



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: June 11, 2021
	REFERENCE: MyRFP_2021_023

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision for Event management services for multiple UNDP Webinar Series and Events**.

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

Proposals may be submitted on or before Friday, June 25, 2021 and via email to the address below:

United Nations Development Programme
Menara PJH, Level 10, No 2, Jalan Tun Abdul Razak, Precinct 2, 62100 Putrajaya.
procurement.my@undp.org

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

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

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

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,
Patrick Pee
Assistant Resident Representative
6/11/2021

Annex 1

Description of Requirements

Context of the Requirement	Provision for Event management services for multiple UNDP Webinar Series
Implementing Partner of UNDP	Not Applicable
Brief Description of the Required Services ¹	UNDP would like to engage the technical expertise of a service provider for the webinar for Hybrid & Fully Virtual Mode.
List and Description of Expected Outputs to be Delivered	<p>I. Pre-event support and coordination to include the following but not limited to:</p> <ul style="list-style-type: none"> • Creative services for <ul style="list-style-type: none"> ➢ Invitations, social media dissemination, virtual backdrop/backdrop, if needed. (e.g.: backdrop design, and/or event collaterals – digital invitation, posters, e-leaflets) • Technical advise on best format and design for programme delivery. E.g.: pre-recorded videos, switch slides, on-site setup (if needed for secretariat), etc. • Coordination on pre-testing with panellist, speakers, and coordinators prior to actual event. • Working hand-in-hand with the project owner and communications associate(s) from UNDP Malaysia to manage production timeline and production traffic controller leading up to the event day • The Event Agency will be responsible for the required administrative and logistic support starting from event preparation to completion of the events (including reporting in the post-event and webinar recording) • To be able to conduct and carry out a live-streaming event via Zoom (cross posted to Facebook Live). Zoom platform is provided by UNDP. This includes advice on best flow required for the panel discussion, virtual background, etc. Should the advice by the tenderer that an alternative platform be considered, the platform must be provided by the tenderer. • To be able to provide technical back-end support for the execution of the virtual webinar and/or event. This is to include coordination of event flow within panellists, moderators, time checks, speaker management during event, etc. • Must be able to adapt the live streaming event to include the following but not limited to: <ul style="list-style-type: none"> ➢ Showcase of a pre-recorded video ➢ Realtime streaming for panellists joining virtually ➢ Presentation slides with speaker view (side-by-side) ➢ Utilise Zoom overlay features for a visually appealing streaming ➢ Smooth delivery of audio and visual (without delay) during live

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>streaming</p> <p>II. In the scenario where the webinar will be able to be shot in a physical venue:</p> <ul style="list-style-type: none"> • To be able to conduct and carry out a live-streaming event via Zoom. Zoom platform is provided by UNDP. This includes advice on best setup required for the panel discussion, camera angles, virtual background, etc. Should the advice by the offeror that an alternative platform be considered, the platform must be provided by the offeror. • To provide the necessary equipment required to deliver the live-streaming event including but not limited to: <ul style="list-style-type: none"> ➤ Sound system (please include costing option for both cordless mic, and clip mic) ➤ Stable Internet connection should venue's connection is unstable ➤ Camera (2 angles should be sufficient) ➤ Lighting ➤ Optional – Event photography, virtual backdrop ➤ Talent – Experienced moderator, if needed • Must be able to adapt the live streaming event to include the following but not limited to: <ul style="list-style-type: none"> ➤ Showcase of a pre-recorded video ➤ Realtime streaming of 1 or 2 panellists joining virtually <p>Note: The venue will be either at Studio or Hotel. For studio, please quote the rental fee separately. Hotel reservation will be arrange by UNDP.</p> <p>III. In the scenario where the webinar will be hosted solely virtually</p> <ul style="list-style-type: none"> • To be able to conduct and carry out a live-streaming event via Zoom. Zoom platform is provided by UNDP. This includes advice on best flow required for the panel discussion, virtual background, etc. Should the advice by the tenderer that an alternative platform be considered, the platform must be provided by the tenderer. • To be able to provide technical back-end support for the execution of the virtual webinar and/or event. This is to include coordination of event flow within panellists, moderators, break-out rooms, time checks, speaker management during event, etc.
Person to Supervise the Work/ Performance of the Service Provider	Communications Associate(s)
Frequency of Reporting	Weekly or as need basis upon confirmation of event

Progress Reporting Requirements	Not Applicable
Location of work	<input checked="" type="checkbox"/> Exact Address/es (To be advise based on the Webinar requirement)
Expected duration of work	As need basis up for 12 months period
Target start date	1 July 2021
Latest completion date	30 June 2022
Travels Expected	Local travels for meetings in Klang Valley.
Special Security Requirements	Not Applicable
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Not Applicable
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Not 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"/> Local Currency_ Malaysia Ringgit
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (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

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

Payment Terms ³	Outputs	Percentage	Timing	Condition for Payment Release
	Upon satisfactory and completion of Webinar event.	100%	Based on events schedule.	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Communication Associates (s)			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Goods & Services			
Criteria for Contract Award	<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	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm (45%) <input checked="" type="checkbox"/> Qualification and competence of the key staff for the Assignment (25%) <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.			
UNDP will award the contract to:	<input checked="" type="checkbox"/> One or more Service Providers, depending on the following factors: Main contractor to be awarded to the proposer obtaining the highest combined scores, and a backup contractor to be awarded to the proposer obtaining the second highest score.			

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.

Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) 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"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Page 7-9) Note: Please separate the Financial Proposal (Section D & E) and ensure that is password protected.
Contact Person for Inquiries (Written inquiries only) ⁶	procurement.my@undp.org Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	Please refer to the detailed Terms of Reference (TOR) for all other information.

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.

TERMS OF REFERENCE

Event management services for multiple UNDP Webinar Series and Events

Context

In view of the current COVID-19 pandemic, UNDP Malaysia will be hosting a number of webinar series in order for us to continue our work and promote dialogues on various topics while adhering to the new norm of limiting large gatherings and physical distancing. With this, UNDP Malaysia would require the technical expertise of an experienced company to provide technical services and event management to live stream our dialogues to our audience on digital platforms.

As we are looking at awarding a long-term agreement for multiple webinars to be hosted, event details will only be provided upon confirmation on an as-need-basis. However, a typical webinar we will host will consist of but not limited to, speeches, keynote speakers, to be followed by a panel discussion. There will be instances where some speakers and/or panellist will join virtually and/or presentations and videos will be played.

Following which, UNDP Malaysia may also require the services of the company to coordinate and organise smaller scale physical events post COVID-19.

Scope of Work

UNDP would like to engage the technical expertise of a service provider for the webinars and physical events based on the following requirements:

A. Pre-event support and coordination to include the following but not limited to:

- Creative services for
 - Invitations, social media dissemination, virtual backdrop/backdrop, if needed. (e.g.: backdrop design, and/or event collaterals – digital invitation, posters, e-leaflets)
- Technical advise on best format and design for programme delivery. E.g.: pre-recorded videos, switch slides, on-site setup (if needed for secretariat), etc.
- Coordination on pre-testing with panellist, speakers, and coordinators prior to actual event.
- Working hand-in-hand with the project owner and communications associate(s) from UNDP Malaysia to manage production timeline and production traffic controller leading up to the event day
- The Event Agency will be responsible for the required administrative and logistic support starting from event preparation to completion of the events (including reporting in the post-event and webinar recording)
- To be able to conduct and carry out a live-streaming event via Zoom (cross posted to Facebook Live). Zoom platform is provided by UNDP. This includes advice on best flow required for the panel discussion, virtual background, etc. Should the advice by the tenderer that an alternative platform be considered, the platform must be provided by the tenderer.
- To be able to provide technical back-end support for the execution of the virtual webinar and/or event. This is to include coordination of event flow within panellists, moderators, time checks, speaker management during event, etc.
- Must be able to adapt the live streaming event to include the following but not limited to:

- Showcase of a pre-recorded video
- Realtime streaming for panellists joining virtually
- Presentation slides with speaker view (side-by-side)
- Utilise Zoom overlay features for a visually appealing streaming
- Smooth delivery of audio and visual (without delay) during live streaming

B. In the scenario where the webinar will be able to be shot in a physical venue (Studio OR Hotel Venue):

- To be able to conduct and carry out a live-streaming event via Zoom. Zoom platform is provided by UNDP. This includes advice on best setup required for the panel discussion, camera angles, virtual background, etc. Should the advice by the offeror that an alternative platform be considered, the platform must be provided by the offeror.
- To provide the necessary equipment required to deliver the live-streaming event including but not limited to:
 - Sound system (please include costing option for both cordless mic, and clip mic)
 - Stable Internet connection should venue's connection is unstable
 - Camera (2 angles should be sufficient)
 - Lighting
 - Optional – Event photography, virtual backdrop
 - Talent – Experienced moderator, if needed
- Must be able to adapt the live streaming event to include the following but not limited to:
 - Showcase of a pre-recorded video
 - Realtime streaming of 1 or 2 panellists joining virtually

Note: The venue will be either at Studio or Hotel. For studio, please quote the rental fee separately. Hotel reservation will be arrange by UNDP.

C. In the scenario where the webinar will be hosted solely virtually

- To be able to conduct and carry out a live-streaming event via Zoom. Zoom platform is provided by UNDP. This includes advice on best flow required for the panel discussion, virtual background, etc. Should the advice by the tenderer that an alternative platform be considered, the platform must be provided by the tenderer.
- To be able to provide technical back-end support for the execution of the virtual webinar and/or event. This is to include coordination of event flow within panellists, moderators, break-out rooms, time checks, speaker management during event, etc.

Payment schedule

Full payment to be made to contractor within 30 days of issuance of invoice upon event completion.

Professional Qualification of the Firm and Its Key Personnel with Competencies

Experiences

- The proposed event company must have demonstrated experience in live streaming, coordinating, and managing a virtual event/panel discussion/workshop successfully in the past 6 months on the Zoom platform
- The proposed event company must be able to provide the technical support and expertise pre and during event. e.g.: Sound crew, camera crew, IT personnel, etc.

The team shall have a minimum number of 2 key personnels and shall have demonstrated a successful completion of similar system. The minimum professional qualifications of key personnel are described below:

1. Project Team Leader

- Bachelors Degree in Marketing Communication/Event Management/Mass Communication and/or any other related field or an equivalent of 6 years working experience in the field of event management and/or marketing communications
- Demonstrated hands-on event management, team lead, and facilitate events covering but not limited to virtual and in-person forums, workshops, press-conference, report launch, and/or panel discussions.

2. Project Team Member / Event Coordinator

- Diploma in Marketing Communication/Event Management/Mass Communication and/or any other related field or an equivalent of 3 years working experience in the field of event management and/or marketing communications
- Demonstrated hands-on event coordination and support for events covering but not limited to virtual and in-person forums, workshops, press-conference, report launch, and/or panel discussions.

Competencies

Corporate

- Demonstrates commitment to UNDP's vision, mission, and values;
- Displays cultural, gender, religion, race, nationality, age sensitivity, and adaptability;
- Demonstrates/safeguards ethics and integrity; and
- Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.

Technical

- Capable of working efficiently, dependable, and strong attention to detail;
- Familiarity with economics and development terminology and concepts, is an advantage;

- Demonstrated commitment to the timely delivery of projects; and
- Ability to maintain high-quality of work while meeting tight deadlines and short turn-around times.

Functional

- Client orientation and strong communication skills;
- Capable of working in a high-pressure environment with short deadlines, managing many tasks simultaneously;
- Exercise the highest level of responsibility and be able to handle confidential.

Financial Proposal

1. **Webinar standard package (basic requirements)** - Specify a lump sum fee that is all inclusive and takes into account various expenses the agency expects to incur during the webinar.

E.g.:

- Professional fee
- Basic standard webinar setup (camera, minimum 2 angles, lighting, 1 x LED TV with stand, wireless mic)
- Inclusive of transportation cost etc

2. **Options (rate card)** – To provide a list of costing for all other additional equipment and/or services that are optional and up for consideration

E.g.:

- Creative services
- Virtual backdrop
- Talent – experienced moderator (please provide a list of potential talents)
- Clip mic
- Event photography
- For production costs and refurbishments of items (e.g.: wooden construct backdrop/led screen) you may quote a baseline cost. (e.g.: standard wooden construct backdrop at the size of 10' x 12' ft)
- Rental of Studio

**Costings do not need to include venue rental and/or meals.*

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

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

[insert: Location]

[insert: Date]

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

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to 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, contract 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 appropriate to the local conditions and context of the work.

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

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. **Qualifications of Key Personnel**

If required by the RFP, the Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. **Cost Breakdown per Deliverable* (To be separated with password protected)**

	Deliverables	Price (MYR)
1	Webinar standard package (basic requirements) - Specify a lump sum fee that is all inclusive and takes into account various expenses the agency expects to incur during the webinar. 1. Hybrid 2. Fully Virtual	
2	Options (rate card) – To provide a list of costing for all other additional equipment and/or services that are optional and up for consideration	
	Total	

**This shall be the basis of the payment tranches*

E. **Cost Breakdown by Cost Component [This is only an Example]: (To be separated with password protected)**

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Team leader				
2. Team member				
3. Team member				
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]