



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: August 26, 2021
	REFERENCE: MyRFP2021-021

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Consultancy Service to Document Malaysia's scalable solutions in supporting MSMEs recovery and resilience.**

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

Proposals may be submitted on or before Monday, September 13, 2021 , 11:59PM (GMT 8+) 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.

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/unscs/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,
Patrick Pee
Deputy Resident Representative(O)
8/26/2021

Description of Requirements

Context of the Requirement	Consultancy service to map and document Malaysia's scalable solutions in supporting MSMEs recovery and resilience
Implementing Partner of UNDP	Not applicable
Brief Description of the Required Services ¹	<ul style="list-style-type: none"> i. Scouting of potential MSME solutions and solution providers and stakeholder engagement for documentation of lessons learnt ii. Facilitate dialogue and knowledge and solution sharing between Malaysia and Member Countries
List and Description of Expected Outputs to be Delivered	Refer to detailed Terms of Reference
Person to Supervise the Work/Performance of the Service Provider	Head of Solution Mapping and Partnership Coordinator
Frequency of Reporting	Bi-weekly reporting to Deputy Resident Representative
Progress Reporting Requirements	Update on progress of consultancy & consultancy deliverables.
Location of work	<input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	6 calendar-months from September 2021 to end Feb 2022
Target start date	20 September 2021
Latest completion date	23 February 2022
Travels Expected	No travels are expected.
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required

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.

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															
Payment Terms ³	<table><tr><th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr><tr><td>Submission of a satisfactory inception report outlining workplan for the consultancy which includes:<ul style="list-style-type: none">Identification of stakeholders involved in providing and supporting MSME recovery and resilience solutions (including products, services and practices) covering critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources.Workplan on execution of stakeholder engagement, including identification of countries to showcase MSME recovery and resilience scalable solutions, and production of report including mapping of solutions.Development of selection criteria matrix using best practices by the government agencies combined with UNDP SDG and impact measurement benchmark to be used in shortlisting solution providers for this initiative.</td><td>20</td><td>Month 1</td><td>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.</td></tr><tr><td><ul style="list-style-type: none">Submission of a satisfactory interim report consisting of (1) Results from stakeholders engagement involved in</td><td>40</td><td>Month 2</td><td></td></tr></table>				Outputs	Percentage	Timing	Condition for Payment Release	Submission of a satisfactory inception report outlining workplan for the consultancy which includes: <ul style="list-style-type: none">Identification of stakeholders involved in providing and supporting MSME recovery and resilience solutions (including products, services and practices) covering critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources.Workplan on execution of stakeholder engagement, including identification of countries to showcase MSME recovery and resilience scalable solutions, and production of report including mapping of solutions.Development of selection criteria matrix using best practices by the government agencies combined with UNDP SDG and impact measurement benchmark to be used in shortlisting solution providers for this initiative.	20	Month 1	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.	<ul style="list-style-type: none">Submission of a satisfactory interim report consisting of (1) Results from stakeholders engagement involved in	40	Month 2	
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² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

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.

	<p>providing and supporting MSME recovery and resilience solutions (including products, services and practices) covering critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources; (2) MSME scalable solution providers shortlisted in Malaysia; (3) Collated documentations on Government policies that support the scaling of MSME solution providers in Malaysia. (4) Selection criteria matrix using best practices by the government agencies combined with UNDP SDG and impact measurement benchmark to be used in shortlisting solution providers for this initiative.</p> <ul style="list-style-type: none"> • Workplan on documentation and knowledge product dissemination methodologies and strategies for selected MSME scalable solutions 			
	<p>Facilitated dialogue and knowledge and solution sharing between Malaysia and Member Countries</p> <p>Submission and submission of a final report</p> <p>(1) Results from stakeholders engagement involved in providing and supporting MSME recovery and resilience solutions covering critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources; (2) Identified MSME solution providers with scalable impact and proven proof of concept in Malaysia; (3) Collated and documented government policies that support the scaling of MSME solution providers in Malaysia. (4) Knowledge product documented and disseminated for selected MSME scalable solutions with member countries in suitable formats for webinar and showcase.</p>	40	Month 3-6	
	Total	100%		
Person(s) to review/inspect/ approve outputs/completed services and	IsDB-UNDP Technical Committee, including the UNDP Deputy Resident Representative to review outputs; Final product will be approved by UNDP Representative.			

authorize the disbursement of payment	
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional 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 (35%) <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 (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 and only one Service Provider
Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) 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
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.

Detailed Terms of Reference

1.0 BACKGROUND

COVID-19 pandemic has unleashed a human development crisis, stunting progress on sustainable development and exposing the glaring gaps in our society. - This unprecedented crisis has resulted in 2.85 million deaths globally, with global trade and commerce severely disrupted. Governments have implemented various fiscal and regulatory measures through fiscal stimuli and non-fiscal measures such as loan moratoriums and mandated delays in tax and fee payments. These measures complement, in a limited way, the ongoing efforts towards inclusion and stability that key private and public investments play in shaping the sustainable future we want.

In order to realize the 2030 Agenda, knowledge exchange and international development cooperation in sharing expertise and resources are critical components as laid out in SDG 17 that calls for a 'global partnership for sustainable development'. Global platforms and knowledge partnerships create opportunities for multi-directional flows of information and useful lessons to be documented and shared for countries to learn from each other. COVID-19 has further accelerated the demand for insights and relevant data for effective practices, and policies.

While the on-going pandemic presents numerous challenges to development institutions, it also serves as an opportunity to enhance collaborative work. As we enter 2021 and renew our commitments to help member countries build back better, IsDB and UNDP intend to strengthen country-level cooperation and build towards a just and sustainable future together. Malaysia's growing research and development and innovation ecosystem acts as a valued reference point for developing countries in fine-tuning their own development journey. This partnership also builds upon IsDB's Reverse Linkage technical cooperation mechanism and leverages on UNDP's key role as a catalyst of South-South Cooperation. The proposed consultancy support will support the partnership between UNDP and IsDB to collate, document and sharing of best practices and scalable solutions in supporting MSMEs recovery and resilience.

1.1 Malaysia's best practices and scalable solutions in supporting MSMEs recovery and resilience

The onset of the COVID-19 pandemic and the enforcement of the Movement Control Order (MCO) in Malaysia since March 2020 resulted in a 17.1% contraction of Malaysia's Gross Domestic Product in Q2 of 2020 compared to the corresponding quarter in 2019. Malaysia's intervention in combating the impact of COVID 19 has shown encouraging results where GDP growth rate improved to 3.4% contraction in Q4 2020.

In response to COVID-19 in 2020/2021, the Malaysian Government rolled out PRIHATIN, PENJANA, PERMAI, and PEMERKASA estimated to be around RM340 billion, or 24 percent of GDP, to stimulate Malaysia's overall economy. Targeted interventions were rolled out for small and medium enterprises (SMEs) as they made up 99% (1,216,868) of business establishments in Malaysia, contributing to 38.9% GDP (2019), while Micro SME made up 76.5% of Malaysian SMEs. Given their major contribution to the economic activities and employment in the country, Malaysia has implemented targeted measures to support MSMEs/SMEs, including e-commerce integration, incentivizing online consumption, interest-free microcredits without collateral, special grants, liquidity support – microcredit, channeling social finance to support micro-entrepreneurs, wages subsidies and tax relief among others. The Government also provided guaranteed loans worth RM500 million and RM 200 million financing facilities in support of women entrepreneurs.

Since the wake of COVID-19 pandemic, businesses, including MSMEs, need to learn how to adapt in challenging times. Improvement made through repurposing business plans, adopting new technologies, and repositioning certain sectors to serve domestic consumption and less affected regional markets. Businesses that adopted digital measures include onboarding their businesses on e-commerce platforms, are able to make up for the shortfall in the traditional business model. Therefore, to continue support for businesses in generating income through e-commerce platforms, the Government has allocated 300 million Ringgit (US\$73 million) to provide micro-entrepreneurs with training for the digitalization of their business as well as onboarding to e-commerce platforms. The initiative provided valuable insight and learning for local and other member countries on the effectiveness of government-led MSME support solutions in response to the pandemic.

In particular, digital solutions were the focus in helping MSME 'Build Back Better'. Key success factors for supporting MSMEs during and post-crisis include digital inclusiveness, strong connection with the MSMEs at the grassroots level to understand the specific needs of different sectors and scales, collaboration with the private sector for a swift and scalable response, and capitalizing on existing capabilities and redirect/repurpose them to support emerging needs of MSMEs. Leveraging on the developed business environment and the robust digital ecosystem in Malaysia, sourcing, and scaling of MSMEs support solutions offered by reputable private companies such as e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, and procurement would unlock the potential for sustainability of the businesses beyond government support in developing countries.

2.0 OBJECTIVES

The overall objective of this consultancy is to capture and document Malaysia's best practices and experience in supporting MSMEs in the wake of COVID-19. The work will also promote innovative market-tested and proven prototyped solutions with potential to scale in impact for MSMEs and to enhance mutual development benefits in selected IsDB member countries, drawing from Malaysia's experience. The innovations and solutions selected will be evaluated based on pre-set matrix of inclusivity, accessibility, quality, sustainability and scalability in alignment with Sustainable Development Goals and Impact Measurement Standards.

Two main objectives that have been identified are as follows:

1. To synthesize lessons learnt and exchange knowledge and resources on solutions that support MSME recovery and resilience in Malaysia;
2. To promote scalable and innovative solution in Malaysia and IsDB member countries e.g., Africa, MENA, CIS, and Asia, and through Integrated Community Development (ICDD) network and Thiqah platform

3.0 DESCRIPTION OF RESPONSIBILITIES

The appointed consultant shall work closely with UNDP and IsDB to support the development of the MSMEs knowledge sharing and MSME support solution scaling programme for the immediate term as per the deliverables below:

Output 1: Knowledge product that documents Malaysia's experience as a developing country to support the recovery and resilience of MSME in rebuilding and business recovery from the pandemic, including policy measures, incentives, and tools is produced. As part of Output 1, scalable and innovative local MSME support solution

providers are identified, collated, and documented. Scope of this component shall cover critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources. The selection criteria practiced by the government agencies and UNDP will be used and documented in shortlisting solution providers for this initiative.

Output 2: Scalable solutions identified in Output 1 are to be presented in formats suitable for webinar and showcase other than the final report. The consultant firm will facilitate curation of knowledge product and content for webinar/webinars organized by UNDP and IsDB that feeds into policy recommendation to the Malaysia Government and member countries. The aim for knowledge-sharing among member countries to be improved by promoting available innovation and new knowledge in tackling MSMEs' challenges is achieved.

4.0 METHODOLOGY

The methodology includes desk research, quantitative and qualitative data collection, consultation workshops and stakeholder engagement will be carried out in the forms of surveys, focus group discussion, interviews, virtual calls (subject to the latest COVID-19 regulations) with government agencies, innovation partners, and solution providers.

5.0 DELIVERABLES AND TIMELINE

The Consultant shall perform the services with the timeline as described in Terms of Reference.

All outputs will be cleared by the Technical Committee, and the UNDP Deputy Resident Representative before payment for each deliverable are approved.

6.0 TERMS OF PAYMENT

The fee is payable upon satisfactory completion and acceptance of the deliverables by the IsDB and UNDP Malaysia. Please refer the below schedule of payments. Prices should be in USD Per day rate inclusive of all expenses (insurance, local travels and communications) related to the assignment. The consultant is responsible for payment of all relevant taxes. Breakdown and schedule of payments is in **Annex 2**.

7.0 DURATION

The project is expected to be completed in the course of **five (5) months** after signing of work contract by successful consultant. The deliverables and timeline are as per the Financial Proposal form. The consultancy will take place from 13 September 2021.

8.0 PROFESSIONAL QUALIFICATIONS OF THE SUCCESSFUL CONSULTANT AND ITS KEY PERSONNEL

Competencies of the consultant should include:

- Strong experience in the development and implementation of economic consultancy particularly on MSMEs in Malaysia
- Project experience in developing countries on the key areas covered under the consultancy;
- Work experiences with government ministries and agencies is a bonus;

- Strong analytical and interpretation skills, including qualitative and quantitative data analysis skills;
- Impact and result oriented with the clients and responds positively to feedback;
- Consistently approaches work with energy and a positive, constructive attitude; and
- Strong skills in multi-stakeholder engagement.
- Languages: Fluency in English and Bahasa Malaysia is required.

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

1. Project Team Leader

- Advanced university degree in economics or related discipline, eg. sociology, development studies, international relation etc;
- Minimum 5 years of relevant professional experience, working with wide network of MSME on projects;
- Good writing and analytical skills with relevant publication on MSME subject matter;
- Experience in stakeholder engagement with various agencies such as government authorities at both central and local levels, innovation partners, private sectors, and solution providers;
- Demonstrate sound qualitative and quantitative data analysis and interpretation skills;
- Experience in facilitation of discussions for large and diverse groups, as well as experience with innovative engagement and facilitation approaches, using online platform such as Zoom or related tools;
- Relevant programme and project experience in developing countries is a strong asset.
- Experience in managing a team, particular through remote setting is a plus point;
- Familiarity with UNDP work environment, ethics and practices through previous assignments is a bonus.

2. Project Team Member

- Advanced university degree in economics or related discipline, eg. sociology, development studies, international relation etc;
- Good writing and analytical skills with relevant publication on MSME subject matter;
- Minimum 2 years of experience on developing and implementing economic consultancies, particularly projects, solution mapping and analytical knowledge products related to MSMEs sectors in Malaysia;
- Experience in stakeholder engagement with a wide network of MSME and various agencies such as government agencies, innovation partners, private sector, and solution providers;
- Demonstrate sound qualitative and quantitative data analysis and interpretation skills;
- Experience in conducting interviews and focus group discussions;
- Project experience in developing countries is a strong asset.
- Familiarity with UNDP work environment, ethics and practices through previous assignments are a bonus.

9.0 PRICE AND SCHEDULE OF PAYMENTS

The contract price is based on professional fee, travel, vehicles and other relevant costs such as allowances, taxes to deliver the outputs. The service provider shall be paid upon satisfactory submission and acceptance of deliverables by the IsDB and UNDP according to the following schedule.

Outputs	Percentage	Timing
Submission of a satisfactory inception report outlining workplan for the consultancy which includes: <ul style="list-style-type: none"> • Identification of stakeholders involved in providing and supporting MSME recovery and resilience solutions (including products, services and practices) covering critical areas within 	20	Month 1

<p>MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources.</p> <ul style="list-style-type: none"> • Workplan on execution of stakeholder engagement, including identification of countries to showcase MSME recovery and resilience scalable solutions, webinars and production of report including mapping of solutions. • Development of selection criteria matrix using best practices by the government agencies combined with UNDP SDG and impact measurement benchmark to be used in shortlisting solution providers for this initiative. 		
<ul style="list-style-type: none"> • Submission of a satisfactory interim report consisting of (1) Results from stakeholders engagement involved in providing and supporting MSME recovery and resilience solutions (including products, services and practices) covering critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources; (2) MSME scalable solution providers shortlisted in Malaysia; (3) Collated documentations on Government policies that support the scaling of MSME solution providers in Malaysia. (4) Selection criteria matrix using best practices by the government agencies combined with UNDP SDG and impact measurement benchmark to be used in shortlisting solution providers for this initiative. Workplan on documentation and knowledge product dissemination methodologies and strategies for selected MSME scalable solutions 	40	Month 2
<p>Facilitated dialogue and knowledge and solution sharing between Malaysia and Member Countries</p> <p>Submission and submission of a final report (1) Results from stakeholders engagement involved in providing and supporting MSME recovery and resilience solutions covering critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources; (2) Identified MSME solution providers with scalable impact and proven proof of concept in Malaysia; (3) Collated and documented government policies that support the scaling of MSME solution providers in Malaysia. (4) Knowledge product documented and disseminated for selected MSME scalable solutions with member countries in suitable formats for webinar and showcase.</p>	40	Month 3-5
Total	100%	

Prices are in USD and include shall expenses (including local travels) related to the assignment. The service provider is responsible for payment of all relevant taxes.

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.

The service provider must provide a link to portfolio of previous similar work completed.

C. Qualifications of Key Personnel

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

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*

No.	Deliverables	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1.	<p>Submission of a satisfactory inception report outlining workplan for the consultancy which includes:</p> <ul style="list-style-type: none"> • Identification of stakeholders involved in providing and supporting MSME recovery and resilience solutions (including products, services and practices) covering critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources. • Workplan on execution of stakeholder engagement, including identification of countries to showcase MSME recovery and resilience scalable solutions, webinars and production of report including mapping of solutions. • Development of selection criteria matrix using best practices by the government agencies combined with UNDP SDG and impact measurement benchmark to be used in shortlisting solution providers for this initiative. 	20	
2.	<ul style="list-style-type: none"> • Submission of a satisfactory interim report consisting of (1) Results from stakeholders engagement involved in providing and supporting MSME recovery and resilience solutions (including products, services and practices) covering critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources; (2) MSME scalable solution providers shortlisted in Malaysia; 	40	

	<p>(3) Collated documentations on Government policies that support the scaling of MSME solution providers in Malaysia. (4) Selection criteria matrix using best practices by the government agencies combined with UNDP SDG and impact measurement benchmark to be used in shortlisting solution providers for this initiative.</p> <ul style="list-style-type: none"> • Workplan on documentation and knowledge product dissemination methodologies and strategies for selected MSME scalable solutions 		
3.	<p>Facilitated dialogue and knowledge and solution sharing between Malaysia and Member Countries</p> <p>Submission and submission of a final report (1) Results from stakeholders engagement involved in providing and supporting MSME recovery and resilience solutions covering critical areas within MSMEs operating cycle including but not limited to e-payment solutions, microcredit, and micro-insurance, digital marketing, sales, procurement and human resources; (2) Identified MSME solution providers with scalable impact and proven proof of concept in Malaysia; (3) Collated and documented government policies that support the scaling of MSME solution providers in Malaysia. (4) Knowledge product documented and disseminated for selected MSME scalable solutions with member countries in suitable formats for webinar and showcase.</p>	40	
	Total	100%	

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

E. Cost Breakdown by Cost Component

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. Project Team Leader				
b. Project Team Member (minimum 1 pax)				
II. Other Expenses				
1. Event management				
2. Designer cost				
3. Communications				
4. Others (if applicable)				

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

[Designation]

[Date]