



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

NAME of service: Provisioning of a cloud-based telephone system for Green One UN House in Hanoi	DATE: December 22, 2020
	REFERENCE: 2-201201

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provisioning of a cloud-based telephone system for Green One UN House in Hanoi.**

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

Please note that this procurement process is being conducted through the online tendering system of UNDP. **Bidders who wish to submit an offer must be registered in the system.**

Visit this page for system user guides and videos in different languages:
<http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

If already registered, go to <https://etendering.partneragencies.org> and sign in using your username and password. **Use “Forgotten password” link if you do not remember your password. Do not create a new profile.**

If you have never registered in the system before, you can register by visiting the link below and follow the instructions in the user guide (attached):

<https://etendering.partneragencies.org>

- **Username:** event.guest
- **Password:** why2change

It is strongly recommended to create a username with two parts: your first name and last name separated by a “.”, (similar to the one shown above). Once registered you will receive a valid password to the registered email address which you can use for signing in and changing your password.

Please note that your new password should meet the following criteria:

- *Minimum 8 characters*

- *At least one UPPERCASE LETTER*
- *At least one lowercase letter*
- *At least one number*

You can view and download tender documents with the guest account as per the above username and password, However, if you are interested to participate, you must register in the system and subscribe to this tender to be notified when amendments are made.

To attend this bid, please keep link below and insert the following information:

<https://etendering.partneragencies.org>

BU Code: VNM10

Event ID number: 2-201201

We look forward to receiving your proposal on the system by the deadline. **Note that system time zone is in EST/EDT (New York) time zone.**

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/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Tran Thi Hong
Head of Procurement Unit
12/22/2020

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 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"/> The Green One UN House, 304 Kim Ma street, Ha Noi, Viet Nam <input type="checkbox"/> At Contractor's Location
Expected duration of work	Between January 2021 – December 2025
Target start date	As soon as possible in January 2021
Latest completion date	31 December 2025
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 type="checkbox"/> Contract for Professional Services <input checked="" 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 (65%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (15%)

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 (20%) 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"/> Financial Offer 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)
Pre-proposal meeting	Time: 10.30 am Date: Monday, December 28, 2020 Venue: 304 Kim Ma street, Ba Dinh District, Ha Noi The UNDP focal point for the arrangement of pre-proposal is: Ms. Luu Ngoc Diep, Procurement Associate Tel: (+84-24) 38500200 E-mail: luu.ngoc.diep@undp.org Kindly contact the above focal point to register for the pre-proposal meeting at least 1 day in advance.
Contact Person for Inquiries (Written inquiries only) ⁷	<i>Luu Ngoc Diep (Ms.)</i> <i>Procurement Associate</i> 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.

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.

Other Information <i>[pls. specify]</i>	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.
---	---



TERMS OF REFERENCE

Provisioning of a cloud-based telephone system for Green One UN House in Hanoi

1. Background

The Green One UN House at 304, Kim Ma, Ba Dinh, Ha Noi Vietnam is hosting 16 UN Agencies.

Currently, GOUNH IT system is using an IP telephone system for providing telephone service for all staff in GOUNH. The telephone system is more than six-year old and requires a replacement with new technology.

Green One UN House therefore is seeking a **National** telephone service provider that can provide a cloud-based telephone system for Green One UN House.

2. Purpose and Objectives

Provide cloud-based 3CX telephone service for Green One UN House – Vietnam

3. Methodology and technical approach

Supplier will provide cloud-based 3CX telephone service for Green One UN House – Vietnam

4. Scope of work, timeframe and deliverables

Scope of work:

- a) Implement cloud-based telephone 3CX system for Green One UN House – Vietnam with minimum basic features below but not limited to
 - provide 450 DID telephone numbers, and can extend to 1000 extensions when needed
 - support 60 concurrent calls, and can extend when needed
 - Waiting queue
 - Call history
 - Call forwarding
 - Voice mail/ring tone
 - Telephone directory
 - Support SIP Trunks/gateway
 - Call and chat
 - Call reporting
- b) Implement advanced features as below but not limited to
 - Call status

- Call conference
 - Telephone function via web interface
- c) Integrate all current existing telephone numbers into the new telephone to 3CX system.
 - d) Provide and integrate 20 IP phones (Fanvil X4) to the system.
 - e) Provide and setup billing module to the 3CX system.
 - f) Provide and setup telephone app for mobile phone when needed
 - g) Provide and setup interface for admin
 - h) Configure the prefix number, configure SIP Trunk
 - i) Setup the Interactive Voice Response (IVR).
 - j) Configure IVR with the client's voice script.
 - k) Train user in using 3CX system
 - l) Train admin user in managing and trouble-shooting the 3CX system.
 - m) Train admin user in using the billing software.
 - n) Recommend the additional bandwidth in using 3CX system associated with the number of telephones use
 - o) Provide and ensure system uptime 99.9%
 - p) The system downtime cannot exceed 45 mins/month
 - q) The response time for customer support must be less than 2 hours

() Number of DID telephone numbers and IP phones is subject to $\pm 10\%$ change per actual requirement at the date of contract signing.*

Timeframes:

No	Activities and Tasks	Expected outputs and deliverables	Timeframe (indicative)
1	Implement cloud-based telephone 3CX system for Green One UN House – Vietnam with all technical features as mentioned in the scope of work	Deliverable 1: The new telephone system is working smoothly	6 weeks
2	Integrate all 20 IP phones to the system	Deliverable 2: All 20 IP phones in GOUNH is working smoothly	
3	Training all end users in using system and admin user in management of system and Billing system	Deliverable 3: The training to admin and user is arranged	
4	Continuous monitoring and supporting the system	Deliverable 4: Monthly detailed performance report (usage, telephone uptime..)	Through the period of contract

5. Contract Management

The assignment will be undertaken under the supervision UN Vietnam ICT Team.
Review the monthly report and recommend improving the leased line capacity.

6. Contract Duration:

A contract will be signed with the 1st ranked bidder with minimum of one (1) year period and may be extended up to a maximum of four (4) years subject to satisfactory performance evaluation.

7. Payment Terms

Payment will be made monthly upon submission of accepted invoice and reports. Payment for one time cost will be made at the 1st month payment

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	650
2.	Proposed Methodology, Approach and Implementation Plan	150
3.	Management Structure and Key Personnel	200
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Working experiences in telephone service provision	150
1.2	Working experiences in cloud-based service provision	150
1.3	Partner/Distributor/Reseller of 3CX system (Platinum: 100; Gold 80; Silver 60; Reseller with Authorized letter: 40)	100
1.4	Demonstrated range and depth of experiences with similar projects/contracts/clients including annual maintenance	250
Total Section 1		650

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Proposed methodology (Can keep the current telephone numbers of GOUNH: 100; can not keep the current telephone numbers of GOUNH: 0)	100
2.2	Trouble shooting time	50
Total Section 2		150

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	Support team have experience for implementation and maintenance of infrastructure for 3CX system	150
3.2	Adequate and qualified personnel resources available for the assignment	50
Total Section 3		200

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

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)

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)

CHECKLIST OF DOCUMENTS SUBMITTED BY BIDDERS

Note:

- Bidders are required to review carefully this checklist before submitting proposal to ensure complete submission.
- Technical and Financial Proposals are to be submitted through e-tendering system.

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			
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.			

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

[Designation]

[Date]