



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

Enhancing business continuity planning capacities of Department of Local Administration and Local Administrative Organization	DATE: April 1, 2021
	REFERENCE: RFP-2021-06

Dear Sir / Madam:

We kindly request you to submit your Proposal for ***“Enhancing business continuity planning capacities of Department of Local Administration and Local Administrative Organization”*** .

Please be guided by the form attached hereto as Annex 2,3,4 in preparing your Proposal.

Proposal must be submitted on or before the deadline indicated in the e-tendering system. Proposal must be submitted through online e-tendering system in the following link: <https://etendering.partneragencies.org> using your username and password.

If you have not registered in the system before, you can register now by logging in using the below credentials and follow the registration steps as specified in the system user guide

Username: event.guest

Password: why2change

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

You are requested to indicate whether your company intends to submit a proposal by clicking “Accept Invitation” in the system.

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. In 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 the Financial Proposal files MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", 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. UNDP 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.

IMPORTANT NOTE: The amount of the Financial proposal **MUST NOT** be mentioned anywhere in the submitted documents or in the e-tendering system, other than the Financial Proposal. Failure in compliance with the mentioned condition shall result in rejection of the offer.

PLEASE DO NOT PUT THE PRICE OF YOUR PROPOSAL IN THE LINE ITEM IN THE SYSTEM. INSTEAD PUT "1" AND UPLOAD THE FINANCIAL PROPOSAL AS INSTRUCTED ABOVE

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.

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Lovita Ramguttee
Deputy Resident Representative
01 April 2021

Description of Requirements

Context of the Requirement	UNDP is now seeking a Consulting Company to enhance business continuity planning capacities of Department of Local Administration and Local Administrative Organization.
Implementing Partner of UNDP	N/A
Brief Description of the Required Services ¹	<p>Introduction</p> <p>COVID-19 has disrupted the business of government agencies, leaving delays for various public services. To respond to the situation, the government issued notification for government agencies proposed guidelines for business continuity, including the Royal Thai Government Cabinet's resolution demanding government agencies to develop a business continuity plan (BCP), specifically for the COVID-19 pandemic.</p> <p>However, local governments have faced challenges in developing and implementing BCPs due to the nature of the different roles and functions they are responsible for, which are primarily related to the delivery of services to local people, as well as due to capacity and resource gaps. COVID-19 not only poses challenges in implementing the regular work of local governments but also reiterates to local governments about the regulatory restrictions to their work which can be a key obstacle to the provision of services and supporting the livelihood recovery of their constituents.</p> <p>Continuity of work of local governments includes both legislative and executive functions. These include the convening of local councils as well as the execution of the local government's work. The work of local governments also involves key stakeholders at the national level. Thus, developing a BCP for local governments requires the engagement of those government agencies mandated to enhance capacities of local governments, and the authority to authorize different degrees of work designated to local government.</p> <p>Objectives</p> <p>The business continuity of the Department of Local Administration (DLA) plays a vital role in implementing the BCP of local governments. To ensure the continuity of local governments' functions, in particular in response to COVID-19, this assignment aims to enhance business continuity planning capacities of DLA and local governments. The proposed initiative will facilitate the enhancement of a BCP for both DLA and local governments through the command mechanism of DLA as well as reviewing the current regulatory framework for local governments.</p>

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>The DLA developed their BCP in June 2020, entailing some strategies and plans for hazards such as floods, protests, fires, and the ongoing COVID-19 pandemic. The strategies for COVID-19 response include adoption of an adaptive work shift schedule for DLA officers. Furthermore, the Office of the Public Sector Development Commission (OPDC) has promoted the development of a BCP among key public sector agencies. Currently, a BCP template (in PDF format) and relevant materials, e.g., BCP checklist, BCP examples, are available on its website: https://www.opdc.go.th/content/NjE3Mg. The template is applicable for different segments of the public sector ranging from central, local governments to universities and public enterprises.</p> <p>The objective of this assignment is to</p> <ul style="list-style-type: none">- Enhance the business continuity plan (BCP) for the Department of Local Administration to respond to COVID-19 effectively.- Build the capacity of DLA and local governments to develop enhance their BCPs for COVID-19 <p>Scope of work</p> <ol style="list-style-type: none">1. Review DLA’s BCP to identify gaps and areas for improving their BCP to strengthen the continuity of their operation during the COVID-19 pandemic. The plan needs to consider the issue of legal framework and permission for local government to deliver services and livelihood recovery.2. Based on the review of OPDC templates and BCPs of selected Local Administration Organization (LAOs) , suggest the revised template for BCP and develop a guideline on how to develop a BCP for LAOs3. Provide two online and in-person hybrid training workshops for 1) DLA & its 76 Provincial offices and 2) selected LAOs.												
List and Description of Expected Outputs to be Delivered	<table><tr><th>Deliverables</th><th>Activities</th><th>Timeline</th><th>Payment</th></tr><tr><td>1. Inception Report</td><td>The report must contain work plan, skeleton of the report and guideline.</td><td>10 May 2021</td><td>10%</td></tr><tr><td>2. Draft report on recommended revision to DLA’s BCP in response to COVID-19 (in Thai)</td><td>The report must contain following information: <ol style="list-style-type: none">1. Review and revision of DLA’s BCP2. Review existing BCP of DLA and local governments and BCP resources under OPDC.3. Results from the consultation with DLA and other key stakeholders</td><td>30 June 2021</td><td>30%</td></tr></table>	Deliverables	Activities	Timeline	Payment	1. Inception Report	The report must contain work plan, skeleton of the report and guideline.	10 May 2021	10%	2. Draft report on recommended revision to DLA’s BCP in response to COVID-19 (in Thai)	The report must contain following information: <ol style="list-style-type: none">1. Review and revision of DLA’s BCP2. Review existing BCP of DLA and local governments and BCP resources under OPDC.3. Results from the consultation with DLA and other key stakeholders	30 June 2021	30%
Deliverables	Activities	Timeline	Payment										
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		<p>4. Results from consultative workshop with DLA on following topics:</p> <ul style="list-style-type: none"> - Gap analysis of current BCP - BCP framework, Business impact Analysis - Business strategies - Exercise and Review <p>Remarks: UNDP and DLA will provide feedback and inputs one week within after submission</p>			
	3. A guideline on how to develop a BCP for LAOs (in Thai and English)	<p>Based on the review on existing OPDC templates, other relevant material and BCPs of selected LAOs (recommended by DLA) and findings from deliverable#1, the guideline on how to develop a BCP for LAOs will be developed and submitted to DLA and OPDC for review and input.</p> <p>Remarks: DLA, OPDC and UNDP will provide feedback and inputs one week within after submission</p>	30 June 2021	30%	
	4. Two training workshops for DLA and selected LAOs (in Thai)	<p><u>The Contractor will prepare for the training material and conduct two online training workshops for DLA and LAOs.</u></p> <p>The Contractor will facilitate discussions on gaps, challenges and solutions on current regulatory framework.</p> <p>Remarks: The output from the discussion of these two training workshops will be incorporate in the Final Report.</p>	Tentative 16 and 23 July 2021	20%	
	5. Draft final report (in English)	<p>The draft final report must be submitted to UNDP and DLA for review and input before finalization.</p>	13 August 2021	10%	
	Person to Supervise the Work/Performance	A Consulting Company will work closely with Project team who will review the progress and quality of assignment upon outputs prior to issuance the payment under the guidance of Project Manager, COVID-19 Socio-Economic Response and Recovery Project.			

of the Service Provider	
Frequency of Reporting	As indicated in the TOR attached (Annex 2).
Progress Reporting Requirements	As indicated in the TOR attached (Annex 2).
Location of work	<input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	This assignment is proposed to be implemented during a period of 3.5 months from 3 May – 20 August 2021. If there is any unforeseen delay in programme start-up, the timeline of the deliverables will be negotiated with the Consulting Company.
Target start date	3 May 2021 (tentative)
Latest completion date	20 August 2021
Travels Expected	As indicated in the TOR attached (Annex 2).
Special Security Requirements	<input checked="" type="checkbox"/> Others No requirements
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Others As indicated in the TOR attached (Annex 2).
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> 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 type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days

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

(Counting for the last day of submission of quotes)	<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
Payment Terms ³	As indicated in the TOR attached (Annex 2).
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Project Manager, COVID-19 Socio-Economic Response and Recovery Project
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract for Professional Services
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	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm - 300 points <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan – 400 points <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel - 300 points <p><u>Financial Proposal (30%)</u></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>The following formula will be used to evaluate financial proposal:</p> <p>$p = y (\mu/z)$, where:</p> <p>p=points for the financial proposal being evaluated;</p>

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.

	y =maximum number of points for the financial proposal; μ =price of the lowest priced proposal; z = price of the proposal being evaluated.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions ⁴	<input checked="" 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 ⁵	<input checked="" type="checkbox"/> Detailed TOR (Annex 2) <input checked="" type="checkbox"/> Form for Submission of Technical Proposal (Annex 3) <input checked="" type="checkbox"/> Form for Submission of Financial Proposal (Annex 4)
Contact Person for Inquiries (Written inquiries only) ⁶	<i>Procurement Unit</i> <i>Procurement.th@undp.org</i> 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.

⁴ 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.

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 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.

<p>Required Documents that must be Submitted to Establish Qualification of Proposers</p> <p>(failure to submit the documents shall result in disqualification)</p>	<ul style="list-style-type: none"> ☒ Technical Proposal submission form as per the Template Annex 3; ☒ Password protected Financial proposal Annex 4; ☒ Organization Profile ☒ Certificate of Registration of the business, including, Articles of Incorporation, or equivalent document if Bidder is not a corporation; ☒ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder; ☒ Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 3 years ☒ Document Establishing Eligibility & Qualification of the Bidder <ul style="list-style-type: none"> • List of similar projects completed in last two years with value, client name and contact details; • Statement of Satisfactory Performance from the Top Clients on similar works; ☒ Completed and signed CVs for the Proposed Key personnel; ☒ Any other documents to substantiate eligibility and qualification of the bidder as required in the Terms of Reference;
	<p>Electronic submission through eTendering shall be governed as follows:</p> <ul style="list-style-type: none"> • Electronic files that form part of the proposal must be in PDF format; • The Technical Proposal and the Financial Proposal files MUST BE <u>COMPLETELY SEPARATE</u> and each of them must be uploaded individually and clearly labelled; • The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. <p>The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. <u>Failure to provide the correct password may result in the proposal being rejected;</u></p> <p>IMPORTANT NOTE: The amount of the Financial proposal MUST NOT be mentioned anywhere in the submitted documents or in the e-tendering system, other than the Financial Proposal. Failure in compliance with the mentioned condition shall result in rejection of the offer.</p> <p>PLEASE DO NOT PUT THE PRICE OF YOUR PROPOSAL IN THE LINE ITEM IN THE SYSTEM. INSTEAD PUT "1" AND UPLOAD THE FINANCIAL PROPOSAL AS INSTRUCTED ABOVE</p>

DETAILS OF EVALUATION OF PROPOSALS

Evaluation of Proposal:

Prior to technical evaluation all proposals will be screened (Pass/Fail) based on the minimum eligibility criteria mentioned in the ToR

Minimum Eligibility criteria for the consultancy organization:

- Submission of signed and stamped Proposal (Technical & Financial) as per the Provided Template and Instructions;
- Acceptance of the UNDP General Terms and Conditions for contracts;
- Business/ Organization Licenses – Registration papers;
- Written Self Declaration that bidder is not listed in the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
- At least 5 years knowledge and experience and/or institutional organizations in timely and results-based implementation of research projects;
- At least submission of 3 work samples in development of business continuity plan (BCP) for government agencies or the large enterprise including a gap analysis of the BCP, business impact analysis, development of guidelines, and trainings.
- The organisation should have sufficient management capacity to implement the project;
- The organisation should have a sound financial management system in place;
- Experience working with government, national and international agencies (including UN agencies) and civil society organizations is an advantage;
- The organisation should register under relevant laws of the country of registration/operations complying with all national laws and regulations;
- The organisation is allowed to work in Thailand;
- The organisation must operate from Thailand;
- The organisation has necessary authority to enter into an agreement with UNDP.

Note: Necessary documentation must be submitted to substantiate the above eligibility criteria

Technical Evaluation

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	400
3.	Management Structure and Key Personnel	300
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	At least 5 years knowledge and experience and/or institutional organizations in timely and results-based implementation of research projects.	200

Section 1. Bidder's qualification, capacity and experience		Points obtainable
	<ul style="list-style-type: none"> • Every additional "1 year" of knowledge and experience and/or institutional organizations in timely and results-based implementation of research project will obtain 10 more points with maximum score of 200 points • Bidder demonstrates 5 years knowledge and experience and/or institutional organizations in timely and results-based implementation of research projects. (140 points) • Bidder demonstrates 0-4 years knowledge and experience and/or institutional organizations in timely and results-based implementation of research projects. (0 points) 	
1.2	<p>At least submission of 3 work samples in development of business continuity plan (BCP) for government agencies or the large enterprise including a gap analysis of the BCP, business impact analysis, development of guidelines, and trainings.</p> <ul style="list-style-type: none"> • Every additional submission of 1 work sample in development of business continuity plan (BCP) for government agencies or the large enterprise including a gap analysis of the BCP, business impact analysis, development of guidelines, and trainings will obtain additional 10 points, with maximum score of 100 points • Submission of 3 work samples in development of business continuity plan (BCP) for government agencies or the large enterprise including a gap analysis of the BCP, business impact analysis, development of guidelines, and trainings. (70 points) • Submission of 1-2 work samples in development of business continuity plan (BCP) for government agencies or the large enterprise including a gap analysis of the BCP, business impact analysis, development of guidelines, and trainings. (30 point) • Submission of 0 work samples in development of business continuity plan (BCP) for government agencies or the large enterprise including a gap analysis of the BCP, business impact analysis, development of guidelines, and trainings. (0 point) 	100
Total Section 1		300

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	<p>Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference</p> <ul style="list-style-type: none"> Bidder demonstrates clearly how they will exceed the requirements of the Terms of Reference (200 points) Bidder demonstrates some efforts to exceed the requirements from Terms of Reference, but clearly demonstrates how the approach and methodology will meet the requirements (140 points) Bidder demonstrates a no efforts to exceed the requirements of the Terms of Reference and does not meet the requirements (0 points) 	200
2.2	<p>Details on how the different service elements shall be organized, controlled and delivered</p> <ul style="list-style-type: none"> Bidder clearly demonstrates organization of the service provided (70 points) Bidder partially demonstrates organization of the services provided and how these will be controlled and delivered (49 points) Bidder provides no or limited evidence to show how the service elements would be organized, controlled and delivered (0 points) 	70
2.3	<p>Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement</p> <ul style="list-style-type: none"> Bidder demonstrates a excellent description of how M&E will be conducted (50 points) Bidder demonstrates a satisfactory description of how M&E will be conducted (35 points) Bidder demonstrates limited or unsatisfactory description of how M&E will be conducted (10 points) 	50
2.4	<p>Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic</p> <ul style="list-style-type: none"> Bidder provides a thorough and comprehensive description of an implementation plan that clearly shows activities sequenced and how services will be provided to realistic timeframe (80 points) Bidder provides a satisfactory description of an implementation plan that clearly shows activities sequenced and how services will be provided to realistic timeframe (56 points) 	80

Section 2. Proposed Methodology, Approach and Implementation Plan			Points obtainable
	<ul style="list-style-type: none"> Bidder provides a limited description of an implementation plan that clearly shows activities sequenced and how services will be provided to realistic timeframe (30 points) 		
Total Section 2			400

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Qualifications of key personnel proposed		
3.1 a	Project Leader		
	At least Master's degree in business management, social science, public administration, or any relevant. [Bachelors: 0 points / Masters: 70 points / PhD 100 points]	100	
		100	

Section 3. Management Structure and Key Personnel			Points obtainable
	<p>At least 5 years knowledge and experience in the project management with recognized technical ability and prior experience to develop the business continuity plan (BCP) for government agencies or the large enterprise that include gap analysis of the BCP, business impact analysis, development of guidelines, and training.</p> <p>More than 10 years' experience with demonstrable track record in project management with recognized technical ability and prior experience to develop the business continuity plan (BCP) for government agencies or the large enterprise (100 points)</p> <p>6-10 years' experience and demonstrable track record in project management with recognized technical ability and prior experience to develop the business continuity plan (BCP) for government agencies or the large enterprise (80 points)</p> <p>At least 5 years' experience and demonstrable track record in project management with recognized technical ability and prior experience to develop the business continuity plan (BCP) for government agencies or the large enterprise (70 points)</p> <p>Less than 5 years' experience and demonstrable track record in project management with recognized technical ability and prior experience to develop the business continuity plan (BCP) for government agencies or the large enterprise (0 points)</p>		200
3.1 b	Researcher		100
	<p>At least Master's degree in social science, public administration, management or any relevant</p> <ul style="list-style-type: none"> • PhD Degree in required field as above criteria (50 points) • Masters Degree in required field as above criteria (35 points) • Bachelors Degree (0 points) 	50	

Section 3. Management Structure and Key Personnel			Points obtainable
	<p>Minimum 5 years' experience in supporting research projects with specialization in public policy, governance, or business management</p> <ul style="list-style-type: none"> • More than 5 years' experience supporting research projects (50 points) • 5 years' experience supporting research projects (35 points) • Less than 5 years' experience (0 points) 	50	
Total Section 3			300

TERMS OF REFERENCE

Consultancy Services for Enhancing Business Continuity Planning Capacities of Department of Local Administration and Local Administrative Organizations

AGENCY/PROJECT NAME	COVID-19 Socio-Economic Response and Recovery Project United Nations Development Programme, Thailand
COUNTRY OF ASSIGNMENT	Thailand, Home based with travel in Thailand

1) Project Description

UNDP is now seeking a Consulting Company to enhance business continuity planning capacities of Department of Local Administration and Local Administrative Organization.

Introduction

COVID-19 has disrupted the business of government agencies, leaving delays for various public services. To respond to the situation, the government issued notification for government agencies proposed guidelines for business continuity, including the Royal Thai Government Cabinet's resolution demanding government agencies to develop a business continuity plan (BCP), specifically for the COVID-19 pandemic.

However, local governments have faced challenges in developing and implementing BCPs due to the nature of the different roles and functions they are responsible for, which are primarily related to the delivery of services to local people, as well as due to capacity and resource gaps. COVID-19 not only poses challenges in implementing the regular work of local governments but also reiterates to local governments about the regulatory restrictions to their work which can be a key obstacle to the provision of services and supporting the livelihood recovery of their constituents.

Continuity of work of local governments includes both legislative and executive functions. These include the convening of local councils as well as the execution of the local government's work. The work of local governments also involves key stakeholders at the national level. Thus, developing a BCP for local governments requires the engagement of those government agencies mandated to enhance capacities of local governments, and the authority to authorize different degrees of work designated to local government.

2) Scope of Services, Expected Outputs and Target Completion

Objectives

The business continuity of the Department of Local Administration (DLA) plays a vital role in implementing the BCP of local governments. To ensure the continuity of local governments' functions, in particular in response to COVID-19, this assignment aims to enhance business continuity planning capacities of DLA and local governments. The proposed initiative will facilitate the enhancement of a BCP for both DLA and local governments through the command mechanism of DLA as well as reviewing the current regulatory framework for local governments.

The DLA developed their BCP in June 2020, entailing some strategies and plans for hazards such as floods, protests, fires, and the ongoing COVID-19 pandemic. The strategies for COVID-19 response include adoption of an adaptive work shift schedule for DLA officers. Furthermore, the Office of the Public Sector Development Commission (OPDC) has promoted the development of a BCP among key public sector agencies. Currently, a BCP template (in PDF format) and relevant materials, e.g., BCP checklist, BCP examples, are available on its website: <https://www.opdc.go.th/content/NjE3Mg>. The template is applicable for different segments of the public sector ranging from central, local governments to universities and public enterprises.

The objective of this assignment is to

- Enhance the business continuity plan (BCP) for the Department of Local Administration to respond to COVID-19 effectively.
- Build the capacity of DLA and local governments to develop enhance their BCPs for COVID-19

Scope of work

1. Review DLA's BCP to identify gaps and areas for improving their BCP to strengthen the continuity of their operation during the COVID-19 pandemic. The plan needs to consider the issue of legal framework and permission for local government to deliver services and livelihood recovery.
2. Based on the review of OPDC templates and BCPs of selected Local Administration Organization (LAOs)⁷, suggest the revised template for BCP and develop a guideline on how to develop a BCP for LAOs
3. Provide two online and in-person hybrid training workshops for 1) DLA & its 76 Provincial offices and 2) selected LAOs.

⁷ Local Administration Organization (LAOs) include municipalities and sub district administrative organization.

3) Deliverables and indicative work-plan (3.5 months)

Deliverables	Activities	Timeline	Payment
1. Inception Report	The report must contain work plan, skeleton of the report and guideline.	10 May 2021	10%
2. Draft report on recommended revision to DLA's BCP in response to COVID-19 (in Thai)	<p>The report must contain following information:</p> <ol style="list-style-type: none"> 1. Review and revision of DLA's BCP 2. Review existing BCP of DLA and local governments and BCP resources under OPDC. 3. Results from the consultation with DLA and other key stakeholders 4. Results from consultative workshop with DLA on following topics: <ul style="list-style-type: none"> - Gap analysis of current BCP - BCP framework, Business impact Analysis - Business strategies - Exercise and Review <p>Remarks: UNDP and DLA will provide feedback and inputs one week within after submission</p>	30 June 2021	30%
3. A guideline on how to develop a BCP for LAOs (in Thai and English)	<p>Based on the review on existing OPDC templates, other relevant material and BCPs of selected LAOs (recommended by DLA) and findings from deliverable#1, the guideline on how to develop a BCP for LAOs will be developed and submitted to DLA and OPDC for review and input.</p> <p>Remarks: DLA, OPDC and UNDP will provide feedback and inputs one week within after submission</p>	30 June 2021	30%
4. Two training workshops for DLA and selected LAOs (in Thai)	<p>The Contractor will prepare for the training material and conduct two online training workshops for DLA and LAOs.</p> <p>The Contractor will facilitate discussions on gaps, challenges and solutions on current regulatory framework.</p> <p>Remarks: The output from the discussion of these two training workshops will be incorporate in the Final Report.</p>	Tentative 16 and 23 July 2021	20%

Deliverables	Activities	Timeline	Payment
5. Draft final report (in English)	The draft final report must be submitted to UNDP and DLA for review and input before finalization.	13 August 2021	10%

4) Institutional Arrangement

A Consulting Company will work closely with Project team who will review the progress and quality of assignment upon outputs prior to issuance the payment under the guidance of Project Manager, COVID-19 Socio-Economic Response and Recovery Project.

Review/approval time required to review/approve outputs prior to authorizing payments is 7-10 days.

- a) Supervision and management: The Consulting Company will report directly to the Project Manager of COVID-19 Socio-Economic Response and Recovery, who will provide the required supportive supervision and monitoring, guidance and management.
- b) Coordination and collaboration: The Consulting Company is expected to work closely with UNDP, DLA and OPDC.
- c) Programme management and implementation: The Consulting Company will be responsible to conduct the research and carry out the report writing as per the agreed work plan and budget for timely delivery.
- d) Resources required: A team comprising of qualified and experienced staff to manage the development of guidelines, research and report production, and facilitate the training is necessary to handle the overall programme management and implementation up to the satisfaction of UNDP and to address all national and UNDP requirements. The team needs to be guided and provided oversight and quality assurance by the senior management team with appropriate level of effort. Furthermore, the Consulting Company is expected to source and manage the required office space, IT equipment, asset insurance and other administrative/logistics services for implementation.

5) Duration of the Work

This assignment is proposed to be implemented during a period of 3.5 months from 3 May – 20 August 2021. If there is any unforeseen delay in programme start-up, the timeline of the deliverables will be negotiated with the Consulting Company.

The Consulting Company is to recognize that the successful completion of the activities and accomplishment of their purposes, as well as the achievements of deliverables and performance targets set forth in the work plan, are of paramount importance, and that UNDP therefore may find it necessary to terminate the agreement, or to modify the activities, should circumstances arise that interfere or threaten to interfere with the aforementioned objectives.

6) Qualifications of the Successful Service Provider

A Consulting Company is expected to provide the services on assignment and scope as mentioned above in section 3) deliverables and indicative work plan.

The scope of this assignment is limited to organizations with technical expertise to develop the business continuity plan (BCP) for government agencies or the large enterprise that include gap analysis of the BCP, business impact Analysis, development of guidelines, and training.

Qualifications for organization

1. The organisation should have at least 5 years knowledge and experience and/or institutional organizations in timely and results-based implementation of research projects;
2. At least submission of 3 work samples in development of business continuity plan (BCP) for government agencies or the large enterprise including a gap analysis of the BCP, business impact analysis, development of guidelines, and trainings;
3. The organisation should have sufficient management capacity to implement the project;
4. The organisation should have a sound financial management system in place;
5. Experience working with government, national and international agencies (including UN agencies) and civil society organizations is an advantage;
6. The organisation should register under relevant laws of the country of registration/operations complying with all national laws and regulations;
7. The organisation is allowed to work in Thailand;
8. The organisation must operate from Thailand;
9. The organisation has necessary authority to enter into an agreement with UNDP.

Qualifications for key personnel

Project Leader – 1 person

- At least Master's degree in business management, social science, public administration, or any relevant;
- At least 5 years knowledge and experience in the project management with recognized technical ability and prior experience to develop the business continuity plan (BCP) for government agencies or the large enterprise that include gap analysis of the BCP, business impact analysis, development of guidelines, and training supported by at least three work samples;
- Demonstrable track record of project management with government entities, or private sectors;
- Proven training facilitation skills.

Researcher – 2 persons

- At least Master's degree in social science, public administration, management or any relevant;
- Minimum 5 years' experience in supporting research projects with specialization in public policy, governance or business management;
- Excellent analytical and reporting skills.

7) Required Document

Interested Consulting Company must submit the following documents/information to undertake the assignment.

- Given the uncertainty of COVID-19 situation, travel restriction to the selected Municipality (proposed by Department of Local Administration) may be imposed. The virtual meeting will be arranged under the arrangement and coordination of the Department of Local Administration and UNDP.

Technical Proposal submission form as per the Template Annex 3;

- Password protected Financial proposal Annex 4;
- Organization Profile
- Certificate of Registration of the business, including, Articles of Incorporation, or equivalent document if Bidder is not a corporation;
- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder;
- Latest Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past 3 years
- Document Establishing Eligibility & Qualification of the Bidder
 - List of similar projects completed in last two years with value, client name and contact details;
 - Statement of Satisfactory Performance from the Clients on similar works;
- Completed and signed CVs for the Proposed Key personnel with proven experience in developing the business continuity plan for government agencies or the large enterprise.;
- Any other documents to substantiate eligibility and qualification of the bidder as required in the Terms of Reference;

8) Consultant Presence Required on Duty Station/UNDP Premises

☒ NONE ☐ PARTIAL ☐ INTERMITTENT ☐ FULL TIME

The Consulting Company must operate out of an UNDP office in Thailand to coordinate and maintain effective relationships with the national stakeholders. The Consulting Company staffs will be expected to travel to or be based in Bangkok in order to work closely with stakeholders.

9) Payment Terms

Payment will be made based on the deliverables accepted and upon certification of satisfactory completion by the Project Manager, COVID-19 Response and Recovery Project.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

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

A. Qualifications of the Service Provider

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

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

B. Proposed Methodology for the Completion of Services

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

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

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

appropriate to the local conditions and context of the work.

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.*

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL¹⁰

(Must be Password Protected)

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹¹)

[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. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Inception Report	10%	
2	Draft report on recommended revision to DLA's BCP in response to COVID-19 (in Thai)	30%	
3	A guideline on how to develop a BCP for LAOs (in Thai and English)	30%	
4	Two training workshops for DLA and selected LAOs (in Thai)	20%	
5	Draft final report (in English)	10%	
	Total	100%	

*This shall be the basis of the payment tranches

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				

¹⁰ This serves as a guide to the Service Provider in preparing the Proposal.

¹¹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

a . Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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