



6 January 2020

INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

for individual consultants and individual consultants assigned by consulting firms/institutions

Country:	Viet Nam
Description of the assignment:	02 National Consultants for Collaboration Systems Administrators (Local Consultant)
Period of assignment/services	From February 2021 for 1 year with possible extension
Duty Station	Hanoi
Tender reference:	A-210101

1. Submissions should be sent by email to: quach.thuy.ha@undp.org no later than:

19 February 2021

With subject line: A-210101 - Collaboration Systems Administrators

Submission received after that date or submission not in conformity with the requirements specified in this document will not be considered.

Note:

- Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with UNDP.
- Maximum size per email is **30 MB**.
- Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Unit – UNDP Viet Nam will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.
- After submitting proposal, bidder should send notification by email (without attachment) to: procurement.vn@undp.org informing that the bidder has submitted proposal. UNDP will not be responsible for the missing of proposal if the bidder does not send notification email to above address.
- Female consultants are encouraged to bid for this required service. Preference will be given to equally technically qualified female consultants.

2. Please find attached the relevant documents:

- [Terms of Reference \(TOR\)](#)..... (Annex I)
- [Individual Contract & General Conditions](#)..... (Annex II)
- [Reimbursable Loan Agreement](#) (for a consultant assigned by a firm)..... (Annex III)
- [Letter to UNDP Confirming Interest and Availability](#)..... (Annex IV)
- [Financial Proposal](#)..... (Annex V)

3. Interested individual consultants must submit the following documents/information **(in English, PDF Format)** to demonstrate their qualifications:

a. Technical component:

- Signed Curriculum vitae
- Signed Letter to UNDP Confirming Interest and Availability
- Reference contacts of past 4 clients for whom you have rendered preferably the similar service (including name, title, email, telephone number, address...)

b. Financial proposal (with your signature):

- The financial proposal shall specify a total lump sum amount in **Vietnamese dong for National Consultant** including consultancy fees and all associated costs i.e. airfares, travel cost, meal, accommodation, tax, insurance etc. – see format of financial offer in Annex V.
- Please note that the cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable as a direct cost of the assignment.
- If quoted in other currency, prices shall be converted to the above currency at UN Exchange Rate at the submission deadline.

4. Evaluation

The technical component will be evaluated using the following criteria:

Consultant's experiences/qualification related to the services		
	Criteria	Maximum Points
1	Experience on administering and configuring SharePoint environments	300
2	Experience on administering SQL Server environments	50
3	Experience on administering SharePoint online	250
4	Experience on administering and configuring SharePoint hybrid farms	50
5	Experience on PowerShell scripting	100
6	Experience in working on an environment with shifting priorities	50
7	2 years working experience as SharePoint Administrator	100
8	Demonstrated good English communication skills	100
	TOTAL	1000

Online test and Interview with the candidates may be held if deemed necessary.

A two-stage procedure is utilized in evaluating the submissions, with evaluation of the technical components being completed prior to any price proposals being opened and compared. The price proposal will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 1000 points in the evaluation of the technical component.

The technical component is evaluated on the basis of its responsiveness to the Term of Reference (TOR).

Maximum 1000 points will be given to the lowest offer and the other financial proposals will receive the points inversely proportional to their financial offers. i.e. $S_f = 1000 \times F_m / F$, in which S_f is the financial score, F_m is the lowest price and F the price of the submission under consideration.

The weight of technical points is 70% and financial points is 30%.

Submission obtaining the highest weighted points (technical points + financial points) will be selected.

5. Contract

“Daily rate” Individual Contract will be applied for freelance consultant (Annex II)

“Lump-sum” RLA will be applied for consultant assigned by firm/institution/organization (Annex III)

Documents required before contract signing:

- Full medical examination and Statement of Fitness to work for consultants from and above 65 years of age and involve travel. (This is not a requirement for RLA contracts).
- Release letter in case the selected consultant is government official.

6. Payment

UNDP shall effect payments to the consultant (by bank transfer to the consultant's bank account provided in the vendor form upon acceptance by UNDP of the deliverables specified the TOR.

The consultant will be paid monthly based on the actual number of working days and overtime hours recorded in the timesheet with the successful service delivery and submission of service report.

This monthly timesheet and service report will be certified by the UN Contracting Officer's Representative.

If two currencies exist, UNDP exchange rate will be applied at the day UNDP instructs the bank to effect the payment.

7. Your proposals are received on the basis that you fully understand and accept these terms and conditions.

ANNEX I - TERM OF REFERENCES

Required Services: 02 Collaboration Systems Administrators

Duration: 1 year with possibility of extension

Location: Hanoi, Vietnam

1) GENERAL BACKGROUND

There is a requirement to provide SharePoint services to different agencies in the Asia Pacific region. The services will be hosted at the Green One United Nations House in 304 Kim Ma, Ba Dinh, Ha Noi, Vietnam

2) OBJECTIVES OF THE ASSIGNMENT

The selected consultants will be responsible for performing system administration tasks related to SharePoint services. The working time is 8 hours per day (7AM to 4PM UTC+7 - ICT), 5 days a week from Monday to Friday. In addition, the selected consultant will perform 7 x 24 on call support when required by the SharePoint Service Manager.

3) SCOPE OF WORK

As part of the ICC Azure and M365 Services Unit (OPDM), under the supervision of the Collaboration Services Lead, the consultant will be responsible for performing administration tasks related to SharePoint, SharePoint Online, One Drive for Business and Teams for ICC and its customers.

The consultants will have the following responsibilities:

- Assist on designing solutions with on premise SharePoint and Office 365
- Assist on designing solutions with SharePoint Hybrid
- Manage standard administration activities for SharePoint, SharePoint Online, OneDrive for business and Teams
- Remediate issues after Microsoft upgrades to SharePoint Online are performed
- Perform improvements against the on premise and online setup
- Maintain infrastructure diagrams up-to-date
- Apply monthly windows updates as required
- Development and implementation of legacy retirement plans for legacy systems and add-ins interfacing with SharePoint Online
- Deployment of SharePoint Cumulative Updates and Services Packs
- Monitoring - configuration; follow-up on alerts
- Management of access for users to SharePoint services
- Backup – configuration; monitoring; new requests; restore
- Incident analysis and troubleshooting including troubleshooting with vendors
- Decommission environments
- Document monitoring and maintenance procedures

- Maintain system documentation and change logs
- Develop PowerShell scripts for managing and automating the services
- Create Standard Operational Procedures
- Participate in user service request fulfillment, incident management, change management and problem management
- Assist the Head of the Unit and Collaboration Services Lead on expert matters

The standard workday is 8 hours per day with the possibility of overtime to cover weekends, holidays and to cover standard out of hours work. In addition, the resource will perform 7 x 24 on call support when required.

4) DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL

The initial period is 1 year with possible extension subject to requirements of UN Viet Nam and the contractor's satisfactory performance.

The location will be Green One UN House GOUNH compound, 304 Kim Ma, Ba Dinh, Ha Noi, Viet Nam and sometimes at other offices in Ha Noi as required by the UN supervisor of the contract. The UN will provide transportation if the selected consultants are required to work outside the GOUNH.

5) FINAL PRODUCTS

The selected consultants will work on site at GOUNH Viet Nam compound and provides all services/requirement as indicated on the scope of work.

6) PROVISION OF MONITORING AND PROGRESS CONTROLS

Reporting and monitoring:

- Each month the selected consultant will send his time tracking to the SharePoint service manager
- If the selected consultant does not provide good service to UN Viet Nam or do not meet the UN daily work requirements, the UN Viet Nam office has the right to terminate the contact due to unsatisfactory performance and/or negligent behavior.
- The onsite personnel are required to follow all UN Viet Nam rules and regulations including code of conduct, information security policy, and abide by UN security and safety regulations

7) DEGREE OF EXPERTISE AND QUALIFICATIONS

The selected consultants must meet below requirements:

Qualifications and Skills:

- Sound knowledge of administering on premise SharePoint environments and in O365
- Sound knowledge of administering SQL Server
- Sound knowledge in Cloud Technology especially in O365 and Azure
- Skills in general infrastructure, including system configurations, clustering, performance, and the use of security certificates
- Excellent knowledge of PowerShell scripting

- Solid knowledge and experience on Microsoft Technology landscape including various server products.
- Ability to effectively prioritize and execute tasks around changing priorities
- Excellent communication and organizational skills
- Excellent technical documentation skills
- Excellent interpersonal and client service skills
- Professional attitude
- Must be willing to participate in a 7 x 24 on call support program and flexible hours including some weekends and evenings.

Experience:

- Minimum 4 years working experience as SharePoint/SharePoint Online/Teams/OneDrive for Business Administrator
- Minimum 4 years supporting IIS, SharePoint, SQL

Certifications

- Microsoft Certified on SharePoint 2013/2016
- Microsoft Certified on O365 and/or Azure

Languages:

- Excellent knowledge of English is required

8) REVIEW TIME REQUIRED AND PAYMENT TERM

Payment will be made monthly based on the actual number of working days recorded in the time sheet with services satisfactorily provided and submission of service report;

The monthly invoice and report will be certified by the UN Contracting Officer's Representative.

9) CONSULTANT PRESENCE REQUIRED ON DUTY STATION/UNDP PREMISES

☐ NONE ☐ PARTIAL ☐ INTERMITTENT ☒ FULL-TIME

ANNEX IV

OFFEROR'S LETTER TO UNDP CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT

Date _____

(Name of Resident Representative/Bureau Director)

United Nations Development Programme

(Specify complete office address)

Dear Sir/Madam:

I hereby declare that:

- A) I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of [*indicate title of assignment*] under the [*state project title*];
- B) I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- C) I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV which I have duly signed and attached hereto as Annex 1;
- D) In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposed approach/methodology which I have attached hereto as Annex 3 [*delete this item if the TOR does not require submission of this document*];
- E) I hereby propose to complete the services based on the following payment rate: [*please check the box corresponding to the preferred option*]:
 - ☐ An all-inclusive daily fee of [*state amount in words and in numbers indicating currency*]
 - ☐ A total lump sum of [*state amount in words and in numbers, indicating exact currency*], payable in the manner described in the Terms of Reference.
- F) For your evaluation, the breakdown of the abovementioned all-inclusive amount is attached hereto as Annex V;
- G) I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures;
- H) This offer shall remain valid for a total period of _____ days [*minimum of 90 days*] after the submission deadline;
- I) I confirm that I have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN agency or office [*disclose the name of the relative, the UN office employing the relative, and the relationship if, any such relationship exists*];
- J) If I am selected for this assignment, I shall [*please check the appropriate box*]:

- ☐ Sign an Individual Contract with UNDP;
- ☐ Request my employer *[state name of company/organization/institution]* to sign with UNDP a Reimbursable Loan Agreement (RLA), for and on my behalf. The contact person and details of my employer for this purpose are as follows:

K) I hereby confirm that *[check all that applies]*:

- ☐ At the time of this submission, I have no active Individual Contract or any form of engagement with any Business Unit of UNDP;
- ☐ I am currently engaged with UNDP and/or other entities for the following work:

Assignment	Contract Type	UNDP Business Unit / Name of Institution/Company	Contract Duration	Contract Amount

- ☐ I am also anticipating conclusion of the following work from UNDP and/or other entities for which I have submitted a proposal:

Assignment	Contract Type	Name of Institution/ Company	Contract Duration	Contract Amount

L) I fully understand and recognize that UNDP is not bound to accept this proposal, and I also understand and accept that I shall bear all costs associated with its preparation and submission and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the selection process.

M) *If you are a former staff member of the United Nations recently separated, please add this section to your letter:* I hereby confirm that I have complied with the minimum break in service required before I can be eligible for an Individual Contract.

N) I also fully understand that, if I am engaged as an Individual Contractor, I have no expectations nor entitlements whatsoever to be re-instated or re-employed as a staff member.

O) Are any of your relatives employed by UNDP, any other UN organization or any other public international organization?

YES ☐ NO ☐ If the answer is "yes", give the following information:

Name	Relationship	Name of International Organization

P) Do you have any objections to our making enquiries of your present employer?

YES ☐ NO ☐

Q) Are you now, or have you ever been a permanent civil servant in your government's employ?

YES ☐ NO ☐ If answer is "yes", WHEN?

R) REFERENCES: List three persons, not related to you, who are familiar with your character and qualifications.

Full Name	Full Address	Business or Occupation

S) Have you been arrested, indicted, or summoned into court as a defendant in a criminal proceeding, or convicted, fined or imprisoned for the violation of any law (excluding minor traffic violations)?

YES ☐ NO ☐ If "yes", give full particulars of each case in an attached statement.

I certify that the statements made by me in answer to the foregoing questions are true, complete and correct to the best of my knowledge and belief. I understand that any misrepresentation or material omission made on a Personal History form or other document requested by the Organization may result in the termination of the service contract or special services agreement without notice.

DATE: _____

SIGNATURE: _____

NB. You will be requested to supply documentary evidence which support the statements you have made above. Do not, however, send any documentary evidence until you have been asked to do so and, in any event, do not submit the original texts of references or testimonials unless they have been obtained for the sole use of UNDP.

Annexes *[please check all that applies]:*

☐ CV shall include Education/Qualification, Professional Certification, Employment Records /Experience

☐ Breakdown of Costs Supporting the Final All-Inclusive Price as per Template

GUIDELINES FOR CV PREPARATION

WE REQUEST THAT YOU USE THE FOLLOWING CHECKLIST WHEN PREPARING Your CV:

Limit the CV to 3 or 4 pages

NAME (First, Middle Initial, Family Name)

Address:

City, Region/State, Province, Postal Code

Country:

Telephone, Facsimile and other numbers

Internet Address:

Sex, Date of Birth, Nationality, Other Citizenship, Marital Status

Company associated with (if applicable, include company name, contact person and phone number)

SUMMARY OF EXPERTISE

Field(s) of expertise (be as specific as possible)

Particular development competencies-thematic (e.g. Women in Development, NGOs, Privatization, Sustainable Development) or technical (e.g. project design/evaluation)

Credentials/education/training, relevant to the expertise

LANGUAGES

Mother Tongue:

Indicate written and verbal proficiency of your English:

SUMMARY OF RELEVANT WORK EXPERIENCE

Provide an overview of work history in reverse chronological order. Provide dates, your function/title, the area of work and the major accomplishments include honorarium/salary. References (name and contact email address) must be provided for each assignment undertaken by the consultant that UNDP may contact.

UN SYSTEM EXPERIENCE

If applicable, provide details of work done for the UN System including WB. Provide names and email address of UN staff who were your main contacts. Include honorarium/salary.

UNIVERSITY DEGREES

List the degree(s) and major area of study. Indicate the date (in reverse chronological order) and the name of the institution where the degree was obtained.

PUBLICATIONS

Provide total number of Publications and list the titles of 5 major publications (if any)

MISCELLANEOUS

Indicate the minimum and maximum time you would be available for consultancies and any other factors, including impediments or restrictions that should be taken into account in connection with your work with this assignment.

Annex V

FINANCIAL OFFER

Having examined the Solicitation Documents, I, the undersigned, offer to provide the services in the TOR with the below rates.

These rates should cover all associated costs for the required service (social and health insurance, meal, accommodation, local travel, taxes...etc).

Cost breakdown:

No.	Description	Daily rate (VND)	Hourly overtime rate (VND) outside working hours
1	Consultancy fee		
2	Working overtime on weekdays (from Monday to Friday)		
2	Working overtime on weekend (Saturdays and Sundays)		
3	Working overtime on Public holidays (as regulated by labor laws)		

I undertake, if my proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

I agree to abide by this proposal for a period of 120 days from the submission deadline of the proposals.

Dated this day /month of year

Signature

(The costs should only cover the requirements identified in the Terms of Reference (TOR))