



## REQUEST FOR PROPOSAL (RFP)

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

NAME of service: <b>National consultancy firm for supporting e-payment of cash transfer to eligible beneficiaries in Bac Kan and Dak Nong provinces</b>	DATE: October 6, 2020
	REFERENCE: 2-201001

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Supporting e-payment of cash transfer to eligible beneficiaries in Bac Kan and Dak Nong provinces**.

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

Proposals may be submitted on or before **the time and date indicated in eTendering system (Note that system time zone is in EST/EDT (New York) time zone)** and **via the eTendering system**, email or courier mail 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](mailto:Luu.ngoc.diep@undp.org)  
[bidding.vn@undp.org](mailto:bidding.vn@undp.org)

For eTendering method, please visit the link below and insert the following information:

<https://etendering.partneragencies.org>

BU Code: **VNM10**

Event ID number: **2-201001**

**Note:**

- For email or courier mail submission methods, 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 (in case submitted by email). *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.*
- *When submitting hard copy proposals, please submit 1 original + 3 copies + CD ROM containing all contents corresponding to hardcopy in PDF format.*
- *For eTendering submission method, please visit this page for system user guides and videos in different languages:*  
<http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/>

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*  
10/6/2020

## 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
Locations of work	<input checked="" type="checkbox"/> Ha Noi, Bac Kan and Dak Nong <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	October 2020 - 15 December 2020
Target start date	As soon as possible in October 2020
Latest completion date	15 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
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> <input checked="" type="checkbox"/> Provision of a Performance Security of USD 140,000 (See Annex 4 for the template) upon the contract award. <b>This is a mandatory criterion and cannot be negotiated. Non-acceptance of this condition 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.

<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.

	<p><b>Weight of technical and financial point:</b></p> <p><b><u>Technical Proposal (70%)</u></b></p> <p><input checked="" type="checkbox"/> Expertise of the Firm (25%)</p> <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (45%)</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (30%)</p> <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> <p>Please refer to the <a href="#">Evaluation Criteria</a> for further details.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors:</p>
Contract General Terms and Conditions <sup>5</sup>	<p><input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>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></p>
Annexes to this RFP <sup>6</sup>	<p><input checked="" type="checkbox"/> <a href="#">Terms of Reference &amp; Evaluation Criteria</a> (attached to this Annex)</p> <p><input checked="" type="checkbox"/> <a href="#">Proposal Submission Form (Annex 2)</a></p> <p><input checked="" type="checkbox"/> <a href="#">Contract Template &amp; UNDP Contract General Terms and Conditions (GTC) (Annex 3)</a></p> <p><input checked="" type="checkbox"/> <a href="#">Form of Performance Security (Annex 4)</a></p> <p><input checked="" type="checkbox"/> <a href="#">Submission checklist (Annex 5)</a></p>
<b>Pre-proposal meeting</b>	<p>Time: <b>10.00 am</b></p> <p>Date: <b>Friday, October 09, 2020</b></p> <p>Venue: 304 Kim Ma street, Ba Dinh District, Ha Noi</p> <p>The UNDP focal point for the arrangement of pre-proposal is:  Ms. Luu Ngoc Diep, Procurement Associate  Tel: (+84-24) 38500200  E-mail: <a href="mailto:luu.ngoc.diep@undp.org">luu.ngoc.diep@undp.org</a></p> <p>Kindly contact the above focal point to register for the pre-proposal meeting at least 1 day in advance.</p>
Contact Person for Inquiries	<p><i>Luu Ngoc Diep (Ms.)</i>  <i>Procurement Associate</i>  <a href="mailto:Luu.ngoc.diep@undp.org">Luu.ngoc.diep@undp.org</a></p>

<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.

(Written inquiries only) <sup>7</sup>	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 <i>[pls. specify]</i>	<b>Bidders are responsible for checking etendering system or the UNDP website: <a href="https://procurement-notice.undp.org/">https://procurement-notice.undp.org/</a></b> 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.

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<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

<b>Activity name:</b>	<b>Support e-payment of cash transfer to eligible beneficiaries in Bac Kan and Dak Nong provinces</b>
<b>Type of consultant:</b>	National Consultancy firm (e-pay firm)
<b>Timing:</b>	October to 15 December 2020
<b>Duty station:</b>	Ha Noi, Bac Kan and Dak Nong

### I. BACKGROUND

Viet Nam like many other countries in the world, has been deeply affected by the COVID-19 pandemic. The pandemic, together with these stringent measures, has had major multidimensional impacts on the lives of all populations in Viet Nam, especially children, ethnic minority women and other vulnerable groups. Economic impact due to shut down of businesses, dampened demands, and supply chain disruptions is serious, which in turn drive many social impacts. The social impact and loss of livelihoods are an immediate primary concern, and no time should be spared to help support vulnerable people.

On April 9th 2020, the Government of Viet Nam (GoV) approved the Resolution No. 42/NQ-CP on support to people who are facing difficulties caused by Covid19 Pandemic (GoV's COVID package). According to the GoV's COVID package, there are six groups of people, including the social assistance (SA) beneficiaries and laid out workers in informal sector who are eligible for the relief payments and will receive cash transfer to mitigate their difficult time. Accordingly, on April 24<sup>th</sup> 2020, the Prime Minister has approved the Decision No. 15/QD-TTg on implementation of the GoV's COVID package. The Decision No. 15 requests the Ministries, sectors and localities to promote utilization of on-line public services during the implementation. Therefore, the Ministry of Labour – Invalids and Social Affairs (MOLISA) has been assigned to be the focal point to roll out most effective solutions under the Decision No. 15 as required.

To support the GoV in mitigating COVID-19 impacts, *at national level*, UNDP in Viet Nam has supported the central government agencies, especially the Ministry of Labour – Invalids and Social Affairs (MOLISA) with digital solutions which were adopted in the Prime Minister Decision No. 15 – the GoV's COVID package of short term cash transfer to vulnerable and affected groups of \$2.7 billion. UNDP's support has led to (1) more e-payment options created under the Prime Minister's Decision No. 15 for the beneficiaries to receive the cash transfer of the GoV's COVID package through bank accounts instead of only option of receiving cash during the social distancing period and (2) a nation-wide e-record /e- report portal established and operated for the real time tracking the implementation and dispensing of the COVID package, instead of using the paper reporting system.



*At sub-national level*, UNDP has supported five provinces, i.e., Nam Dinh, Nghe An, Cao Bang, Quang Ninh and Vinh Phuc in testing the digitalized solutions for acceleration of digital transfer via e-banking and non-banking e-payment services/e-wallet under the GoV's COVID package. Therefore, instead of long traveling and queuing up at crowded room at the commune centre or post office to receive the cash transfer during the GoV's COVID package, the beneficiaries in these provinces could receive the cash transfer faster and safer through e-pay services. While focusing on supporting the delivery of the GoV's short-term COVID package, UNDP support lays the foundation for accelerating the digital transformation in delivery and management of social protection system in Viet Nam. To date, piloting has been conducted with 500 beneficiaries in these five provinces.

During the period August-December 2020, UNDP will provide further support focused on poor and near poor households and other vulnerable households including cooperative members, particularly women and ethnic minorities, in several provinces (Ha Giang, Bac Kan, Dak Nong, Binh Thuan, Bac Lieu, Ca Mau). This is planned to make cash transfer to about 1,400 eligibly identified beneficiaries through e-pay devices in Bac Kan and Dak Nong provinces (\$100 per household/worker) to recover and build forward better from COVID-19 impacts, applying the principle of Leave No One Behind (LNOB).

Built on the lessons learnt and experiences of the (i) piloting e-payment of GoV's social protection package mitigating COVID-19 impacts in five provinces of Nam Dinh, Nghe An, Cao Bang, Quang Ninh and Vinh Phuc, (ii) GCF's on-going e-payment activities in Ha Giang, Binh Thuan, Bac Lieu and Soc Trang, and (iii) tasks implemented by UNDP's contracted service provider, **consultancy firm "Green HTV"** (which was described in another TOR) to strengthen resilience and adaptation of Ethnic Minority Women impacted by COVID 19 in Viet Nam in Bac Kan and Dak Nong, **with supports from CITI Funds**, UNDP will promote the experimentation of digitalized/electronic payment of cash transfer to about 1,400 most vulnerable people in Bac Kan and Dak Nong who are negatively impacted by COVID-19.

To this end, UNDP is seeking for an e-pay national service firm (e-pay firm) to support e-payment of cash transfer to the eligibly identified beneficiaries in Bac Kan and Dak Nong.

## II. OBJECTIVE

To expand/scale up the digitalized/electronic payment of cash transfer to 1,400 most vulnerable people who are most seriously impacted by COVID-19 in Bac Kan and Dak Nong, in order to enhance the timeliness, effectiveness and transparency of the identification, verification, delivery, monitoring and reporting of emergency relief schemes, contributing to better formulation, implementation of inclusive and shocks responsive social protection system in Viet Nam, ensuring no one is left behind.

## III. TASKS, DELIVERABLES AND TIMELINES

### 1. Field assessment and desk review

Conduct field assessment of e-payment of social transfer situation in two provinces, consultation with related partners, especially DOLISA, civil social organizations, and in cooperation with the UNDP's contracted service provider, consultancy firm Green HTV (to provide National Consultancy Service to Strengthen resilience and adaptation of Ethnic Minority Women impacted by COVID 19 in Viet Nam in Bac Kan and Dak Nong province)

and local authorities of Dak Nong and Bac Kan and desk reviews of related documents, reports on e-payment to develop the detail action for implementation of this assignment.

**Deliverable 1:** Detailed action-plan for implementation of the assignment.

**Timeline:** From 15<sup>th</sup> to 20<sup>th</sup> Oct.

## **2. Provision of e-payment of cash transfer in the fields**

In cooperation with Department of Agriculture and Rural Development (DARD)/New Rural Development Coordination Office in Bac Kan, Department of Labor – Invalids and Social Affairs (DOLISA) in Dak Nong and UNDP's contracted service provider(Green HTV), conduct the training on how to use and practice e-payment of cash transfer for **all identified beneficiaries** through the banking accounts and/or e-pay card/numbers and e-wallets; and provide both online and offline supports to address and answer the frequently asked questions by the users (both officers and beneficiaries) during the cash transfer process and afterward.

### **2.1. Entering beneficiaries' required information into the software and training/awareness raising**

- Based on the list of beneficiaries provided by local authorities and UNDP's contracted service provider, enter or facilitate the beneficiaries to enter their information into the provided software/app.
- Get the list to be verified and approved by local/commune authorities.
- In cooperation with DARD in Bac Kan, DOLISA in Dak Nong and UNDP's consultancy firm, conduct an online training course on instructions/coaching for local staff (e-pay officers and commune officers) on e-registration, verification, assessment, approval process, how to use and conduct e-payment of cash transfer for identified beneficiaries through banking accounts and/or e-pay card/numbers and e-wallet; as well as provide both online and offline supports to address and answer the frequently asked questions by the trainees (both local/commune officers and e-pay officers) during the cash transfer process and afterward.
- Assign their staff/e-pay officers to conduct training courses on awareness raising and how to use the software/app of e-payment/e-pay devices (bank account, e-pay card/number, e-wallet, e-mobile....) and how to cash out... for all beneficiaries in Bac Kan and Dak Nong.
- Upload the list of identified beneficiaries which is developed by UNDP's technical firm/Green HTV and approved by the local authorities into the e-registration and e-payment software and print it out for local authorities' certification.

**Deliverables 2.1:** (i) E-list of the beneficiaries which is based on the hard copy list of beneficiaries developed by UNDP's technical firm and approved by the local authorities and (ii) hard copy list of beneficiaries which is printed out from the e-registration and e-payment software, cross-checked and endorsed by UNDP's technical firm and UNDP program officer and (iii) an online training course on awareness raising and how to use the e-tools for receiving the cash transfer from UNDP, from Government and for other daily activities.

It is noted that all beneficiaries' information required namely: full name, age, address, ethnic groups, ID numbers, banking account/bank name, phone numbers and amount of potentially received fund of the eligible beneficiaries will be uploaded into the registration software/app.

**Timeline:** From 20<sup>th</sup> – 25<sup>th</sup> Oct.

### **2.2. Making e-payment**

- Deliver the cash transfers through all possible/feasible, available e-pay modalities to all identified beneficiaries (i.e. bank account, e-payment card/number, e-mobile).
- Consolidate and get the cash transferred statement/certified receipts of funds from the bank and endorsed by the local authorities (commune and provincial levels).

***Deliverables 2.2:***

(i) E-list which is extracted from the software/banking system with exact amount of fund delivered through all possible/feasible, available e-pay modalities to all identified beneficiaries (i.e. account name, bank account, e-payment card/number, e-mobile) in Bac Kan and Dak Nong with total cash transferred amount to both provinces;

(ii) The list of beneficiaries with required information namely full name, age, address, ethnic groups, ID numbers, banking account/bank name/phone numbers and amount of already received fund will be certified by the e-pay service provider and local authorities with mode of receiving money with total cash transferred amount to both provinces and approved by the Commune People Committee's chairpersons.

***Timeline:*** From 01<sup>st</sup> to 20 November.

2.3. Documentation and report on e-pay process

Document and make report (from 30 to 40 pages) on advantages and difficulties, and recommendations for finalization and improvement of the process and software/app which can be applied at national level.

***Deliverable 2.3:*** Report on technical assistance for e-pay package.

***Timeline:*** October – 30 November 2020.

#### **IV. QUALIFICATIONS OF THE FIRM AND COMPOSITION, TASKS OF THE CONSULTANT TEAM**

##### **1. Qualifications and capacity of the firm**

Good reputation of organization and staff credibility/reliability;

At least five years of experiences and expertise in delivering cash-transfer to people, especially the most vulnerable people, i.e., social assistance beneficiaries and poor people at grass-root levels; and with mandatory role tasked by relevant authorities is an advantage;

Having wide network of staff for cash-transfer at all levels (central, provincial, district and commune levels); with nationwide network of staff is an advantage;

Having an e-payment tools (app/software, banking and non-banking agencies) to deliver e-payment of cash transfer to most vulnerable people;

**Commit to provide banking guarantee of USD 140,000 under UNDP template** upon contract signing with UNDP to receive UNDP advance payment.

##### **2. Composition and tasks of the consultant team**

- 01 national team leader, responsible for coordination and completion of all tasks of this assessment; being the focal point to ensure smooth communication between UNDP, consultancy firm and focal

point agencies in two provinces of Bac Kan and Dak Nong; design the detailed action-plan of this assignment, mobilization of relevant qualified personnel resources for completion of all mentioned deliverables and tasks; answering frequently asked questions by local officers and people; consolidate the instruction and guidelines to address emerging issues/questions during the operation of the e-registration and e-payment system at local levels; consolidation of lessons learnt, e-payment process and recommendations for application of the software/app at national level.

- 01 national consultant, responsible for coordination with related partners (DOLISA, DARD/OCOP, local/commune authorities, local e-pay officers), the training, payment, supervision, lessons learnt and process consolidation/reporting and other related tasks.

At least 30 e-pay officers at local levels (Bac Kan: 15 officers and Dak Nong: 15), are responsible for training and awareness raising for local officers and beneficiaries on e-money/e-payment and how to make e-money transfer and conducting the e-payment to all identified beneficiaries; running/operating the software/app; monitoring and consolidating the results/impacts of e-delivery and UNDP supports.

## **V. EXPECTED QUALIFICATION OF THE CONSULTANT TEAM**

### **1. One National team leader (1)**

- At least Master degree in Financing/Banking or Economics with relevant experience.
- At least 15 years of relevant working experience in the postal and telecommunications industry which are relevant to the required tasks of coordination with related partners in Viet Nam.
- At least 05 years of specific working experiences with cash transfer and e-payment and payment services to social assistance/protection policy and services in Viet Nam; and knowledge and experience in working with DSA/MOLISA, UNDP and related development partners is an asset.
- Good in English and using computer software.

### **2. One National team member (2)**

- Master's degree in social sciences or banking/economic and/or related fields.
- At least 10 years working experience in developing and training tools and process for collecting, analyzing data on social protection and poverty reduction areas; conducting research and preparing reports on these topics in/on Viet Nam, especially in digitalization of the social protection is an advantage.
- At least 5 years of specific working experiences with communities and local groups, especially coordinating the network of e-pay officers at grass root level to deliver e-payment and payment services to social assistance/protection policy and services in Viet Nam; and knowledge and experience in working with DSA/MOLISA, UNDP and related development partners is an asset.
- Good command of English.

### **3. Thirty national e-pay officers (3) at local levels** (provincial, district, commune and village levels)

- University's degree or higher in Information Technology and/or Communication (payment officers).
- Minimum proven 05 years of experience in cash transfer at local levels. Delivery of cash transfer to social assistance beneficiaries is an advantage.

- At least 03 years of experience in training/coaching in delivery cash transfer and e-payment to social assistance, poor and near poor people at commune level.

Good skills and methods of working with local people. Being local people/residents is an advantage.

## VI. MONITORING AND QUALITY ASSURANCE

The e-pay firm will work under the overall supervision, management and quality assurance of UNDP Program Officer from IGU, in close consultation and cooperation with DARD and selected commune authorities in Bac Kan, DOLISA in Dak Nong who will support identify and approve of the eligible beneficiaries and UNDP's consultancy firm who provides technical assistance for development of the targeting criteria and identification of eligible beneficiaries. All draft deliverables as mentioned above need to be shared with UNDP for comments and quality assurance before proceeding to the next steps. The e-pay firm shall report difficulties to UNDP (if any) during the consultation process for timely handling.

## VII. SUPPORT FROM UNDP

UNDP has no responsibility to provide facilities, equipment and materials to the consultancy firm. However, in case of necessity, UNDP may assist in organizing consultation meetings with government agencies and local authorities of two provinces to collect information and necessary documents.

Reference documents include: Report on e-payment of the Government Social Protection Package to COVID-19 in five provinces, Report on supporting MOLISA in developing and running e-reporting of the Government Social Protection Package to COVID-19 at national level, the existing multi-dimensional poverty household listing Forms/measurement tools/registration forms; Decree No. 136 on social assistance policy; the draft decision on approval of the MDP line for period 2021 – 2025; draft proposals for National Targeted Program on Sustainable Poverty Reduction in period 2021 – 2025; the draft National Targeted Program on Socioeconomic Development in Ethnic Minority Areas in period 2021 – 2030.

## VIII. PAYMENT TERMS

Interested consultancy institution should propose a lumpsum offer for completing all the tasks required in this TOR, including consultancy fee and taxes.

This TOR/assignment includes two packages of funding:

- **The first one is for cash-transfer** through e-pay devices to around 1,400 identified beneficiaries of two provinces (700 people in Bac Kan and 700 people in Dak Nong, with \$100 per person), and
- **The second one is for technical assistance**, i.e., training, awareness raising and e-delivery service cost (transactions cost and labor cost).

Milestones for payment:

- **The first package:** Cash transfer to identified beneficiaries:
  - o First payment/advance of 50% of the total package (USD 70,000) will be made for cash transfer to the first 50% of identified beneficiaries upon submission and UNDP acceptance of (1) bank

guarantee of USD 140,000 and (2) deliverables 2.1 (i) and (ii). Within 07 working days upon receiving funds, this advanced amount must be transferred to the identified beneficiaries.

- Second payment/advance of 50% of the total package (USD 70,000) will be made for cash transferred to the remaining identified beneficiaries upon submission and UNDP acceptance of deliverables 2.2. (i) and (ii) for those who have received the cash transfer under the first advanced payment. Within 07 working days upon receiving funds, the second advanced amount must be transferred to the remaining identified beneficiaries.
- The remaining funds (if any) must be re-transferred to the below UNDP's bank account within 5 working days upon receiving and acceptance by UNDP of deliverables 2.2. (i) and (ii) of the total cash transferred to the identified beneficiaries in two provinces under the two advanced payments.

**UNDP bank account's information:**

- Bank name: Standard Chartered Bank (Vietnam) Limited
- Bank account name: UNDP Vietnam
- Bank account number: VND88000596711
- Bank address: Unit 1810-1815, Floor 18<sup>th</sup>, Keangnam, Cau Giay New Urban Area, Me Tri Com Hanoi , Viet Nam
- SWIFT: SCBLVNVX

- **The second package:** Training and e-delivery services costs:  
100% of the total amount upon submission and acceptance by UNDP country office of the all deliverables under this assignment.

## EVALUATION CRITERIA

### 1. Evaluation criteria for technical proposal:

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	250
2.	Proposed Methodology, Approach and Implementation Plan	450
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	Reputation of Organization and Staff (Competence / Reliability)	50
1.2	Litigation and Arbitration history	20
1.3	Having wide network of staff for cash-transfer at all levels (central, provincial, district and commune levels); nationwide network of staff is an advantage advantage.	50
1.4	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills)	30
1.5	At least five years of experiences and expertise in delivering cash-transfer to people, especially the most vulnerable people, i.e., social assistance beneficiaries and poor people at grass-root levels; and with mandatory role tasked by relevant authorities is an advantage	100
<b>Total Section 1</b>		<b>250</b>

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Understanding of the ToR	100
2.2	Soundness of the proposed technical solutions: method	150
2.3	Timeliness and allocation of recourses	100
2.4	Identification of challenges and propose solutions	100
<b>Total Section 2</b>		<b>450</b>

Section 3. Management Structure and Key Personnel			Points obtainable
<b>3.1</b>	<b><i>National Team Leader</i></b>		<b>120</b>
	- Master decree in Financing/Banking or Economics with relevant experience	20	
	- 15 years of relevant working experience in the postal and telecommunications industry which are relevant to the required tasks of coordination with related partners in Viet Nam	20	
	- 05 years of specific working experiences with cash transfer and e-payment and payment services to social assistance/protection policy and services in Viet Nam; and knowledge and experience in working with DSA/MOLISA, UNDP and related development partners is an asset	50	
	- Good in English and using computer software	30	
<b>3.2</b>	<b><i>National Team member 2 for coordination and training the tools/forms and process guideline</i></b>		<b>80</b>
	- Master's degree in social sciences or banking/economic and/or related fields	10	
	- 10 years working experience in developing and training tools and process for collecting, analyzing data on social protection and poverty reduction areas; conducting research and preparing reports on these topics in/on Viet Nam, especially in digitalization of the social protection is an advantage	20	
	- 5 years of specific working experiences with communities and local groups, especially coordinating the network of e-pay officers at grass root level to deliver e-payment and payment services to social assistance/protection policy and services in Viet Nam; and knowledge and experience in working with DSA/MOLISA, UNDP and related development partners is an asset	40	
	- Good command of English	10	
<b>3.3</b>	<b><i>Network of local officers/e-payment officers at grass-root levels</i></b>		<b>100</b>
	- University's degree or higher in Information Technology and/or Communication (payment officers)	10	
	- Proven 05 years of experience in cash transfer at local levels. Delivery of cash transfer to social assistance beneficiaries is an advantage	20	
	- 03 years of experience in training/coaching in delivery cash transfer and e-payment to social assistance, poor and near poor people at commune level	40	
	- Experience in working with communities and local groups	30	
<b>Total Section 3</b>			<b>300</b>



All bids passing the minimum technical score of 700 will be technically qualified for financial evaluation.  
**Submission obtaining the highest weighted points (technical points + financial points) will be selected.**

**Important Notes:**

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

## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>8</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>9</sup>)*

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP **in conformity with** the requirements defined in the RFP dated [specify date], and all of its attachments, as well as **the provisions of the UNDP General Contract Terms and Conditions** :

### A. Qualifications of the Service Provider

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :*

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

### B. Proposed Methodology for the Completion of Services

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*

<sup>8</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>9</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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**C. Qualifications of Key Personnel**

*If required by the RFP, the Service Provider must provide :*

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

**D. Cost Breakdown per Deliverable\***

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3	....		
	Total	100%	

*\*This shall be the basis of the payment tranches*

**E. Cost Breakdown by Cost Component [This is only an Example]:**

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a . Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				

**We confirm our full acceptance of the UNDP Contract General Terms and Conditions and agree to abide by this Proposal for 120 days from the date of proposal submission deadline.**

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

## Contract Templates and General Terms and Conditions

1. Please find below link to the Professional service contract template:

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

2. Please find below link to the General Terms and Conditions:

☐

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

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

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

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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)

☐

**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)

**INSERT LETTERHEAD OF THE BANK**

**[date]**

To: Beneficiary  
United Nations Development Programme (UNDP)  
**[insert address]**

Contractor  
**[insert information on contractor]**

Reference: Guarantee No. **[insert number]**

Dear Sirs,

WHEREAS, the United Nations Development Programme (the “Beneficiary”) and **[Name of Contractor]** (the “Contractor”) have entered into Contract No. **[contract number]** for **[insert description of contract]**, which entered into force on **[date]** (the “Contract”);

WHEREAS, the Contract requires that the Contractor furnishes a bank guarantee for a sum specified in the Contract as security for the Contractor’s satisfactory compliance with its obligations under the Contract;

WHEREAS, we **[Name of the Bank]** (the “Guarantor”), have agreed to give the Contractor such Guarantee;

NOW THEREFORE, we, the Guarantor, hereby undertake to pay to the Beneficiary, upon the Beneficiary’s first written demand and without cavil or arguments any sum or sums not exceeding in the aggregate **[currency][amount in words and figures]** or such lesser sum of money as the Beneficiary may by such

written demand require to be paid, accompanied by the Beneficiary's written statement that the Contractor is in breach of its obligations under the Contract, without the need to specify, prove or show grounds or reasons for such demand. Such statement shall be conclusive evidence of the Beneficiary's entitlement to payment in the amount demanded, up to the amount of this Guarantee.

The maximum guaranteed amount under this Guarantee is **[currency] [amount in words and figures]**.

We, the Guarantor, further agree that no change or addition to or other modification of the terms of the Contract or of the works, goods and services acquired thereunder, which may be made between the Beneficiary and the Contractor, shall in any way release us, the Guarantor, from any liability under this Guarantee, and we hereby waive the notice of any such change, addition or modification.

This Guarantee shall be valid until thirty (30) days after the date of issuance by the Beneficiary of a certificate of satisfactory performance and full completion by the Contractor of its obligations under the Contract.

Subject to the paragraph below, this Guarantee is governed by the Uniform Rules for Demand Guarantees, ICC Publication No. 758. The supporting statement under Article 15(a) thereof is excluded.

Nothing herein or related hereto shall be deemed a waiver express or implied of the privileges and immunities of the United Nations, including its subsidiary organs nor shall it be interpreted or applied in a manner inconsistent with such privileges and immunities.

***SIGNATURE AND SEAL OF THE GUARANTOR BANK***

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Date:

Name of Bank:

Address:

## 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 envelopes/emails**
- 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			
	i) List of Thirty national e-pay officers (3) at local levels (provincial, district, commune and village levels) with degree, qualifications and experiences			
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	Bidder confirms its commitment to submit the Performance Security of USD 140,000 from the bank in <u>UNDP template</u> upon the contract award for contract implementation.			
5	This duly filled, checked, certified submission checklist to be attached to the submission			
6	Send email ( <b>without attachment</b> ) to <a href="mailto:procurement.vn@undp.org">procurement.vn@undp.org</a> notifying that you already submitted proposal and the number of email/envelop submitted. Notification email should be sent to above email address by submission deadline or right after you submit proposals (either by email or hard copy).			

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