



23 August 2021

## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

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

Country:	Viet Nam
Description of the assignment:	<b>01 National Consultant (NC3) to support to Digital Transformation of Public Administration and Health Services for Building Forward Better from COVID-19 in Viet Nam</b>
Period of assignment/services (if applicable):	August 2021 – June 2022
Duty Station:	Vietnam
Tender reference:	T210810

1. Submissions should be sent by **email** to: [luu.thi.trang@undp.org](mailto:luu.thi.trang@undp.org) no later than:

**23.59 hrs., 29 August 2021 (Hanoi time)**

With subject line:

**T210810 – 01 National Consultant (NC3) to support to Digital Transformation of Public Administration and Health Services for Building Forward Better from COVID-19 in Viet Nam**

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

### Note:

- Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with UNDP.
- Maximum size per email is **30 MB**.
- Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Unit – UNDP Viet Nam will respond in writing or by standard electronic mail and will send written

copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.

- After submitting proposal, bidder should send notification by email (without attachment) to: [procurement.vn@undp.org](mailto:procurement.vn@undp.org) informing that the bidder has submitted proposal. UNDP will not be responsible for the missing of proposal if the bidder does not send notification email to above address.
- Female consultants are encouraged to bid for this required service. Preference will be given to equally technically qualified female consultants.

## 2. Please find attached the relevant documents:

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

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

### a. Technical component:

- Signed Curriculum vitae
- Signed Letter to UNDP Confirming Interest and Availability
- 02 sample reports one in English and one in Vietnamese to be submitted

### b. Financial proposal (with your signature):

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

#### 4. Evaluation

The technical component will be evaluated using the following criteria:

##### A National Consultant

No.	Requirement	Points
1	Bachelor Degree is IT area and Graduate Degree in Business Management area.	100
2	At least 05 years of experience in the health informatic technology. Experience in Quality Management is an advantage.	150 50
3	Experience in health science research at national or ministry levels within recent 03 years (2019-2021).	200
4	Experience in governmental management in the health digital area develop the legal documents such as circulars, national health digitalization plans, ect.	200
5	Experience in implementing international cooperation programs/projects related to health digitalization within current 03 years (2019-2021).	200
6	Fluence in written Vietnamese and English with two sample reports submitted one in English and one in Vietnamese.	100
<b>Total</b>		<b>1,000</b>

A two-stage procedure is utilized in evaluating the submissions, with evaluation of the technical components being completed prior to any price proposals being opened and compared.

The price proposal will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 1000 points in the evaluation of the technical component. The technical component is evaluated on the basis of its responsiveness to the Term of Reference (TOR). Maximum 1000 points will be given to the lowest offer and the other financial proposals will receive the points inversely proportional to their financial offers. i.e.  $S_f = 1000 \times F_m / F$ , in which  $S_f$  is the financial score,  $F_m$  is the lowest price and  $F$  the price of the submission under consideration.

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

Submission obtaining the highest weighted points (technical points + financial points) will be selected subject to positive reference checks on the consultant's past performance.

#### 5. Contract

"Lump-sum" Individual Contract will be applied for freelance consultant (Annex II)

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

Documents required before contract signing:

- International consultant whose work involves travel is required to complete the courses on BSAFE which is the new online security awareness training and submit certificate to UNDP before contract issuance.
- Note: In order to access the courses, please go to the following link: <https://training.dss.un.org>  
The training course takes around 3-4 hours to complete.
- Full medical examination and Statement of Fitness to work for consultants from and above 65 years of age and involve travel. (This is not a requirement for RLA contracts).
- Release letter in case the selected consultant is government official.

## **6. Payment**

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

Payments are based upon outputs, i.e. upon delivery of the products specified in the TOR.

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

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

## TERMS OF REFERENCE

<b>Name of service:</b>	National Individual Consultant		
<b>Project:</b>	Support to Digital Transformation of Public Administration and Health Services for Building Forward Better from COVID-19 in Viet Nam		
<b>Reporting to:</b>	Climate Change and Environment Unit – UNDP		
<b>Duty Station:</b>	Based at Electronic Health Administration/Ministry of Health	<b>Travel Required:</b>	YES
<b>Duration of Assignment:</b>	40 working-days		
<b>Start Date:</b>	8/25/2021	<b>End Date:</b>	6/30/2022

### I. BACKGROUND & PROJECT DESCRIPTION

Viet Nam has several favorable conditions for digital transformation. Internet and mobile phone access have rapidly increased, and Government of Viet Nam (GoV) is investing in universal coverage and broadband infrastructure, prioritizing remote and disadvantaged areas. The COVID-19 pandemic prompted a surge in demand for IT applications and online services in all sectors in Viet Nam. In the context of the pandemic, Viet Nam has also signaled an ambitious plan to roll out a nationwide digital health service as part of the draft strategy for digital transformation of the health sector.

Women also face increased risk of COVID-19 transmission as they make up the majority of Viet Nam's frontline health workers and are typically the primary caregivers of family members who fall sick, both in the community and in healthcare facilities (in Viet Nam, family members play a key role in providing food and other necessities for family members receiving in-patient treatment; such family members were amongst those infected with COVID-19 in the most recent outbreaks in the country).

UNDP had cooperated with the Ministry of Health (MOH) to support innovation and experimentation for developing and piloting a “doctor for every family” or “commune doctor” (Bac si xa) digital health service to improve healthcare services quality and access in remote areas and for ethnic minorities and people with disabilities.

To support the GoV strategy for digital transformation of the health sector, based on initial success in supporting pilot activities on digital health services, and responding to the request of MOH partners, UNDP will support development of a nationwide digital health service connecting the general public, commune health stations and higher-level healthcare facilities. The activities of this project will include:

1. Upgrade the software to meet the requirement of grassroots telehealth expansion to full 03 piloted provinces (Ha Giang, Bac Kan and Lang Son) and expansion to other potential provinces if appropriate and successful installation of the server for the digital platform at the Ministry of Health.

2. Expand the application of the digital platform to all districts of three existing provinces
3. Conduct a survey on the results of the first phase of pilot implementation, including the use of the grassroots digital health platform by ethnic minorities and persons with disabilities.
4. Evaluate the implementation of the digital platform and scaling up nationwide through the national workshop and ToT trainings for key health staff in 63 provinces.

## II. OBJECTIVES

Smooth and successful expansion of the grassroots telehealth program using the “bacsixa” software in target provinces and nationwide to enhance capacities of the health facilities at the grassroots level, especially with a focus on leaving no one behind.

## III. SCOPE OF WORK

The successful consultant will be expected to be responsible for the following:

*Task 1: Take lead and collaborate with the software development firm to provide training for relevant health staff in 03 provinces (Ha Giang, Bac Kan and Lang Son) in the grassroots telehealth program and the software application*

- Collect list of health facilities and users in 03 provinces to create/allocate user accounts
- Develop a detailed and consistent implementation plan with UNPD, EHA/MoH and 03 Provincial Health Departmentss (Ha Giang, Bac Kan, Lang Son)
- Prepare infrastructure, tools for online deployment such as: Webex, Jira, Svn, ePMS,...)
- Train for end users, scheduled for 2 weeks, 3 classes per week

*Task 2: Take lead and collaborate with UNDP’s experts and the software development firm to conduct the assessment of the grassroots telehealth pilot in 03 provinces (Ha Giang, Bac Kan and Lang Son)*

- Work with UNDP experts and the software development firm to develop, test and finalize the data collection tools for evaluating the effectiveness of the grassroots telehealth pilot in 3 provinces (Ha Giang, Bac Kan and Lang Son)
- Work with UNDP experts and the software development firm to conduct the assessment in 3 provinces
- Write the high-quality assessment report with findings and recommendations for software application and expansion at the grassroots health level nationwide.

*Task 3: Provide continuous technical support for relevant health staff in 03 provinces (Ha Giang, Bac Kan and Lang Son) in the grassroots telehealth program and the software application*

- Urge and remind units to use and apply the application to consultation, remote medical examination and treatment, and professional support between district and commune levels
- Support users after the training process (until 30 June 2022).

## IV. DELIVERABLES & IMPLEMENTATION TIMELINE

No.	Deliverable	Estimated days to complete	Target due date
1	All relevant health staff of 501 ward/commune health stations and 30 district health	10	9/30/2021

	centers/district general hospitals in Ha Giang, Bac Kan and Lang Son trained.		
2	One assessment report on the results of the first phase of pilot implementation, including the use of the grassroots digital health platform by ethnic minorities and persons with disabilities	10	12/31/2021
3	Continuous technical support provided to fully expanded 03 provinces throughout the project (Ha Giang, Bac Kan, Lang Son)	20	6/30/2022

## **V. DURATION OF ASSIGNMENT, DUTY STATION & EXPECTED PLACES OF TRAVEL**

**Estimated number of working days:** 40 working days from 8/25/2021 to 6/30/2022.

With possible extension up to 31 December 2025 based on: (i) requirement, (ii) fund availability and (iii) satisfactory performance.

**Duty station:** Electronic Health Administration/Ministry of Health

**Expected places of travel:** Hanoi, Bac Kan, Lang Son and Ha Giang upon UNDP approval, eligible travel costs and per diem shall be in accordance with UN-EU cost norms.

## **VI. PROVISION OF MONITORING & PROGRESS CONTROL**

Upon the due dates as stated in the section 4, the consultant needs to submit the qualified deliverables/reports to UNDP Climate-Health specialist for approval and payment proceeding.

## **VII. ADMINISTRATIVE SUPPORT & REFERENCE DOCUMENTS**

Administrative Support

N/A

Reference Documents

Relevant documents of the grassroots telehealth program supported by UNDP and implemented by EHA/MoH in the last phase.

## **VIII. DEGREE OF EXPERTISE & QUALIFICATIONS**

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Possesses the Bachelor's Degree in IT or Telecommunication - Electronics Engineering Technology area.</li> <li>• Possesses the Graduate Degree in IT or Telecommunication - Electronics Engineering Technology area.</li> </ul>
<b>Relevant Professional Experience</b>	<ul style="list-style-type: none"> <li>• At least 05 years of experience in the health informatic technology. Experience in software development or system administration is an advantage.</li> <li>• Experience in health science research at national or ministry levels within recent 03 years (2019-2021).</li> <li>• Experience in governmental management in the health digital area develop the legal documents such as circulars, national health digitalization plans, ect.</li> <li>• Experience in implementing international cooperation programs/projects related to health digitalization within current</li> </ul>

	03 years (2019-2021).
<b>Other Competencies</b>	<ul style="list-style-type: none"> <li>Has experience in health science programs and research related to health informatic at national and ministry levels is advantages.</li> </ul>
<b>Language Requirements</b>	<ul style="list-style-type: none"> <li>Fluence in both spoken and written Vietnamese and English.</li> </ul>

#### **IX. PAYMENT TERMS**

All the documents related to deliverables need to be in both English and Vietnamese.

<b>No.</b>	<b>Deliverables as indicated in Section IV</b>	<b>Due Date</b>	<b>Payment Amount</b>
1	All relevant health staff of 501 ward/commune health stations and 30 district health centers/district general hospitals in Ha Giang, Bac Kan and Lang Son trained	30 October 2021	25%
2	One assessment report on the results of the grassroots digital health platform implementation completed	31 December 2021	25%
3	Report of the continuous technical support to health staff and health facilities in fully expanded provinces.	30 June 2022	50%

#### **X. CONSULTANT PRESENCE REQUIRED ON DUTY STATION**

☒ NONE                      ☐ PARTIAL                      ☐ INTERMITTENT    ☐ FULL-TIME

#### **XI. EVALUATION CRITERIA**

<b>No.</b>	<b>Requirement</b>	<b>Points</b>
1	Bachelor Degree is IT or Telecommunication - Electronics Engineering Technology area and Graduate Degree in IT or Telecommunication - Electronics Engineering Technology area.	100
2	At least 05 years of experience in the health informatic technology. Experience in software development or system administration is an advantage.	150 50
3	Experience in health science research at national or ministry levels within recent 03 years (2019-2021).	200
4	Experience in governmental management in the health digital area develop the legal documents such as circulars, national health digitalization plans, ect.	200
5	Experience in implementing international cooperation programs/projects related to health digitalization within current 03 years (2019-2021).	200
6	Fluence in written Vietnamese and English with two sample reports submitted one in English and one in Vietnamese.	100
	<b>Total</b>	<b>1,000</b>



#### Criteria for Evaluation of Proposal

Offers will be evaluated according to the Combined Scoring method – where the educational background and experience on similar assignments will be weighted at 70% and the financial proposal will weigh at 30% of the total scoring.

The applicant receiving the Highest Combined Score and meeting other requirements in the Procurement Notice will be awarded the contract.

#### Documents for Submission

Applicants will be expected to include the following along with their application:

##### Core Documents

1. **Letter of Confirmation of Interest and Availability** using the template provided by UNDP;
2. **Current and complete CV** in English;
3. 02 similar **sample reports and training materials**;
4. **Financial offer** using the standard UNDP template.

ANNEX IV

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

Date \_\_\_\_\_

*(Name of Resident Representative/Bureau Director)*  
United Nations Development Programme  
*(Specify complete office address)*

Dear Sir/Madam:

I hereby declare that:

- A) I have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities of [*indicate title of assignment*] under the [*state project title*];
- B) I have also read, understood and hereby accept UNDP's General Conditions of Contract for the Services of the Individual Contractors;
- C) I hereby propose my services and I confirm my interest in performing the assignment through the submission of my CV which I have duly signed and attached hereto as Annex 1;
- D) In compliance with the requirements of the Terms of Reference, I hereby confirm that I am available for the entire duration of the assignment, and I shall perform the services in the manner described in my proposed approach/methodology which I have attached hereto as Annex 3 [*delete this item if the TOR does not require submission of this document*];
- E) I hereby propose to complete the services based on the following payment rate: [*please check the box corresponding to the preferred option*]:
  - ☐ An all-inclusive daily fee of [*state amount in words and in numbers indicating currency*]
  - ☐ A total lump sum of [*state amount in words and in numbers, indicating exact currency*], payable in the manner described in the Terms of Reference.
- F) For your evaluation, the breakdown of the abovementioned all-inclusive amount is attached hereto as Annex V;
- G) I recognize that the payment of the abovementioned amounts due to me shall be based on my delivery of outputs within the timeframe specified in the TOR, which shall be subject to UNDP's review, acceptance and payment certification procedures;
- H) This offer shall remain valid for a total period of \_\_\_\_\_ days [*minimum of 90 days*] after the submission deadline;

I) I confirm that I have no first degree relative (mother, father, son, daughter, spouse/partner, brother or sister) currently employed with any UN agency or office *[disclose the name of the relative, the UN office employing the relative, and the relationship if, any such relationship exists];*

J) If I am selected for this assignment, I shall *[please check the appropriate box]:*

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

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

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

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

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

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

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

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

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

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

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

Name	Relationship	Name of International Organization

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

YES ☐ NO ☐

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

YES ☐ NO ☐ If answer is "yes", WHEN?

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

Full Name	Full Address	Business or Occupation

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

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

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

DATE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

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

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**Annexes** *[please check all that applies]:*

- ☐ CV shall include Education/Qualification, Professional Certification, Employment Records /Experience
- ☐ Breakdown of Costs Supporting the Final All-Inclusive Price as per Template

## **GUIDELINES FOR CV PREPARATION**

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

Limit the CV to 3 or 4 pages

NAME (First, Middle Initial, Family Name)

Address:

City, Region/State, Province, Postal Code

Country:

Telephone, Facsimile and other numbers

Internet Address:

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

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

### **SUMMARY OF EXPERTISE**

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

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

Credentials/education/training, relevant to the expertise

### **LANGUAGES**

Mother Tongue:

Indicate written and verbal proficiency of your English:

### **SUMMARY OF RELEVANT WORK EXPERIENCE**

Provide an overview of work history in reverse chronological order. Provide dates, your function/title, the area of work and the major accomplishments include honorarium/salary.

References (name and contact email address) must be provided for each assignment undertaken by the consultant that UNDP may contact.

### **UN SYSTEM EXPERIENCE**

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

### **UNIVERSITY DEGREES**

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

### **PUBLICATIONS**

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

### **MISCELLANEOUS**

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

## Annex V

### FINANCIAL OFFER

Having examined the Solicitation Documents, I, the undersigned, offer to provide all the services in the TOR for the sum of ..... (VND for National Consultant and USD for International Consultant).

This is a lump sum offer covering all associated costs for the required service (fee, meal, accommodation, travel, taxes etc).

No.	Description	Quantity	Unit Rate	Total
1	Consultancy fee			
2	Out of pocket expenses			
2.1	Travel			
2.2	Per diem			
2.3	Full medical examination and Statement of Fitness to work for consultants from and above 65 years of age and involve travel – (required before issuing contract). *			
2.4	Others (pls. specify).....			
2.5	VAT** if applicable for local firm (in case your company signs the contract)			
	<b>Total</b>			

\* Individual Consultants/Contractors who are over 65 years of age with assignments that require travel and are required, **at their own cost**, to undergo a full medical examination including x-rays and obtaining medical clearance from **an UN-approved doctor** prior to taking up their assignment.

\*\* Individual Consultants/Contractors who request their employer to sign a Reimbursable Loan Agreement (RLA) with UNDP for their behalves are reminded to add the Value Added Tax into the total lump sum of the Financial Offer if applicable.

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

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

Dated this day /month of year

Signature

(The costs should only cover the requirements identified in the Terms of Reference (TOR)  
Travel expenses are not required if the consultant will be working from home).