



REQUEST FOR PROPOSAL (RFP)
(From Vietnamese firms/institutes/organizations)

NAME of service: A national communication/media firm for the development of communication materials for increasing legal awareness on criminal records and the rights of expungement	DATE: August 16, 2021
	REFERENCE: 2-210805

Dear Sir / Madam:

We kindly request you to submit your Proposal for the ***Development of communication materials for increasing legal awareness on criminal records and the rights of expungement.***

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

Proposals may be submitted on or before **Monday, August 30, 2021 (Ha Noi time)** and via email to the address below:

United Nations Development Programme
304 Kim Ma Street, Ha Noi, Viet Nam
Ms. Luu Ngoc Diep, Procurement Associate
Bidding.vn@undp.org

Note:

- *Submission email sent to this email address should indicate the tender's reference number.*
- *UNDP will acknowledge receipt of the proposals within 2 working days from the submission deadline. In case you do not receive acknowledgement, please contact us within 3 working days after submission deadline.*
- *Maximum size per email: **30 MB**. Bidders can split proposals into several emails if the file size is large.*

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

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

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

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

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

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

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

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

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscconduc_t_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,
Tran Thi Hong
Head of Procurement Unit
8/16/2021

Description of Requirements

Context of the Requirement	Please refer to the attached Terms of Reference (TOR)
Implementing Partner of UNDP	Please refer to the attached TOR
Brief Description of the Required Services ¹	(TOR is attached in this Annex)
List and Description of Expected Outputs to be Delivered	Please refer to the TOR
Person to Supervise the Work/Performance of the Service Provider	Please refer to the attached TOR
Frequency of Reporting	Please refer to the attached TOR
Progress Reporting Requirements	Please refer to the attached TOR
Location of work	<input checked="" type="checkbox"/> Ha Noi <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	August 2021 – December 2021
Target start date	As soon as possible in August 2021
Latest completion date	31 December 2021
Travels Expected	Please refer to the attached TOR
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others [pls. specify]
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others [pls. specify]
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Vietnamese Dongs
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

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

Validity Period of Proposals (Counting from the date of submission deadline)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms ³	<input checked="" type="checkbox"/> As indicated in the attached TOR <input checked="" type="checkbox"/> Condition for Payment Release: Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Please refer to the attached TOR
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ <input type="checkbox"/> Other Type of Contract
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	Proposal shall be considered technically qualified if it achieves minimum 70% of total obtainable technical points. Weight of technical and financial point: <u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm (10%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (40%) <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (50%)

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$150,000.00.

	<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>Please refer to the Evaluation Criteria for further details.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors:</p>
Contract General Terms and Conditions ⁵	<p><input type="checkbox"/> General Terms and Conditions / Special Conditions for Contract.</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p><input type="checkbox"/> General Terms and Conditions for Works</p> <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Annexes to this RFP ⁶	<p><input checked="" type="checkbox"/> Terms of Reference & Evaluation Criteria (attached to this Annex)</p> <p><input checked="" type="checkbox"/> Proposal Submission Form (Annex 2)</p> <p><input checked="" type="checkbox"/> Contract Template & UNDP Contract General Terms and Conditions (GTC) (Annex 3)</p> <p><input checked="" type="checkbox"/> Submission checklist (Annex 4)</p>
Contact Person for Inquiries (Written inquiries only) ⁷	<p>Luu Ngoc Diep (Ms.) Procurement Associate Luu.ngoc.diep@undp.org</p> <p>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.</p>
Other Information [pls. specify]	<p>Bidders are responsible for checking the UNDP website: https://procurement-notices.undp.org/ for any addenda and updated deadline to this Request for Proposals. UNDP reserves the right to post addenda up to the closing date for submissions. Hence bidders are advised to check the UNDP website frequently prior to submitting their proposal.</p>

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

TERMS OF REFERENCE

Service:	Development of communication materials for increasing legal awareness on criminal records and the rights of expungement
Consultancy:	One national technical consultant One national communication/media firm
Duty Station:	Hanoi and home based
Expected duration:	From August to December 2021
Supervision	The national technical consultants and national communication/media firm will work closely with the Programme Officer and Communication Officer in charge at the UNDP Governance and Participation Unit and National Center for Criminal Records

1. Background

Expungement is a humanitarian practice in concordance with the improvements in criminal law policy of Vietnam as well as of many countries in the world. According to the regulations of the Penal Code, there are two forms of expungement: automatic expungement, and expungement under a court's decision. Persons with "conviction" "expunged" and "persons with expungement considered to have not been convicted" are identified on the Criminal Records Certificate as "no conviction". This practice is a legal mechanism to help citizens who have committed crimes to reintegrate into the community and become useful members of society, and thus making meaningful contribution to the social and economic development.

In 2020, with the support of European Union funded Justice and Legal Empowerment Programme (EU JULE), UNDP and the National Center for Criminal Records of the Ministry of Justice (NCCR) conducted an assessment of the 10-year implementation of the Law on Criminal Records. The assessment report showed that despite great efforts in the law implementation and legal dissemination, people's knowledge of conviction is still limited, many convicts do not know about expungement and the process of requesting expungement. Limited awareness of expungement and criminal records is resulted from the lack of under-trained professional and personnel human resources as well as innovative methodologies to conduct legal dissemination campaign. The disseminated legal information was very broad, not aimed at specific target groups (such as convicted persons, people who are serving prison sentences, and family members of convicted persons as well as certain disadvantaged groups), nor has a form suitable for each target object. The

information of conviction and expungement only takes up a very small amount compared to other legal information of the Penal Code, the Criminal Procedure Code, the Law on criminal records.

The assessment recommended that it is necessary to increase legal awareness on expungement and criminal record, focusing on the legal regulations relating to the right to criminal expungement, its procedures, targeting at the prisoners, those who are released from the prison and their family. Therefore, it is also to further assist the prisoners to rehabilitate and integrate into the society as recommended by UN Human rights conventions. In such context, the United Nations Development Programme (UNDP) in cooperation with the National Center for Criminal Record will develop communication materials to raise awareness of criminal expungement and judicial records for the public and some targeted groups. UNDP is seeking a national technical consultant and a media/communication firm to develop a booklet, leaflets, videos and audios on this topic.

2. Target audience

The target audience of these communication products includes general public and government officials who are working on criminal records issues, especially staff of provincial centers of criminal records, prisons managers; prisoners, ex-prisoners and their family.

3. Objectives

To produce a booklet, leaflets, videos and audios on this topic, which are substantively and visually attractive with high quality aiming at the target audience to:

- Raise awareness on criminal records, expungement and procedure of applying for a criminal records certificate
- Provide legal information on eligibility of expungement and guidance for ex-prisoners how to apply for criminal record certificate and how to seek support when needed.

4. Final products and requirements

4.1. A booklet on criminal records and expungement

- The legal regulations are presented in simple, easy to understand, friendly manners, in both English and Vietnamese. The basic contents of the booklet include the role and purpose of a criminal record, procedures of applying for a criminal record certificate for citizen and for foreigners; and regulations of eligibility of expungement and procedures of applying for expungement.
- Introduction and summary key content of the booklet in both Vietnamese and English
- The booklet will be designed and color-printed for selective distribution and will be uploaded at website/portal of the NCCR, provincial Departments of Justice, UNDP communication channels, EU JULE fan page
- Target audience: prisoners, prison managers; other relevant stakeholders and general public

4.2. 02 leaflets (1) on criminal records and (2) expungement

- The leaflet on criminal records in Vietnamese and English will present key legal information about the criminal records, procedures of applying the criminal record certificate for Vietnamese citizens and for foreigners living in Viet Nam.

Target audience: general public, other relevant stakeholders, prisoners, ex-prisoners

- The leaflet on expungement in Vietnamese and English will present regulations of eligibility of expungement, the rights of expungement, procedures of applying for expungement and how to seek support if needed.

Target audience: prisoners, prison managers and government officers; other relevant stakeholders and general public

- The leaflets will be designed, and color printed for selective distribution and uploaded at website/portal of the NCCR, provincial Departments of Justice, UNDP communication channels, EU JULE fan page

4.3. 03 Video clips on criminal records, expungement and expungement and criminal records

(1) The video clip of criminal records covering key legal information about the criminal records, procedures of applying the criminal record certificate for Vietnamese citizens and for foreigners living in Viet Nam.

Target audience: general public, other relevant stakeholders

(2) The video clip of expungement, covering regulations of eligibility of expungement, the rights of expungement, procedures of applying for expungement and how to seek support if needed.

Target audience: prisoners, prison managers and government officers; other relevant stakeholders and general public

- The length of each video clip (1) and (2): not exceeding 2 minutes.
 - It is creatively designed, using infographics, or PSA mode to deliver communication messages.
 - The two video clips with subtitles in Vietnamese, voice over in Vietnamese and sign language; (Additionally, these two video clips with subtitle in English, voice over in Vietnamese and sign language)
 - The two video clips will be uploaded at the web portal off NCCR, Provincial Departments of Justice, at provincial administrative one stop shops, UNDP communication channels and EU JULE fan page.

(3) The video clip of expungement and criminal records and, covering key legal information about the rights of expungement, eligibility of expungement, procedures of applying criminal records for expungement how to seek support if needed.

- Target audience: prisoners, prison managers; other relevant stakeholders and general public
- The length of each video clip: not exceeding 4 minutes.
- It is creatively designed, using infographics, or PSA mode to deliver communication messages.
- The video clip with subtitle in Vietnamese, voice over in Vietnamese and sign language

- The video clip will be shown at the reintegration sessions for prisoners organized at prison camps; trainings for prison manager, government officers working in criminal records, expungement.

4.4. 03 audio clips: (1) on criminal records and (2) expungement

- **The audio clip criminal records** covering key legal information about the criminal records, procedures of applying the criminal records certificate for Vietnamese citizens and for foreigners living in Viet Nam

Target audience: general public, other relevant stakeholders;

The length: not exceeding 2 minutes, in the format of play

Audio clip will be broadcasted at the NCCR, provincial Departments of Justice, at provincial administrative one stop shops and advocating for broadcasting at commune for general communication

- **The audio clip of expungement**, covering the rights of expungement, regulations of eligibility of expungement, procedures of applying for expungement and how to seek support if needed.

Target audience: prisoners, prison managers; other relevant stakeholders and general public

The length; Not exceeding 2 minutes, in the format of play

The audio clip will be broadcasted at prisons, NCCR, and provincial Departments of Justice and advocating for broadcasting at commune for general communication

- An audio clip of criminal records and expungement, covering key legal information about the rights of expungement, eligibility of expungement, procedures of applying criminal records for expungement how to seek support if needed.

Target audience: prisoners, prison manager, other relevant stakeholders.

The length: not exceeding 4 minutes, in the format of play

The audio clip will be broadcasted at prisons and detention camps.

- 4.5. A detailed report** on all photography and filming locations including the script in digital format, names and contact details of all individuals interviewed (if any), their proof of consent and other persons involved.

- 4.6. All the raw audio and video footage** (if any).

- 4.7. Full usage of the rights for ideas, graphics, and music** for which copyrights have been granted.

5. Scope of work

The activity will be carried out by one national consultant **in charge of the content and scripts**, and one national media/communication firm hired by UNDP in collaboration with NCCR.

A national consultant and the media/communication firm selected for this assignment will work as a team and perform the following indicative tasks:

- Participate in a brainstorming and discussion sessions to initiate ideas, key contents of the booklet, leaflets, video clips and audio clips with the Communication Officer, Program Officer in charge at the UNDP Governance and Participation Unit and NCCR officers
- Present a work plan for the assigned work
- Review available data and reports to collect media/video material
- Work together to develop the booklet, leaflets, video clips and audio clips in English and Vietnamese under the facilitation of the UNDP team.
- Present the video and audio scripts and the story boards
- Work on the desired products for this consultancy, including high resolution videos.
- All the products must follow UNDP-EU guideline for brand and communication

The scope of work for the assignment is as below:

a. For national technical consultant: (46 days)

#	Tasks	Duration
1	Study, review and consolidate related materials relating to the laws of criminal records, expungement. Propose and discuss with UNDP and NCCR key contents of the booklet, leaflets, videos, and audio clips and workplan; finalize and submit to NCCR and UNDP for approval	4
	The booklet for criminal records and expungement	
2	Develop an outline for the booklet, sharing it with UNDP and NCCR comments and inputs; revise the outline and submit to NCCR and UNDP for approval	2
3	Draft the booklet based on the approved outlines, then share the draft booklet with NCCR and UNDP for comments and inputs	5
4	Revise the booklet based on comments and inputs from NCCR and UNDP	3
5	Prepare and attend a technical meeting organized by NCCR and UNDP to gather comment to the draft booklet	1
6	Based on comments from the participants at the technical meeting and inputs from UNDP and NCCR, revised the booklet Work closely with the printing firm to finalize the design and assure the quality of the product	3
	Leaflets for criminal records and expungement	

7	Discuss with NCCR and UNDP to identify the key communication messages, draft and revise contents of the leaflet based on NCCR and UNDP's comments Work closely with the printing firm to finalize the design and assure the quality of the product	3
8	Draft contents for the leaflet on criminal expungement, by identifying the communication messages, discuss and get agreement with NCCR and UNP on the contents. Work closely with the printing firm to finalize the design and assure the quality of the product	3
9	Prepare and attend a technical meeting organized by NCCR and UNDP on the draft 2 leaflets for comments and revision. Finalize the content and design, share with NCCR and UNDP for approval	2
	Video clips for criminal records and expungement	
10	Draft video script on criminal records (in both English and Vietnamese), identifying key communication messages, sharing with NCCR and UNDP for comments/inputs Revise and finalize the script, integrating comments and inputs from UNDP and NCCR. Closely work with the coms/media firm during the video clip production to assure the quality and relevance of the contents and images to deliver the messages.	3
11	Draft video scripts on expungement, identifying key communication messages, share with NCCR and UNDP for comments/inputs Revise and finalize the script, integrating comments and inputs from UNDP and NCCR. Closely work with the coms/media firm during the video clip production to assure the quality and relevance of the contents and images to deliver the messages.	3
	Draft video scripts on criminal records and expungement, identifying key communication messages, share with NCCR and UNDP for comments/inputs Revise and finalize the script, integrating comments and inputs from UNDP and NCCR. Closely work with the coms/media firm during the video clip production to assure the quality and relevance of the contents and images to deliver the messages.	3
12	Prepare and participate in two one- day technical meetings in Ha noi on the 3 video and 3 audio clips organized by NCCR and UNDP	3
13	Closely work with the communication/media firm to finalize the videos clips	1
	Audio clips for criminal records and expungement	

14	Draft 3 audio scripts of (1) criminal record, (2) expungement and (3) criminal record and expungement, sharing it with the communication/media firm for inputs, and submitting to NCCR and UNDP for comments and approval (2 days per audio clip x 3 clips = 6 days). Work closely with the media/communication firm to revise and finalize the 3 audio clips based on the inputs and comments collected at the two technical meetings for audio and video clips (1 day)	7
	Total of days	46

b. National media/communication firm to produce audio and video clips and design booklet and leaflets

- Based on the communication messages approved by NCCR, and UNDP, the contractor will discuss with the national technical consultant, NCCR and UNDP to review relevant existing videos and select good examples for video, layout of the booklet and leaflets;
- Work with national legal technical consultant to develop an overall creative concept, draft content, scenario, video scripts and story boards for 3 videos and 3 audio clips, ideas of design of the booklet and leaflets.
- Prepare and present together with the legal consultant the draft content, video script, and story boards and recommended communication strategy to disseminate audio and video at internal meetings with NCCR and UNDP.
- Create editorial video and audio contents (images, graphics, footages, etc.) in close collaboration with the national technical consultant. The use of any copyrighted materials (e.g., images, graphics, music, footages, etc.) for the development of all above-mentioned communication products must be legally licensed. The media firm is required to avoid copyright infringements in any way possible; Any legal disputes over the materials employed by the media firm will be entirely of the firm's responsibility before the law.
- Produce and present the draft videos, audio clips, booklet, leaflets to relevant stakeholders at 3 one day technical meetings in Ha noi organized by NCCR and UNDP.
- Based on feedback provided by the participants at the technical meetings, UNDP and NCCR's comments, finalize the audio and video clips, including images, graphics, footages, etc. and the booklet, leaflets.
- Provide subtitles in Vietnamese; sign language, and voice over in Vietnamese for 3 video clips, subtitle in English, sign language and voice over in Vietnamese for 2 shorter videos, and provide English translation of the audio script, contents of the booklet and leaflet. The English translation is shared with national consultant, UNDP and NCCR for review and revision if necessary
- Present final products to UNDP and NCCR for approval.

6. Duration of assignment, duty station and expected place of travels

The assignment is expected to last approximately 5 months, from August to December 2021.

The consultant and media/communication firm shall work collaboratively on this assignment and deliver final outputs as described in Section 4 above.

Duty station: Hanoi and home-based

The duration of the consultancy starts from the date both parties signing the consultancy contract. The consultants, in collaboration with the NCCR and UNDP Vietnam, are expected to provide services specified in this TOR from August to December 2021

8. Provision of monitoring and progress control

The national technical consultant and a media and communication firm shall work collaboratively on this assignment, under monitoring of the Program Officer in charge in the UNDP Governance and Participation Unit and NCCR and deliver final products as described in Section 5 above.

Monitoring and progress control will be followed up by the timeline below:

#Output	Description	Deliverables	Timeline
Output 1	Submission of the detailed workplan for developing booklet, leaflets, video and audio clips; key contents of of the booklet, leaflets, videos, and audio clips	Approved workplan of developing booklet, leaflet, audio, and video clips and its key contents	September 2021
Output 2	Draft booklet and leaflets shared with UNDP, NCCR for comments/inputs	Draft booklet and leaflet	September 2021
Output 3	Present the draft booklet at a technical meeting	Draft booklet presented Meeting minutes	October 2021
Output 4	Finalize the booklet based on comments from experts, UNDP and NCCR	Finalized booklet to be submitted to UNDP and NCCR	October 2021
Output 5	Design layout of the booklet and leaflets, shared with UNDP and NCCR for comments and inputs	Design layout of leaflet and booklet consulted with UNDP and NCCR	October 2021
Output 6	Present the leaflet and its design layout at a technical meeting	Draft leaflet and its design layout Meeting minutes	October 2021
Output 7	Finalize the design layout for the booklet and leaflets	Final design layout for booklet and leaflets	November 2021
Output 8	Identify key messages for video and audio clips and draft video and audio scripts (in both English and Vietnamese) on criminal records and expungement,	Key communication messages and scripts for audio and video clips approved by UNDP and NCCR	October 2021

	share with NCCR and UNDP for comments/inputs Propose creative ideas for video and audio clips		
Output 9	Develop story boards for 3 audio and 3 video clips Share with national consultant, UNDP and NCCR for inputs/ comments	Draft scripts and story boards for 3 video clip and 3 audio clips consulted with UNDP and NCCR	October 2021
Output 10	Present 3 draft audio and 3 video clips at two technical meetings organized by NCCR and UNDP <i>(one meeting for one longer video and one longer audio clip, one meeting for two shorter video and two shorter audio clips)</i>	Draft audio and video clips presented Meeting minutes of the two technical meetings	November 2021
Output 11	Revise 3 audio and 3 video clips based on comments at the technical meetings. Share the revised clips with national consultant, NCCR and UNDP for further comments/inputs Finalize the 3 video and 3 audio clips and submit the final products to UNDP and NCCR for approval	Revised audio and video clips to be shared with UNDP and NCCR for final review and approval	By 15 December 2021

7. Degree of expertise and qualifications:

For national technical consultant:

- Advanced university in Law
- Having at least 10 years of working experience in legal field; Knowledge and experience in criminal law, expungement and criminal record are preferable
- Having experiences and skills in developing training and communication materials in legal area. One sample to be submitted.
- Having working experience as a consultant in legal study
- Good ability to communicate and write in Vietnamese and English.

For communication and media firm:

It is expected that the communication/media firm have a team of rich experience in creative video and audio clip production. The firm should process the following detailed qualifications and experience:

- A communication or medial firm, having at least 3-year experience in designing and production of media and audio clips. Experience in developing creative products such as leaflets, booklets, audio, and video clip, etc. in legal fields in Vietnamese, English and sign language is an asset.

Product samples like leaflets, booklets, audio and video clip product samples with English and Vietnamese subtitles and sign language to be submitted.

- Having working experience with governmental organizations, non-governmental organizations, international organizations in producing communication materials as advantage
- Having assigned a qualified team with different tasks in video and audio production:

- **National Team leader:**

- ✓ Advanced university degree in Communication or equivalent.
 - ✓ Expertise in video and audio production, including script writing, target audience analysis, storyboards, graphic animation; video production, narration, etc.; One high -quality portfolio with product samples to be submitted; Experience in using sign language in videos for persons with disabilities is an asset.
 - ✓ Good writing skills in Vietnamese and English language.
 - ✓ Effective communication skills with clients; experience working on legal issues, having experience in working with governmental organizations, non-governmental organizations, international organizations in legal field as advantage.
 - ✓ Having experience as team leader in similar assignment.

- **National Team member(s)**

- ✓ University degree in communication or equivalent.
 - ✓ Having experience on audio-visual recording, editing, and media production.
 - ✓ Clear understanding of the technical aspects of video and audio making process along with experiences on using different tools and techniques in developing appropriate and quality audio-visual products., having rich experience in creative production,
 - ✓ Good writing skills in English and Vietnamese

8. Copy right and intellectual property rights

All outputs produced in this action shall remain the property of UNDP and NCCR who shall have exclusive rights over their use.

The consultants and media firm may not use, reproduce such works without prior consent from UNDP.

9. Reference documents and administrative support

NCCR will support the consultant team to produce booklet, leaflet, audio, and video clips by providing available data, existing reports and research and other relevant materials.

10. Contract payments

For a national technical consultant

First payment: 30% of the contract value upon receiving and acceptance by UNDP of deliverable 4 in section 8

Final payment: 70% of the contract amount upon satisfactory completion of all deliverables specified in Session 8

For a medial and communication firm:

First payment: 30% of the contract value upon receiving and acceptance by UNDP of deliverable 7 in section 8

Final payment: 70% of the contract amount upon satisfactory completion of all relevant deliverables specified in Session 8

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	100
2.	Proposed Methodology, Approach and Implementation Plan	400
3.	Management Structure and Key Personnel	500
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable	Documents to be submitted
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	30	Establishment decision/ business license and company profile
1.2	Having at least 3-year experience in designing and production of media and audio clips. Experience in developing creative products such as leaflets, booklets, audio and video clip, etc in legal fields in Vietnamese, English and sign language is an asset.	50	- List of relevant products and partners - A high-quality of portfolio with two product samples to be submitted with technical proposal
1.3	Having working experience with governmental organizations, non-governmental organizations, international organizations, and in legal sector as an advantage	20	Profile and list of contractual partners with services provided
Total Section 1		100	

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable	Documents to be submitted
2.1	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference with the commitment to the proposed timeline.	400	A detailed implementation proposal and methodology
Total Section 2		400	

Section 3. Management Structure and Key Personnel			Points obtainable	Documents to be submitted
3.1	Composition and structure of the team proposed		50	A description of the roles of team members participating in the assignment
3.2	Qualifications of key personnel proposed		450	
3.2.1	National Team Leader		250	
	Advanced university degree in Communication or equivalent	50		<ul style="list-style-type: none"> - Detailed CV; - Copy of degree; - One high-quality portfolio with product sample(s)
	<ul style="list-style-type: none"> - Expertise in video and audio production, including script writing, target audience analysis, storyboards, graphic animation; video production, narration, etc.; experience in using sign language in videos for persons with disabilities is an asset. - Good writing and speaking skills in Vietnamese and English 	100		
	Having experience as team leader in similar assignment.	50		
	Having experience in working with governmental organizations, non-governmental organizations, international organizations in legal field as advantage.	50		
3.2.2	Team member(s)		200	
	University degree in communication or equivalent;	50		<ul style="list-style-type: none"> - Detailed CV; - Copies of relevant degrees; - 2-3 Product samples
	<ul style="list-style-type: none"> - Having experience on audio-visual recording, editing, and communication production; - Strong understanding of the technical aspects of video and audio making process along with experiences on using different tools and techniques in developing appropriate and quality audio-visual products; - Having rich experience in creative production. 	100		
	Good writing skills in English and Vietnamese	50		
Total Section 3			500	

All bids passing the minimum technical score of 700 will be technically qualified for financial evaluation.
Submission obtaining the highest weighted points (technical points + financial points) will be selected.

Important Notes:

- Evaluation will be done separately for each of the proposed key personnel (if applicable) and the total personnel score will be the average.
- Please refer to the Submission checklist (Annex 4) for documents to be submitted for the evaluation

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, 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.*

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.

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

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 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 type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input 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 type="checkbox"/> Yes <input type="checkbox"/> No
Is your company a member of the UN Global Compact	<input 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"/>	Requirements and Terms and Conditions: 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"/>	Ethics: 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 : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: 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"/>	Prohibitions, Sanctions: 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"/>	Bankruptcy: 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.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.

Yes	No	
<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.

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.

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*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3		
	Total	100%	

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

E. 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				
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				

We confirm our full acceptance of the UNDP Contract General Terms and Conditions and agree to abide by this Proposal for 120 days from the date of proposal submission deadline.

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.

Contract Templates and General Terms and Conditions

1. Please find below link to the Professional service contract template:

[http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/Contract%20Face%20Sheet%20\(Goods%20and-or%20Services\)%20UNDP%20-%20Sept%202017.pdf](http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/Contract%20Face%20Sheet%20(Goods%20and-or%20Services)%20UNDP%20-%20Sept%202017.pdf)

2. Please find below link to the General Terms and Conditions:

☐

below US\$ 50,000 (Services only):

UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply

[http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/3.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20\(Services%20only\)%20-%20Sept%202017.pdf](http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/3.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20(Services%20only)%20-%20Sept%202017.pdf)

☐

below US\$ 50,000 (Goods or Goods and Services):

UNDP General Terms and Conditions for Contracts apply

[http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/2.%20UNDP%20GTCs%20for%20Contracts%20\(Goods%20and-or%20Services\)%20-%20Sept%202017.pdf](http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/2.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf)

☐

equal to or above US\$ 50,000 (Goods and/or Services):

UNDP General Terms and Conditions for Contract apply

[http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/2.%20UNDP%20GTCs%20for%20Contracts%20\(Goods%20and-or%20Services\)%20-%20Sept%202017.pdf](http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/2.%20UNDP%20GTCs%20for%20Contracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf)

CHECKLIST OF DOCUMENTS SUBMITTED BY BIDDERS

Note:

- Bidders are required to review carefully this checklist before submitting proposal to ensure complete submission.
- Maximum email size: **30 MB**/email. Bidders can split proposal into several emails if the file size is large.
- Technical and Financial Proposals are to be submitted in separate envelopes/emails before or by **Monday, August 30, 2021** (Hanoi time).
- Email and proposal should indicate clearly the reference and name of tender.

Item	Documents	To be completed by bidders		
		Doc submitted Y/N	Number of pages	Remarks
1	Fully filled Technical proposal (pls. refer to the guidelines in Annex 2) with copies/scan of appropriate supporting documents:			
	a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations			
	b) Business Licenses – Registration Papers and/or Tax Payment Certification, etc.			
	c) Track Record – list of relevant products and contractual partners (list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references, etc.)			
	d) A high-quality of portfolio with two product samples to be submitted with technical proposal			
	e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. (if any)			
	f) A detailed implementation proposal and proposed methodology for the completion of services			
	g) A description of the roles of team members participating in the assignment with full names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;			
	h) Detailed CVs of the proposed personnel with copies of relevant certificates			
2	Duly signed Price Schedule (pls. use the template in Annex 2 and separate the technical and financial proposals)			

3	Bidder confirms its full acceptance of the UNDP Contract General Terms and Conditions and agrees to abide by this Proposal for 120 days from the date of proposal submission deadline.			
4	This duly filled, checked, certified submission checklist to be attached to the submission			

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

[Designation]

[Date]