



## REQUEST FOR QUOTATION (RFQ)

**(From Vietnam based firms/institutes/organizations)**

<p style="text-align: center;"><b>NAME OF SERVICE</b></p> <p style="text-align: center;"><b>For Service Desk Services at the Green One UN House (GOUNH) at 304 Kim Ma street, Ha Noi</b></p>	<p>Date: <b>16 April 2021</b></p> <p>RFQ Reference: <b>2-210402</b></p>
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### SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Issued by:

Signature: \_\_\_\_\_

Name: Tran Thi Hong

Title: Head of Procurement Unit

Date: 16 April 2021

## SECTION 2: RFQ INSTRUCTIONS AND DATA

<b>Introduction</b>	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the <a href="#">UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</a></p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
<b>Deadline for the Submission of Quotation</b>	<p><b>April 29, 2021 (Hanoi time)</b></p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
<b>Method of Submission</b>	<p>Quotations must be submitted as follows:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> E-tendering</li> <li><input checked="" type="checkbox"/> Dedicated Email Address</li> <li><input type="checkbox"/> Courier / Hand delivery</li> <li><input type="checkbox"/> Other <a href="#">Click or tap here to enter text.</a></li> </ul> <p>Bid submission address: <b>bidding.vn@undp.org</b></p> <ul style="list-style-type: none"> <li>▪ File Format: pdf, excel, word, zipped files</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Max. File Size per transmission: <b>30 MB</b></li> <li>▪ Mandatory subject of email: <b>RfQ 2-210402: Service Desk Services at the GOUNH</b></li> <li>▪ Multiple emails must be clearly identified by indicating in the subject line "email no. X of Y", and the final "email no. Y of Y."</li> <li>▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible.</li> <li>▪ The bidder should receive an email acknowledging email receipt.</li> </ul> <p>[For eTendering method, click the link <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> and insert Event ID information]</p> <ul style="list-style-type: none"> <li>• Insert BU Code and Event ID number</li> </ul> <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</a></p>
<b>Cost of preparation of quotation</b>	<p>UNDP shall not be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
<b>Supplier Code of Conduct, Fraud, Corruption,</b>	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes <b>principles on labour, human rights, environment and ethical conduct</b> may be found at: <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p>

	<p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti</a></p>
<b>Gifts and Hospitality</b>	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>
<b>Conflict of Interest</b>	<p>UNDP requires every prospective Supplier to avoid and prevent 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, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
<b>General Conditions of Contract</b>	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p>Select the applicable GTC:</p> <p><input type="checkbox"/> <a href="#">General Terms and Conditions / Special Conditions for Contract.</a></p> <p><input type="checkbox"/> <a href="#">General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</a></p> <p><input type="checkbox"/> <a href="#">General Terms and Conditions for Works</a></p> <p>Applicable Terms and Conditions and other provisions are available at <a href="#">UNDP/How-we-buy</a></p>
<b>Special Conditions of Contract</b>	<p><input type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by [indicate number of days]</p> <p><input type="checkbox"/> Others [pls. specify]</p>
<b>Eligibility</b>	<p>A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country.</p>
<b>Currency of Quotation</b>	<p>Quotations shall be quoted in <b>Vietnamese dong (VND)</b></p>

<b>Joint Venture, Consortium or Association</b>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under <a href="#">Solicitation policy</a> for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
<b>Only one Bid</b>	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>b) they have the same legal representative for purposes of this RFQ; or</li> <li>c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process;</li> <li>d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or</li> <li>e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</li> </ul>
<b>Duties and taxes</b>	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</li> <li><input type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</li> </ul>
<b>Language of quotation</b>	<p><b>English and Vietnamese</b></p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
<b>Documents to be submitted</b>	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed;</li> <li><input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1;</li> <li><input checked="" type="checkbox"/> Company Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;</li> <li><input checked="" type="checkbox"/> Business Licenses – Registration Papers, Tax Payment Certification, etc.;</li> <li><input checked="" type="checkbox"/> Statement of satisfactory Performance (Certificates) from the top two (02) clients in terms of Contract value in similar field;</li> <li><input checked="" type="checkbox"/> Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references – for the past 5 years;</li> <li><input checked="" type="checkbox"/> Names and qualifications of all assigned on-site and alternate staff (4 core on-site service desk engineers (including 1 Team Leader) + 1 alternate + 1 account manger);</li> <li><input checked="" type="checkbox"/> Detailed CVs with copies of relevant certificates for the proposed key Personnel;</li> </ul> <p><a href="#">Click or tap here to enter text.</a></p>
<b>Pre-proposal meeting</b>	<p>Time: <b>10.30 am</b></p> <p>Date: <b>Tuesday, April 20, 2021</b></p> <p>Venue: <b>304 Kim Ma street, Ba Dinh District, Ha Noi</b></p> <p>The UNDP focal point for the arrangement of pre-proposal is:</p> <p>Ms. Luu Ngoc Diep, Procurement Associate</p>

	<p>Tel: (+84-24) 38500200 E-mail: <a href="mailto:luu.ngoc.diep@undp.org">luu.ngoc.diep@undp.org</a></p> <p>Kindly contact the above focal point to register for the pre-proposal meeting at least 1 day in advance.</p>
<b>Quotation validity period</b>	Quotations shall remain valid for <b>90 days</b> from the deadline for the Submission of Quotation.
<b>Price variation</b>	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
<b>Partial Quotes</b>	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes
<b>Alternative Quotes</b>	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
<b>Payment Terms</b>	<input type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input checked="" type="checkbox"/> As indicated in the attached TOR <input checked="" type="checkbox"/> Condition for Payment Release: <b><i>Within thirty (30) days from the date of meeting the following conditions:</i></b> a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
<b>Conditions for Release of Payment</b>	<input type="checkbox"/> Passing Inspection [specify method, if possible] Complete Installation <input type="checkbox"/> Passing all Testing [specify standard, if possible] <input type="checkbox"/> Completion of Training on Operation and Maintenance [specify no. of trainees, and location of training, if possible] <input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements <input type="checkbox"/> Others [pls. specify]
<b>Contact Person for correspondence, notifications and clarifications</b>	<p>E-mail address: <a href="mailto:luu.ngoc.diep@undp.org">luu.ngoc.diep@undp.org</a></p> <p><b>Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified.</b></p> <p><b>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.</b></p>
<b>Clarifications</b>	Requests for clarification from bidders will not be accepted any later than <a href="#">Click or tap here to enter text.</a> days before the submission deadline. Responses to request for clarification will be communicated through the above-mentioned contact person by 29 April 2021
<b>Evaluation method</b>	<input type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer <input checked="" type="checkbox"/> The Contract will be awarded to the proposal with Highest Combined Score <b>(based on the 70% technical offer and 30% price weight distribution)</b>
<b>Evaluation criteria</b>	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input type="checkbox"/> Comprehensiveness of after-sales services <input type="checkbox"/> Earliest Delivery /shortest lead time <input checked="" type="checkbox"/> Please refer to the <a href="#">Evaluation Criteria</a> for further details.
<b>Right not to accept any quotation</b>	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order

<b>Right to vary requirement at time of award</b>	At the time of award of Contract or Purchase Order, <a href="#">Click or tap here to enter text.</a> 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.
<b>Type of Contract to be awarded</b>	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> <a href="#">Contract Face Sheet</a> (Goods and-or Services) (this template is also utilised for Long-Term Agreement) and if an LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> <a href="#">Contract for Works</a> <input type="checkbox"/> Other Type/s of Contract [pls. specify]
<b>Expected date for contract award.</b>	31 May 2021
<b>Publication of Contract Award</b>	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
<b>Policies and procedures</b>	This RFQ is conducted in accordance with <a href="#">UNDP Programme and Operations Policies and Procedures</a>
<b>UNGM registration</b>	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at <a href="http://www.ungm.org">www.ungm.org</a> . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.

## 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	350
2.	Management Structure and Key Personnel	650
	<b>Total</b>	<b>1000</b>

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Work in the IT service area and electrical support service	100
1.2	Have experience in providing helpdesk services including IT services for the past 5 years	150
1.3	Reference checks on service quality (from the top 02 clients)	100
<b>Total Section 1</b>		<b>350</b>

Section 2. Management Structure and Key Personnel		Points obtainable
<b>2.1</b>	<b><i>Have good and professional team with in-house staff with certifications in software, hardware, network, telephone and electric, etc., such as Microsoft, Cisco...</i></b>	<b>100</b>
<b>2.2</b>	<b><i>Qualifications of key personnel proposed</i></b>	<b>550</b>
2.2.1	Account Manager and Team Leader (one of the core on-site engineers)	50
	Account Manager has at least 1 year experience in management	30
	Team Leader (one of the core on-site engineers) has at least 1 year experience in managing team	20
2.2.2	4 core on-site service desk engineers (including a Team Leader) + 1 alternate	500
	Secondary education or higher with relevant certifications in hardware and software management and application	50

<i>Good knowledge of PC/LAN operating systems, Microsoft Windows, ICT security and viral protection systems</i>	100
<i>IT certification in Microsoft/Cisco is preferred</i>	50
<i>Experience in IT client support</i>	150
<i>Experience in electrical support service</i>	50
<i>Ability to communicate in English with international users effectively</i>	50
<i>Experience in working with UN/international organisations is an advantage</i>	50
<b>Total Section 2</b>	
<b>650</b>	

All bids passing the minimum technical score of 700 will be technically qualified for financial evaluation.  
**Submission obtaining the highest weighted points (70% technical points + 30% 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 [Documents to be submitted](#) for documents to be evaluated.



## **ANNEX 1: SCHEDULE OF REQUIREMENTS**

### **For Service Desk Services at the Green One UN House (GOUNH) at 304 Kim Ma street, Ha Noi**

#### **1) GENERAL BACKGROUND**

The Common Back Office of the Green One UN House GOUNH at 304 Kim Ma, Ha Noi, Vietnam is providing daily service desk services for all users in UN Viet Nam office. UN Viet Nam would like to outsource the service desk service.

#### **2) OBJECTIVES OF THE ASSIGNMENT**

The service desk service company will provide on-site engineers for daily service desk service for nearly 400 staff at GOUNH compound. The working time is 8 hours/ day starting from 7:30 am until 6:30 pm dividing by shifts, 5 days a week from Monday to Friday. The working day will be the UN Viet Nam working days.

#### **3) SCOPE OF WORK**

The service company will provide service desk service that meets below requirements:

##### **1. Provide on-site engineer for service desk service:**

Provide on-site engineers for service desk service to work at Green One UN House compound during mentioned working hours, 5 days a week from Monday to Friday. The working day will be the UN Viet Nam working days.

##### **2. Number of team members:**

The number of the team member is proposed by the service firm. However, the team must consist of minimum the following members:

- Four on-site service desk engineers (primary) who will directly carry out the daily tasks at Green One UN House office. One of them must be designated as the team leader.
- One alternate service desk engineer who will replace the on-site engineer during his/her absence at Green One UN House office.
- One account manager who will manage contract with UN Viet Nam at managerial level. S/he may not need to be onsite but must be the focal point for any issue at managerial level.
- Capacity to provide additional technicians upon ad-hoc request during peak period.

The list of service desk engineers must indicate primary and alternate person responsible for the service desk service and their manager.

##### **3. Responsibilities of the service desk person**

- Receiving client request on telephone, email, web interface or direct contact
- Logging all relevant incident/service request details, allocating categorization and prioritization
- Providing first line investigation and diagnose

- Resolving incident/service request that he is able through phone, email or at user workstation when needed
- Escalating incident/service requests that they cannot resolve within agreed timescales
- Closing all resolved incident, requests and other calls
- Conducting customers/user satisfaction and call back/survey as agreed
- Communication with users – keeping them informed of incident progress, notifying them of impending changes or agreed outages, etc
- Setup standard software and configure computer for new users
- Support and trouble-shooting PC and IT issues for all users in UN Viet Nam compound
- Setup and prepare laptop & LCD projector for conference rooms when required
- Replace spare parts for Electrical equipment and components
- Replace spare parts for ICT equipment and components
- Training on site for user in using new application system.
- Install ICT hardware, teleconference system or other equipment when requested.
- Install software to ICT equipment when requested
- Arrange new stuff for newcomer
- Do other works as assigned by Customer Service Officer.

#### **4. Reporting and monitoring:**

- Each month the service desk service company will send a monthly report to Customer Service Officer regarding the number of incident/request that service desk person has received/escalated
- The report for the last month service must be received before the 10th day of following month
- The monthly service desk service report must be certified by Customer Service Officer
- The monthly service desk service report must be enclosed as supporting document to the payment request.

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

The initial period for providing service desk service is 1 year with possible extension of additional 2 more years subject to requirements of UN Viet Nam and the contractor's satisfactory performance.

The location for service desk service will be Green One UN House, 304 Kim Ma, Ha Noi, Viet Nam and sometimes at other offices in Ha Noi as required by Customer Service Officer.

The service desk service company will be responsible for the transportation of their team members.

#### **5) FINAL PRODUCTS**

The service desk service company will send service desk engineers to work on site at UN Viet Nam compound or other offices when needed and provides all services/requirement as indicated on the scope of work.

#### **6) PROVISION OF MONITORING AND PROGRESS CONTROLS**

The service provider must provide reporting and monitoring activities as mentioned in part 4 of scope of work

If the onsite engineers from service desk service company do not provide good-rated service to Green One UN House client or does not meet the UN daily work requirements, the service desk service company must be able to replace other qualified alternate engineers to UN Viet Nam.

The account manager must have quarterly meeting with Customer Service Officer to review all number of incident/request occurred during last quarter and propose any changes/recommendation if needed.

## **7) DEGREE OF EXPERTISE AND QUALIFICATIONS**

**The service desk service company must meet below requirements:**

- Working in the IT service area and electrical support service
- Having experience in providing service desk services including IT service.
- Have good and professional IT team.

**The onsite service desk engineer and alternate person must meet below requirements:**

- Be able to communicate with international user effectively.
- Ability to provide basic IT support services.
- Ability to provide basic electrical support services
- Good knowledge of PC/LAN operating systems, Microsoft Windows, ICT security and viral protection systems.
- Experience in IT client support.
- Experience in electrical support service.
- Ability to review a variety of data, identify and adjust discrepancies, identify and resolve operational problems.
- Secondary education or higher with relevant certifications in hardware and software management and application.
- IT certification in Microsoft/Cisco is preferred
- Experiences knowledge and working with UN is an advantage.

## **8) ADMIN SUPPORT AND REFERENCE DOCUMENTS**

The service desk service company will provide service desk engineers to work at Green One UN House compound.

The service desk company must provide computer for service desk engineers. The computer must have proper software licenses including Microsoft Windows, MS Office and Antivirus system

The UN Viet Nam will provide below equipment to facilitate the work : Office desk

The onsite engineers are required to follow all UN Viet Nam rules and regulations including code of conduct, information security policy, etc...

## ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

### Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No      If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Is your company a member of the UN Global Compact	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: 3 contracts				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

#### Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Requirements and Terms and Conditions:</b> I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a> and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Prohibitions, Sanctions:</b> I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Offer Validity Period:</b> I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: \_\_\_\_\_

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

### ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

#### Technical Offer

Provide the required submitted documents as per instructed in Section 2 and according to the Evaluation Criteria

#### Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

**Currency of Quotation:** Click or tap here to enter text.

Ref	Description of Deliverables	Price
1.		
2.		
3.		
4.		
5.		
Total Price		

#### Breakdown of Fees

Personnel / other elements	UOM	Qty	Unit Price	Total Price
Personnel				
e.g. Project Manager/Team Leader	day			
Other expenses				
International flights				
Subsistence allowance				

Local Transportation				
Communication				
Other Costs: (please specify)				
<b>Total</b>				

#### Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<i>Exact name and address of company</i> Company Name: Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.