



REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

UNITED NATIONS CAPITAL DEVELOPMENT FUND – SHIFT ASEAN PROGRAMME	DATE: October 13, 2020
	REFERENCE: RFP 71273

Dear Sir / Madam:

We kindly request you to submit your Proposal for MAP Diagnostic Refresh Approach for Laos PDR

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

Proposals may be submitted on or before **Sunday, October 25, 2020** and via email below:

email: uncdf.procurement@uncdf.org
cc: Panupol.phrommanukul@uncdf.org

Your Proposal must be expressed in the **English** and valid for a minimum period of **120 days**.

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 UNCDF 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.

The Technical Proposal and Financial Proposal files **MUST BE COMPLETELY SEPARATE** and sent separately and clearly marked as either “TECHNICAL PROPOSAL” or “FINANCIAL PROPOSAL,” as appropriate. Each document shall include the Proposer’s name and address. The subject of the email should include: The subject of the email should state: **RFP 71273 - MAP Diagnostic Refresh Approach for Laos PDR**.

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 UNCDF 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 UNCDF, 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 UNCDF'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 UNCDF after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNCDF 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 UNCDF/UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Please be advised that UNCDF 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.

UNCDF'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/procurement/protest.shtml>.

UNCDF encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNCDF 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.

UNCDF implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNCDF, as well as third parties involved in UNCDF activities. UNCDF expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

UNCDF Procurement

10/13/2020

Description of Requirements

Context of the Requirement	MAP Diagnostic Refresh Approach for Laos PDR
Implementing Partner of UNCDF	None
Brief Description of the Required Services ¹	<p>Given the pace of and changes in financial markets, the limited shelf-life of demand side data, and the need to fine tune the focus of financial inclusion activities at national level, a MAP refresh is proposed in Laos PDR. The refresh is targeted at improving the focus and relevance of financial inclusion interventions to ensure maximum impact, with the following objectives:</p> <ol style="list-style-type: none"> 1. Evaluate implementation progress against the existing roadmap, on an overall strategic level as well as for specific indicators. Provide feedback on the implementation progress, issues, and gaps remaining 2. Provide an update of the overall market, regulatory and supply side context 3. Where possible, provide an update of the realities of key target markets and households in terms of income and financial services usage, relating back to the frameworks used in the original diagnostics 4. Provide data and analysis on new market developments that were not covered by the original 2015 MAP diagnostic in order to assess the roadmap implementation and update as necessary; 5. Prioritise key sectors in the diagnostic and incorporation into the roadmap, which have a real economy focus. This aspect will make up about half of the required analyses 6. Assess the impact of the national MAP roadmap at country level by: <ul style="list-style-type: none"> - Measuring the market development since the undertaking of the original MAP diagnostics and unpack the development of the financial services market against the FinScope access strand; - Understanding the drivers of market development and it's context; - Check and update the original research assumptions in line with the market development; - Incorporate implementation learnings from the last five years, 7. Take into account new measurements frameworks incorporated and tested in the MAP demand side survey and supported by the Insights to Impact(i2i) programme 8. Fine tune the national priorities as defined in the MAP based National Financial inclusion Roadmap (or Strategy, or Policy as the case may be), based on the MAP refresh findings. <ol style="list-style-type: none"> a. This should be done by specifically aligning the financial inclusion objectives with real economic implications in terms of

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.

	<p>consumption of basic goods and services and the productive capacity (MSME sector) of the selected countries.</p> <p>9. Rejuvenate the MAP brand and process at country level, ensuring that MAP remains relevant and responsive to stakeholder needs.</p>
List and Description of Expected Outputs to be Delivered	<p>MAP refresh country focus and status: A refresh will be provided for Laos PDR. The key findings and priorities for the diagnostic and roadmap should carefully be studied. Details on the process and outputs are as follows:</p> <ul style="list-style-type: none"> • A FinScope survey was conducted in 2015, for which a nationally representative dataset is available which was used as the primary demand side data source for the 2015 Diagnostic • A diagnostic was conducted in 2015, based on the demand side data collected, as well as supply side consultations and a regulatory review. • A steering committee was set up to oversee the development and role out of the nationally survey and diagnostic exercise, and to provide ownership and oversight to the development of the roadmap and implementation. • MAP Laos (2015) represented a partnership between the Bank of Lao PDR, UNCDF, jointly undertaking the Making Access to Finance Inclusive for Poor People (MAFIIP) programme with Australian Government funding, and FinMark Trust for the development of a Strategic Framework for Financial Inclusion in Laos. • A Roadmap was initially produced by a UNCDF consultant (in 2015) as part of the larger MAP diagnostic work in Laos, then revised by Bank of Lao PDR through the stakeholders' consultation process. • A national financial inclusion strategy was developed based on the roadmap and adopted in 2019. The roadmap is the basis of the MAP refresh. <p>A new demand side mobile survey will be conducted to feed into the refresh – not providing a dataset, but a set of preformulated indicators which can be used to measure progress on financial inclusion for topline indicators since 2015.</p>
Person to Supervise the Work/Performance of the Service Provider	SHIFT Programme Manager and MAP Programme Advisor
Frequency of Reporting	<p>1. At least once in two weeks or as requested by UNCDF. Communication via Skype or Email to update UNCDF on the progress of activities, or as needed, in order to resolve concerns/issues in a timely manner.</p> <p>2. Upon completion of each milestone activity and output tasks</p>
Progress Reporting Requirements	<p>The service provider shall be required to submit the following:</p> <ol style="list-style-type: none"> 1. Deliverables as indicated in sections under 'List and Description of Expected Outputs to be Delivered' and 'Payment Terms' 2. Regular updates (email, calls, meetings) on progress of activities.

Location of work/ Platform to be used	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	Between November 2020 – March 2021
Target start date	2 November 2020
Latest completion date	31 March 2021
Travels Expected	None.
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 <i>[pls. specify]</i>
Facilities to be Provided by UNCDF (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office Space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others *
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 checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and/ or withholding tax and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT / or withholding tax and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days <p>In exceptional circumstances, UNCDF 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.</p>
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted [pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNCDF CO/BU requiring the service.

Payment Terms ³	Outputs	Percentage	Timing	Condition for Payment Release
	Upon signing the contract	20%	November 2020	Within 14 days from the date of meeting the following conditions: <ul style="list-style-type: none"> • Receipt of duly signed contract • Receipt of invoice from the Service Provider.
	Draft report on MAP Diagnostic Refresh Approach for Laos PDR	30%	February 2020	Within 14 days from the date of meeting the following conditions: <ul style="list-style-type: none"> • UNCDF's written acceptance (i.e., not mere receipt) of the quality of the outputs; and • Receipt of invoice from the Service Provider.
	Final report on MAP Diagnostic Refresh Approach for Laos PDR	50%	March 2020	Within 14 days from the date of meeting the following conditions: <ul style="list-style-type: none"> • UNCDF's written acceptance (i.e., not mere receipt) of the quality of the outputs; and • Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	SHIFT Programme Manager and MAP Programme Advisor			
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Institutional Contract <input type="checkbox"/> Contract for Professional Services			

³ UNCDF 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, UNCDF shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNCDF, in the same amount as the payment advanced by UNCDF to the Service Provider.

	<input type="checkbox"/> Long-Term Agreement ⁴ <i>(if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)</i> <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"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, respectively, where the minimum passing score of technical proposal is 70% <input checked="" type="checkbox"/> Full acceptance of the UNCDF Contract General Terms and Conditions (GTC). This is a mandatory criteria 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	<p><u>Technical Proposal 100 points (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm 30 points <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40 points <input checked="" type="checkbox"/> Management Structure and Qualification of 3 Key Personnel 30 points <p><u>Financial Proposal (30%)</u></p> <p>In the second stage, the financial proposal of all bidders, who have attained the minimum 70% score in the technical evaluation, will be evaluated. The following formula will be used to evaluate financial proposal:</p> <p>Lowest priced proposal/price of the proposal being evaluated x 30%.</p> <p>The contract will be awarded based on the Cumulative analysis weighted scoring method. The award of the contract will be made to the tenderer whose offer has been evaluated and determined as:</p> <ul style="list-style-type: none"> • Responsive/ compliant/ acceptable with reference to this RFP, and; • Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation, with the ratio set at 70:30 respectively in technical and financial offer (this is to reflect the high-level skills mix required).
UNCDF 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 :

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 \$100,000.00.

Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions provided in link below: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html <input checked="" type="checkbox"/> Detailed TOR [optional if this form has been accomplished comprehensively] <input type="checkbox"/> Others [pls. specify]
Contact Person for Inquiries (Written inquiries only) ⁶	<p><i>uncdf.procurement@uncdf.org and CC to Panupol.phrommanukul@uncdf.org</i></p> <p>Written inquiries must be submitted mentioning RFP 71273 - MAP Diagnostic Refresh Approach for Laos PDR on or before 5:00PM, 20 October 2020. UNCDF shall respond to the inquiries through email with the bidders. Inquiries received after the above date and time shall not be entertained.</p> <p>Any delay in UNCDF's response shall be not used as a reason for extending the deadline for submission, unless UNCDF determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information [pls. specify]	<p>Criteria for Evaluation</p> <p>1. Expertise of the firm (30 points)</p> <ul style="list-style-type: none"> • A firm and/ or its key partner(s) having been in operations for not less than five years (5 points), • A firm and/ or its key partner(s) having a minimum of five years of relevant experience in financial inclusion, microeconomics, and financial sector development policy review and evaluation (10 points), • A firm and/ or its key partner(s) demonstrated capacity to apply analytical frameworks and results uptake and usage (5 points), • A firm and/ or its key partner(s) having experience in project management with an excellent understanding of the local financial system (5 points). • A firm and/ or its key partner(s) having Excellent computer literacy, including research and report writing skills, communication - written and verbal skills both in English (5 points) • <p>2. Methodology: Proposal to include methodology (40 points)</p> <ul style="list-style-type: none"> • A clear approach/methodology for performing intended tasks considering the following (30 points) <ul style="list-style-type: none"> ○ To what degree does the Offeror understand the task? ○ Is there evidence that the proposal been prepared based on an in-depth understanding and prior knowledge of the project environment? • An activity plan for achieving objectives, with clear budget and timelines considering the following (10 points) <ul style="list-style-type: none"> ○ Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ This contact person and address is officially designated by UNCDF. If inquiries are sent to other person/s or address/es, even if they are UNCDF staff, UNCDF shall have no obligation to respond nor can UNCDF confirm that the query was received.

	<p>3. Management structure and qualifications (30 points)</p> <ul style="list-style-type: none"> • Detailed CVs and / or short bios of at least 3 of the key staff to be involved in the assignment, including the authorized representative submitting the proposal. Key information for inclusion in the CV may include: college or university degree in Economics, International Trade, Social Science, Development Finance, International Development, or other relevant field, the current roles of the individual, the number of years worked and relevant working experience (number of years). Where some of the staff are going to be outsourced please provide a short bio for each of them indicating their name, current designation, qualification and relevant working experience (number of years). Also indicate if they have had experience in relevant local financial system. Experience and qualifications will be scored as follows: <ul style="list-style-type: none"> ○ Education (6 points) ○ Relevant experience (24 points), including any of/a combination of the following <ul style="list-style-type: none"> ▪ Prior experience in financial inclusion strategies ▪ Demonstrated experience in report writing and authoring publications ▪ Prior experience in diagnostic studies of financial inclusion landscape in Laos PDR and/or in the region ▪ Prior experience on data and information analysis related to financial indicators in Laos PDR and/or in the region <p>The Financial evaluation will be carried out only for the technically qualified submission that pass the minimum technical score of 70% (70 points) of the obtainable score of 100 points in the evaluation of the technical proposals.</p> <p>The Technical Proposal and the Financial Proposal MUST BE COMPLETELY SEPARATE and each of them must be submitted individually and clearly marked as either “TECHNICAL PROPOSAL” or “FINANCIAL PROPOSAL” or as appropriate. Each document shall include the Proposer’s name and address. The file with the “FINANCIAL PROPOSAL” must be encrypted with a password so that it cannot be opened nor viewed until the proposal has been found to pass the technical evaluation stage. UNCDF shall request via email the proposer to submit the password to open the Financial Proposal. The proposers shall assume the responsibility for not encrypting financial proposal.</p> <p>IMPORTANT NOTE: The amount of the Financial proposal MUST NOT be mentioned anywhere in the submitted documents or in the email, other than the Financial Proposal. Failure in compliance with the mentioned condition shall result in rejection of the offer</p>
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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[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 UNCDF in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNCDF 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 UNCDF 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) *Track Record – list of clients for similar services as those required by UNCDF, indicating description of contract scope, contract duration, contract value, contact references;*
- d) *Any Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- 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.*

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.

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ 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 [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Upon signing the contract	20%	
2	Draft report on MAP Diagnostic Refresh Approach for Laos PDR	30%	
3	Final report on MAP Diagnostic Refresh Approach for Laos PDR	50%	
	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				
c. Expertise 3				
d. Expertise 4				
e. Expertise 5				
f. Expertise 6				
g. Expertise 7				
h. Expertise 8				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

1. Expense 1				
2. Expense 2				
Total				

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