2017 EU-UN Cost Norms guidelines for financing of local costs in development cooperation with Viet Nam.

The technical and financial proposal from the successful bidder is expected to indicate clearly the composition of research teams, logistic arrangements for the research to be completed and any financial implication thereof.

6. 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 detailed workplan on how to implement the scope of work accepted by UNDP to be delivered within two weeks after signing the contract	10
2	Complete proposal solicitation package (latest in March 2021)	15
3	Final proposals of submitted provinces accepted by UNDP and DFAT (latest in August 2021)	20

4	A solid report and a reader-friendly visual graphic presentation (in both English and Vietnamese) highlight findings on provincial willingness, readiness and capabilities for the CPI adoption, and current competencies, needs, and requirements for developing digital competencies of visited provinces, and relevant recommendations to help UNDP improve its implementation of the CPI component	35
5	A final syllabus on digital competencies for the public sector and its engagement strategy to sustain government inputs and adoption of the syllabus.	20

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	400
3.	Management Structure and Key Personnel	400
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Reputation of Organisation and (Competence / Reliability)	50
1.2	Organisational Capability which is likely to affect implementation (risks versus access to specialized skills: i.e. subcontracting / partnerships - loose consortium, holding company or one firm, size of the firm / organisation, strength of project coordination and support, etc.)	100
1.3	Previous experience in conducting public sector study, provincial governance, syllabus development in public sector and/or related fields in Viet Nam	50
Total Section 1		200

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Does the suggested study schedule sufficiently address the key tasks/responsibilities expressed in the TOR?	50
2.2	Is the suggested methodology sufficient to address the needs/demands of the TOR?	200
2.3	Does the proposal commit adequate human and logistical resources (including support staff, translation/interpretation etc.) to ensure high-quality and timely delivery of the research report?	50
2.4	Is the presentation of the proposal clear and provided with succinct sequence of approaches to the research?	100
Total Section 2		400

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	01 Senior National Technical Expert (Team Leader)	150

3.1.1	Postgraduate degree (preferably PhD level) in political sciences, social sciences, public policy or related fields;	20	
3.1.2	Proven leadership and teamwork skills (e.g. a team leader of a field study or of a team of relevant technical experts);	30	
3.1.3	At least 15 years of proven work experience in empirical research and syllabus development (quantitative/qualitative) and expertise in relevant fields such as institutions, governance, public participation, public administration and public policy;	30	
3.1.4	Proven record of conducting policy advisory, advocacy and training for government and international organizations;	40	
3.1.5	Proven command of written, spoken and presentation in English and Vietnamese languages (proven through published articles in English and Vietnamese).	30	
3.2	<i>Institutional Experts (up to 3 members)</i>		120
3.2.1	Postgraduate degree (preferably PhD level) in political sciences, social sciences, development studies, public policy or related fields;	20	
3.2.2	At least 10 years of proven experience in empirical research and curriculum development (quantitative/qualitative) and expertise in relevant fields such as institutions, governance, public participation, public administration and public policy;	30	
3.2.3	Proven record of conducting policy advisory, advocacy and training for government and international organizations;	40	
3.2.4	Proven command of written, spoken and presentation in English and Vietnamese languages (evident with links to internationally and domestically published articles/research papers)	30	
3.3	<i>01 National Expert on data science and digital transformation</i>		130
3.3.1	Post-graduate degrees in data science, cyber security, educational technology, public policy or related fields;	20	
3.3.2	At least five (05) years of proven work experience and knowledge in the respective areas of expertise (cyber security, lesson and curriculum planning, curriculum platform design, knowledge of digital transformation fundamentals, digital competencies);	40	
3.3.3	Proven record of experiences in assessing ICT infrastructure, cyber security, system compatibility, digital competencies and skills;	40	
3.3.4	Proven good command of written, spoken and presentation in English and Vietnamese (evident with links to domestically published authored/co-authored articles/research papers)	30	
Total Section 3			400

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, contact 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

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 **Thursday, September 24, 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 and: <ul style="list-style-type: none"> - Published articles in English and Vietnamese of the Team Leader; - Evident with links to internationally and domestically published articles/research papers of the Institutional Experts; 			

	- Evident with links to domestically published authored/co-authored articles/research papers of the National Expert on data science and digital transformation.			
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]