



REQUEST FOR PROPOSAL (RFP)

National research institutions/national research-based consulting firms/local non-government organisations	DATE: June 8, 2022
	REFERENCE: B-220603

Dear Sirs/Madame:

We kindly request you to submit your proposal for the **Action research for strategic advice to support provinces with large ethnic minority populations to move towards inclusive and citizen-centric e-services (Round 2)**

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

Proposals may be submitted on or before **Wednesday, June 22, 2022** and *via email* to the address below:

bid.submission.vn@undp.org

With subject line:

B-220603 – Action research for strategic advice to support provinces with large ethnic minority populations

(Maximum size per email: 30 MB. Bidders can split proposal into several emails if the file size is large. Please send a separate email (without attachment) to procurement.vn@undp.org notifying that you already submitted proposal and the number of email(s) submitted. Notification email should be sent to above address by submission deadline or right after you submit proposals).

Your Proposal must be expressed in the **English**, 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. 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/unsc/cond uct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Tran Thi Hong,
Head of Procurement Unit,
6/8/2022*

Description of Requirements

Brief Description of the Required Services ¹	Action research for strategic advice to support provinces with large ethnic minority populations to move towards inclusive and citizen-centric e-services (Round 2)
List and Description of Expected Outputs to be Delivered	Please see Section 4 in the attached TOR (Annex 1)
Person to Supervise the Work/Performance of the Service Provider	Please see Section 9 in the attached TOR (Annex 1)
Location of work	<input checked="" type="checkbox"/> Exact Address: Viet Nam <input type="checkbox"/> At Contractor's Location
Expected duration of work	1 July 2022 – 15 December 2022
Target start date	1 July 2022
Latest completion date	15 December 2022
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 <i>[pls. specify]</i>
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 checked="" type="checkbox"/> Vietnamese dong

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

Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and/or all applicable taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<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 <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>
Payment Terms	As defined in the attached TORs
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	As defined in the attached TORs
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 <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	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> <i>Expertise of the Firm [indicate percentage]</i> <input checked="" type="checkbox"/> <i>Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan [indicate percentage]</i> <input checked="" type="checkbox"/> <i>Management Structure and Qualification of Key Personnel and other requirements (please refer to Evaluation Criteria in the TOR for preparation and submission)</i> <p><u>Financial Proposal (30%)</u></p> 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 <input type="checkbox"/> One or more Service Providers, depending on the following factors
Contract General Terms and Conditions ²	<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 ³	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input type="checkbox"/> Others:
Contact Person for Inquiries (Written inquiries only) ⁴	<i>Quach Thuy Ha</i> <i>Procurement Associate</i> <i>quach.thuy.ha@undp.org</i> 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 <i>[pls. specify]</i>	N/A

² 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.

³ Where the information is available in the web, a URL for the information may simply be provided.

⁴ 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.



TERM OF REFERENCE

Service	Action research for strategic advice to support provinces with large ethnic minority populations to move towards inclusive and citizen-centric e-services (Round 2)
Expected Bidders	A national research institution/a national research-based consulting firm/a local non-government organisation
Duty Station	Viet Nam
Expected Duration	From 1 July to 15 December 2022

1. BACKGROUND

Governance and public administration reforms in Viet Nam have become a core part of the government functioning as they aim at improving the quality of human development from various fronts. Better governance and more responsive public services involve active civic participation in improving formal political, social, economic and environmental institutions as well as public service delivery for all people from different demographic backgrounds. Viet Nam's reform agenda is comprehensive as they encompass every function of the state apparatus, from policymaking, policy implementation and policy monitoring. For the reforms to be successful, they need to be inclusive of and responsive and accountable to all, especially those groups of population that are being left behind in Viet Nam's socio-economic development.

Reforms for improved performance in governance and public administration remain a top priority in Viet Nam in the next administration term from 2021 to 2026 and beyond, as being consolidated in Viet Nam's socio-economic development agendas towards 2030, including the country's 2030 Sustainable Development Goals and [2021-2030 Socio-Economic Development Strategy being publicly consulted](#). Goal 16 on Peace, Justice and Strong Institutions match with Viet Nam's institutional reforms for more just and inclusive societies for all and more effective, accountable and responsive governments at all levels.

However, like many other countries, being hit by the COVID-19 pandemic in 2020 and natural disasters, Viet Nam is facing numerous obstacles in attaining expected socio-economic development outputs and outcomes. In particular, meeting citizen expectations, especially from ethnic minority people, for better governance, more inclusive and responsive institutions, improved public services, as reflected in [2019 and 2021 PAPI Reports](#), has become ever more challenging. In particular, ethnic populations are less satisfied with local government performance in all dimensions PAPI measured in 2021. The 2021 PAPI findings reveal that they have been left significantly behind in e-governance, participation, access to information, vertical accountability, control of corruption in the public sector, public administrative services and public service delivery. In 2021, they also rated environmental governance performance poorer than the Kinh majority (CECODES, VFF-CRT, RTA and UNDP, 2022).

E-governance is a new dimension that has been included in PAPI since 2018. In the context of digital transformation today, the e-governance dimension is one of the extremely important measures to reflect the level of the transition to e-government of the country in general and the provincial level in particular. Over the past three years of PAPI surveys on e-governance, provincial scores in this dimension are very low, ranging from 2.01 to 3.61 in the 2021 PAPI (CECODES, VFF-CRT, RTA and UNDP 2022, pp. 85-86). The divide between citizens' access to the Internet and their use of local

government portals for several administrative services was large (ibid., p. 82). The [National E-Service Portal](#) where citizens can get access to online administrative services being provided at all government levels remains underused. According to the 2021 PAPI findings, only 3.53 percent of all 2021 respondents used the Portal for some purposes, among whom only less than one third used the Portal for handling the procedures for themselves or families, while the rest used it to search for information about public administrative procedures (ibid., p. 82). All these findings imply that local governments still have a large room to perform to make sure that online public services are user-friendly, accessible and convenient to users of all demographic backgrounds, especially those that are often left behind like ethnic minority people and persons with disabilities.

On the above background and towards objectives and outputs hereinbelow, UNDP Viet Nam is looking for an experienced research institution, a research-based consulting firm or a non-government organisation to collaborate with in order to conduct the action-based study and advisory service.

2. OBJECTIVES

Overall objective:

- To support provinces with large ethnic minority populations to move towards inclusive and citizen-centric e-services for a selected set of public administrative procedures.

Specific objectives:

- To conduct an empirical, action-based study on how public service procedures are being provided and how they are being or can be digitalized in three provinces with large ethnic populations (one in the north of Viet Nam, one in the Central Highlands, and one in the Mekong Delta); and,
- To provide strategic and practical advice on how to address bottlenecks facing the provinces and citizens of diverse ethnic backgrounds in the move towards e-services for a selected set of public administrative procedures.

3. SCOPE OF WORK

The selected bidder is requested to implement the following key activities leading to the above objectives:

- To conduct assessments of workflow management systems for modelling, executing and monitoring e-services in three provinces with large ethnicity populations, with one in the North, one in the Central Highlands and one in the Mekong Delta. The assessments are aimed at understanding selected provinces' readiness for e-services to provide certain public administrative services for citizens of different ethnicity backgrounds.
- To consult and validate the action research findings with relevant stakeholders in the three selected provinces through consultation meetings with provincial and sectoral leaders on relevant PAPI findings and approaches to the study and validation meetings with relevant district and commune public officials after site observation and data collection;
- To conduct advisory dialogues with provincial, district, commune and sectoral leaders to provide strategic and technical advice on where the bottlenecks are and how to address them systematically for more inclusive e-services for selected public administrative services for all ethnicities in the selected provinces.

4. RESEARCH STAGES AND EXPECTED OUTPUTS

Research Stage	Duration (max)	Expected Outputs
<u>Stage 1.</u> To refine technical proposal on applicable methodology, a set of specific research questions, selected provinces, feasible data collection approaches and a detailed work-plan for deployment of the assessments.	14 working days <i>(2 days for research preparation and 4 days to study on each selected province)</i>	<ul style="list-style-type: none"> - Three 5-page notes of background information about socio-economic and population conditions as well as e-governance and e-service statuses of three selected provinces; - A set of semi-structured surveys, interview schedules and assessment criteria developed to collect primary data from site observations and interviews with all relevant stakeholders; - Three detailed work-plans for rolling out the action research in three selected provinces.
<u>Stage 2.</u> To conduct fieldwork for direct observation and interviews conducted to collect primary and secondary data	22 working days <i>(7-8 working days in each province)</i>	<ul style="list-style-type: none"> - Primary interview data and documented materials collected from the provincial, district, commune and sectoral leaders and/or persons in charge; - Three briefing notes with collected information and data from site observations and interviews validated with involved stakeholders;
<u>Stage 3.</u> To develop advisory notes with suggested strategic and workflow solutions for dialogues with all relevant stakeholders in three selected provinces and an executive summary report in both English and Vietnamese	14 working days <i>(2 working days in each province + 8 days for the executive summary report in both languages)</i>	<ul style="list-style-type: none"> - Three advisory notes in Vietnamese presented and discussed with provincial, district, commune and sectoral leaders; - A 6-page executive summary report (in English and Vietnamese) consolidating key findings and policy messages for central and provincial governments from the action research.
Total	50 working days	

The successful bidder shall propose in their technical proposal a detailed work-plan to roll out the action research with concrete activities, suitable timeframes, feasible milestones and quality assurance procedures to deliver each of the outputs as set forth above. Also, the successful bidder shall present sound and strong risk management measures and warranty of feasibility to safeguard the operation of this research project. In addition, the successful bidder shall be responsible for paying all taxes applicable to the activities within the framework of this Terms of Reference to relevant Vietnamese tax authorities and can issue official invoice (Hóa đơn tài chính) for payment.

UNDP Viet Nam's Programme and Policy Analysts in the Governance and Participation Team shall be responsible for overall quality control of every output. Therefore, the successful bidder shall be held accountable to UNDP Viet Nam on the developments of the research and the outputs as well as request for advice and inputs where deemed appropriate.

5. METHODOLOGY

5.1. Research methods

The experts/researchers from the successful bidding institution will work with, and under close supervision of the UNDP Viet Nam's Programme and Policy Analysts on Governance and Participation, to identify the methodology, to develop a set of research questions, to apply feasible approaches to data and information collection as well as to report research results to different local government levels.

Suggested research methods will include:

1. **Desk study:** The research team will study secondary data from central and local governments to understand situations, preparedness and/or readiness of selected provinces in developing e-services for public administrative procedures for all citizens regardless of their ethnicity at the district and commune levels.
2. **Participatory methods:** The research team will conduct site research by getting involved in the processes of provision of public administrative services to citizens in selected communes, districts and provinces. The goal is to find out what bottlenecks, challenges and opportunities are there for application processes through national and local e-portals or at one-stop shops in several citizen-focused administrative procedures.
3. **Interviews:** The research team will interview and have focus group discussions public officials, civil servants and citizens involved in the provision and use of a selected set of public administrative procedures processed both online and at district and commune one-stop shops to understand the needs, aspirations and challenges in bringing the services online for both Kinh and non-Kinh citizens.
4. **Consultative and advisory meetings:** These will be done with provincial, district, commune and sectoral leaders for expert views and for providing practical advice to local governments.

The successful bidder is expected to be experienced and engaged in all four key research methods above and to be fully responsible for the timeliness and quality of the outputs mentioned in Section 4 above.

5.2. Research requirements

The research must be based on first-hand experiences and opinions of targeted informants in selected provinces that guarantee demographic, especially ethnicity, diversity in each selected province (e.g. gender, ethnicity, ages, education levels and ranks in posts). As such, the successful bidder, in consultation with UNDP, will have to present a strategy to ensure that sampled population for the action research will be selected in a robust, objective, and representative manner.

5.3. Data collection, quality control and output delivery

The successful bidder will develop protocols to ensure rigorous information and data collected for the evidence-based technical advice. The successful bidder will grant UNDP's expert team with access to raw information and data collected during the whole action research process. This will support UNDP to control and monitor research quality together with the successful bidder.

The successful bidder is also expected to present the findings in high-quality advisory notes to provinces and a reader-friendly executive summary report in both English and Vietnamese as a final deliverable to UNDP Viet Nam.

6. COMPOSITION OF THE CORE RESEARCH TEAM

Interested research institutions/non-government organizations shall suggest the composition of the research team to ensure sufficient personnel and competencies to carry out and control the quality of the research. Following is the indicative requirement for the core research team:

Core Research and Survey Management Team	No. of Persons
Senior National Technical Expert (Team Lead)	1
Senior National Public Policy/Political Science Expert	1
Senior National Expert on One-stop Shops and/or Public Administrative Procedures	1
National Expert on Computer-based Workflow Management	1
National Sociological/Social Science Study Expert	1

The **Senior National Technical Expert (Team Lead)** shall meet the following minimum requirements:

- Postgraduate degree (preferably PhD level) in political sciences, public administration, social sciences, public policy or related fields;
- Proven leadership and teamwork skills (e.g. a team leader of an empirical study or of a team of relevant technical experts)
- At least 15 years of proven work experience in empirical and policy research on and expertise in relevant fields such as institutions, governance, public administration and public policy;
- Proven record of experience in adopting modern social science research methods;
- Proven command of written English and Vietnamese languages;

The **Senior Public Policy/Political Science Expert** shall meet the following minimum requirements:

- Postgraduate degree (preferably PhD level) in political sciences, social sciences (e.g. sociology or anthropology), development studies, public administration, public policy and/or related fields;
- At least 10 years of proven experience in empirical research (quantitative/qualitative) on and expertise in relevant fields such as institutions, governance, public participation, public administration and public policy;
- Proven competence in applying qualitative and quantitative approaches to action research;
- Proven interpersonal and team-work skills;
- Proven command of written English and Vietnamese languages;

The technical team of a **Senior National Expert on One-stop Shops and/or Public Administrative Procedures; a National Expert on Computer-based Workflow Management; and a National Sociological/Social Science Study Expert** shall meet the following minimum requirements:

- Post-graduate degrees in development studies, political sciences, public administration, social sciences, public policy; computer science; and/or related fields;
- At least 10 years of proven work experience and knowledge in their respective areas of expertise;
- Proven record of experiences in respective areas of expertise;
- Proven interpersonal and team-work skills;
- Proven good command of written and spoken Vietnamese;

It is required that the successful bidder commit to providing adequate human and logistical resources as well as technical and administrative support for the research to be conducted successfully, based on the objectives, scope, expected outputs expressed in this TOR, and the 2022 EU-UN Cost Norms guidelines for financing of local costs in development cooperation with Viet Nam.

The technical and financial proposal from the successful bidder is expected to indicate clearly the composition of research teams, logistic arrangements for the research to be completed and any financial implication thereof.

7. TERMS OF PAYMENT

UNDP shall pay the successful bidder against the milestones for the research project upon UNDP's satisfaction with the deliverables as specified in Section 4 hereinabove and its acceptance of invoices submitted by the successful bidder. Milestones for deliverables and payments for the three stages are as follows:

Sequence	Percentage of installments	Indicative Dates for Installments
1st payment	20% upon receipt and acceptance of Stage 1 outputs in Section 4	15 July 2022
2nd payment	50% upon receipt and acceptance of Stage 2 outputs in Section 4	15 September 2022
Final payment	30% for final installment upon UNDP Stage 3 outputs in Section 4	31 October 2022 <i>(with possible extension to no later than 15 December 2022)</i>

8. SUPPORT FROM UNDP AND REFERENCE DOCUMENTS

UNDP will provide the following support where deemed appropriate:

- Substantive inputs in and quality control of deliverables;
- Office space for meetings and working sessions when needed;
- Any other substantive support where deemed appropriate.

Following are references that the successful bidder may find useful:

- CECODES, VFF-CRT, RTA & UNDP (2016-2022) The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI): Measuring Citizens' Experiences from 2015-2019. Available at www.papi.org.vn
- UNDP (2022). UN-EU Guidelines for Financing of Local Costs in Development Cooperation with Vietnam. Version 2017

9. PROVISION OF MONITORING AND PROGRESS CONTROLS

- Upon signing of the contract, the successful bidder shall work closely with the UNDP Programme and Policy Analysts on Governance and Participation to discuss and agree on the task requirements and working methodology.
- The successful bidder shall discuss on and keep the UNDP abreast of any change to the research plan and approaches.
- UNDP and relevant stakeholders shall review and comment on the successful bidder's required outputs in the TOR.
- The successful bidder shall review the comments and submit the revised outputs for further review and comments.
- UNDP Programme and Policy Analysts on Governance and Participation shall monitor every stage of deployment of the research and shall evaluate the deliverables of each phase as described in Section 4 of this TOR.
- UNDP shall disburse payments to the successful bidder against the milestones provided for in Section 7. Each payment shall be made upon UNDP's satisfaction with the expected deliverables. The final payment for each phase shall be made to the successful bidder only when UNDP is fully satisfied with the final deliverable in this assignment.

10. EVALUATION CRITERIA

Technical Proposal Evaluation		Max. Points
Form 1: Expertise and Capacity of Firm / Organization submitting proposal		200
1.1	Reputation of Organisation and (Competence / Reliability)	50
1.2	Litigation and Arbitration history	20
1.3	Organisational Capability which is likely to affect implementation (risks versus access to specialized skills: i.e. subcontracting / partnerships - loose consortium, holding company or one firm, size of the firm / organisation, strength of project coordination and support, ...)	50
1.4	Quality assurance procedures, warranty	30
1.5	Previous experience in conducting empirical research on institutions, governance, public participation, public administration and public policy in Viet Nam	50
Total (Form 1)		200
Form 2: Adequacy of the proposed approach, methodology and work plan responding to the TOR		300
2.1	Does the suggested research schedule sufficiently address the key tasks/responsibilities expressed in the TOR?	50
2.2	Is the suggested methodology for the research sufficient to address the needs/demands of the TOR?	100
2.3	Does the proposal commit adequate human and logistical resources (including support staff, translation/interpretation etc.) to ensure high-quality and timely delivery of the research report?	100
2.4	Is the presentation of the proposal clear and provided with succinct sequence of approaches to the research?	50
Total (Form 2)		300
Form 3: Personnel competencies and human resource organization		500
		Sub-score
3.1	Senior National Technical Expert (Team Leader)	140
	Postgraduate degree (preferably PhD level) in political sciences, public administration, social sciences, public policy or related fields;	30
	Proven leadership and teamwork skills (e.g. a team leader of an empirical study or of a team of relevant technical experts)	40
	At least 15 years of proven work experience in empirical and policy research on and expertise in relevant fields such as institutions, governance, public administration and public policy;	30
	Proven record of experience in adopting modern social science research methods;	30
	Proven command of written English and Vietnamese languages (with published articles in English and Vietnamese);	10
3.2	Senior Public Policy/Political Science Expert	120
	Postgraduate degree (preferably PhD level) in political sciences, social sciences (e.g. sociology or anthropology), development studies, public administration, public policy and/or related fields;	30
	At least 10 years of proven experience in empirical research (quantitative/qualitative) on and expertise in in relevant fields such as	40

Technical Proposal Evaluation		Max. Points
	institutions, governance, public participation, public administration and public policy;	
	Proven competence in applying qualitative and quantitative approaches to action research;	30
	Proven command of written English and Vietnamese languages (evident with links to internationally and domestically published articles/research papers)	20
3.3	Technical team of a Senior National Expert on One-stop Shops and/or Public Administrative Procedures; a National Expert on Computer-based Workflow Management; and a National Sociological/Social Science Study Expert	240
	Post-graduate degrees in development studies, political sciences, public administration, social sciences, public policy; computer science; and/or related fields;	60
	At least 10 years of proven work experience and knowledge in their respective areas of expertise;	90
	Proven record of experiences in field surveys for data collection and/or supervision of surveys	60
	Proven good command of written and spoken Vietnamese (evident with links to domestically published authored/co-authored articles/research papers)	30
	Total (form 3)	500
	TOTAL POINTS	1000

ANNEX 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁵

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁶)

[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, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations,*

⁵ This serves as a guide to the Service Provider in preparing the Proposal.

⁶ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- 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.

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				

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

[Designation]

[Date]