



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: June 23, 2022
	REFERENCE: MyRFP2022-008

Dear Sir / Madam:

We kindly request you to submit your Proposal for Consultancy to develop an Inclusive Social Protection policy system in Malaysia.

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

Proposals may be submitted on or before Friday, July 08, 2022 and via email to the address below:

United Nations Development Programme
Procurement.my@undp.org

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. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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

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

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

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

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

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

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

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,
Malaysia Procurement Unit

Description of Requirements

Context of the Requirement	In collaboration with Implementation Coordination Unit under the Prime Minister Office (ICU, PMO), UNDP is supporting Government's effort to strengthen Malaysia's social protection by developing efficient, effective and sustainable social protection system through a comprehensive assessment of the current country's social protection landscape and recommends overarching framework and roadmap for all associated agencies towards sustainable and inclusive social protection.
Implementing Partner of UNDP	Implementation Coordination Unit, under the Prime Minister Office (ICU, PMO)
Brief Description of the Required Services ¹	UNDP is currently seeking a team of well-qualified national specialists (from hereon referred as "Service Provider") on inclusive social protection system in reviewing and developing a National Social Protection Policy Blueprint aligned with government's broader development policy framework while supporting the integration of a national social protection registry and strengthening the government's technical and institutional capacity in the implementation, coordination and monitoring of the national policy. This Service Provider would be working along with an International Consultant recruited separately.
List and Description of Expected Outputs to be Delivered	Refer to detailed Terms of Reference (Annex 1)
Person to Supervise the Work/Performance of the Service Provider	Project Management Team ie UNDP Programme Analyst and ICU, PMO National Project Director
Frequency of Reporting	<i>Weekly, Bi-weekly, or as needed</i>
Progress Reporting Requirements	Update on progress of consultancy & consultancy deliverables every quarter
Location of work	<input checked="" type="checkbox"/> At Contractor's Location, with four missions to Putrajaya and four domestic travels
Expected duration of work	20 months (July 2022 – March 2024)
Target start date	18 July 2022
Latest completion date	31 March 2024

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.

Pre-proposal conference	<p>Will be conducted as the following details</p> <p>Date : 29 June 2022</p> <p>Time: 2:00PM (Malaysia Time)</p> <p>Register in advance for this Pre-bid conference at : https://undp.zoom.us/webinar/register/WN_QNhNPgZs5uR7i6G1pa9NA</p> <p>The UNDP focal point for the arrangement is: Ms. Laine Liew E-mail: procurement.my@undp.org</p>
Travels Expected	<p>At least four missions to Putrajaya and four domestic travels will be required. Travels will take into account COVID-19 travel restrictions and quarantine requirements. Should travel restrictions continue to be in place, virtual sessions will be arranged in lieu of in-person missions.</p> <p>The Service Provider should quote for optional domestic travel costs, and payment to the Service Provider for domestic travel will only be effected if in-person missions are carried, and upon completion of the each travel missions. Inclusion of travel insurance is expected to be covered under the bidder's cost.</p>
Special Security Requirements	<input checked="" type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input checked="" type="checkbox"/> Comprehensive Travel Insurance
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Others [pls. specify] <ul style="list-style-type: none"> all costs relating to the government's consultations and workshops, excluding local travel of the contractor
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
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

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

Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<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 border="1"> <thead> <tr> <th data-bbox="444 600 834 674">Outputs/Deliverables</th> <th data-bbox="834 600 997 674">Percentage</th> <th data-bbox="997 600 1133 674">Timing</th> <th data-bbox="1133 600 1432 674">Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td data-bbox="444 674 834 1241"> (1) Upon completion of inception workshop, submission and acceptance of Inception Report which includes the following (i) The Service Provider’s Workplan and methodology (ii) The Inception Workshop Report (iii) Stakeholder Engagement Plan (iv) Gender Analysis and Action Plan (v) Training module on inclusive and gender responsive-social protection </td> <td data-bbox="834 674 997 1241"> 10% </td> <td data-bbox="997 674 1133 1241"> August 2022 </td> <td data-bbox="1133 674 1432 1241"> 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 data-bbox="444 1241 834 1743"> (2) Upon submission and acceptance of Interim Report 1 on (i) Draft national social protection policy including institutional arrangement, policy-making processes, strategies, and governance frameworks (ii) A report on lesson-learned of interoperability information management system for social protection registry scale-up ie </td> <td data-bbox="834 1241 997 1743"> 20% </td> <td data-bbox="997 1241 1133 1743"> Dec 2022 </td> <td data-bbox="1133 1241 1432 1743"></td> </tr> </tbody> </table>				Outputs/Deliverables	Percentage	Timing	Condition for Payment Release	(1) Upon completion of inception workshop, submission and acceptance of Inception Report which includes the following (i) The Service Provider’s Workplan and methodology (ii) The Inception Workshop Report (iii) Stakeholder Engagement Plan (iv) Gender Analysis and Action Plan (v) Training module on inclusive and gender responsive-social protection	10%	August 2022	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.	(2) Upon submission and acceptance of Interim Report 1 on (i) Draft national social protection policy including institutional arrangement, policy-making processes, strategies, and governance frameworks (ii) A report on lesson-learned of interoperability information management system for social protection registry scale-up ie	20%	Dec 2022	
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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.

	requirement, processes, bottlenecks and suggestions			
	(3) Upon submission and acceptance of Interim Report 2 on (i) Draft integration architecture of social registry information system aligned with the consolidation of social assistance programmes, characterization of the social registry core features, users programme and citizen interface	30%	August 2023	
	(4) Upon submission and acceptance of Interim Report 3 on (i) A report on citizen experience and accessibility of the enhanced social protection registry (ii) A report on completed capacity building on inclusive and gender-responsive social protection	20%	Dec 2024	
	(5) Upon submission and acceptance of (i) Final Report including an integrated Social Registry (ii) the National Social Protection Policy Blueprint (iii) Action plan for the implementation of the National Social Protection Policy Blueprint (iv) Handbook on monitoring and tracking progress on social protection policy delivery	10%	March 2024	
	(6) Upon submission and acceptance of (i) A report on completed capacity building of the new National Social Protection Policy on data collection, monitoring and tracking,	10%	April 2024	

	analysis and reporting on inclusive Social Protection; (v) A Policy Brief and advocacy materials ie PowerPoint			
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Technical Working Group and Project Steering Committee, Project Management Team including the UNDP Programme Analyst and ICU, PMO National Project Director			
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	<p>Technical Proposal (70%)</p> <input checked="" type="checkbox"/> Expertise of the Firm 30% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 45% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 25%			
	<p>Financial Proposal (30%)</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: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i>			
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			

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.

Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Detailed Terms Of Reference (ToR) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Form for Financial Proposal (Annex 3) <input checked="" type="checkbox"/> Form for Submitting Self-Declaration (Annex 4) <input checked="" type="checkbox"/> Joint Venture/Consortium/Association Information Form (Annex 5)
Contact Person for Inquiries (Written inquiries only) ⁶	<i>Procurement Team</i> 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]	<p><i>Incomplete applications will not be considered for shortlisting. Only shortlisted candidates will be invited to a pre-bit meeting (if any) and an interview. The dates will be informed to the shortlisted candidates directly.</i></p> <p><i>UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, aboriginal groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence</i></p>

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

TERMS OF REFERENCE

SERVICE PROVIDER TO DEVELOP AN INCLUSIVE SOCIAL PROTECTION POLICY SYSTEM IN MALAYSIA

A. BASIC CONTRACT INFORMATION

Location:	Malaysia – home based
Languages Required:	English and Bahasa Melayu
Expected Starting Date:	18 July 2022
Duration of Assignment:	The contract is awarded for a period of 22 months (July 2022 – April 2024) to perform all expected deliverables.
Duration of Contract (validity):	22 months (July 2022 – April 2024)

B. BACKGROUND

The Government of Malaysia has committed, and aspires to providing equitable social protection to all. In the [Twelfth Malaysia Plan 2021-2025 \(12MP\)](#), strengthening social protection and service delivery mechanisms were identified as key priorities to contribute to poverty eradication and building resilience, so as to ensure an inclusive and just society. In Jun 2020, the Malaysia Social Protection Council (MySPC) was reactivated to improve coordination within the country social protection landscape and enhance the efficiency of social protection service delivery to the vulnerable citizens such as women, children, people with disabilities, elderly, informal workers, etc.⁷

Malaysia's existing social protection arrangements are bifurcated and cover two ends of the socio-economic spectrum. At one end are salaried employees in the formal sector (public and private), particularly those in stable full-time employment, who enjoy relatively sound protection in terms of contingencies covered via social insurance (SI) mechanisms. The other end is mainly the hardcore poor and vulnerable individuals, as defined by government's social welfare mandates, who receive (limited) social assistance transfers alongside other support. Groups of people in between these two – notably workers in informal economy, those in more unstable forms of wage employment, the self-employed and the lower middle-income households - are not systematically covered. Moreover, the position of these *missing middle groups* has also not been changed substantially by introduction of voluntary SI contributions for informal workers through the *I-Saraan* scheme, as uptake has been low with only 10 per cent of (eligible) informal workers registered in 2020.⁸

Within social assistance programmes for the poor, beneficiary identification and targeting faces many challenges. A major one is this the fragmented nature of the system; initial estimates suggest that there were more than 120 social aid programmes in Malaysia involving 21 ministries and government agencies active at the end of 2019.⁹ In addition, there are still more programmes at sub-national level, which are not fully mapped or included. Individual programmes are predominantly targeted and means-tested

⁷ <https://www.theedgemarkets.com/article/pandemic-tells-us-extend-social-protection-all>

⁸ <https://www.thestar.com.my/news/nation/2020/09/12/gig-workers-urged-to-join-epfs-i-saraan>

⁹ <https://www.malaymail.com/news/malaysia/2019/12/12/govt-drafting-national-social-protection-policy/1818669>

based on the agencies' own respective criteria, and this limits accessibility, especially for the most vulnerable individuals. Resultingly, coverage has been limited and benefits are often inadequate to make a material difference.

Existing programmes are also only weakly aligned with lifecycle needs and contingencies - with families with children and the elderly standing out as priorities. Moreover, the pandemic has exacerbated vulnerabilities and risk factors leading to wider gaps in social protection provision. There is also a gender dimension. Given women dominate in the informal economy, they are particularly vulnerable during times of economic upheaval, and having only limited coverage.

In line with the 12MP strategy to address poverty and building inclusive society to ensure social justice, rethinking of the current social protection for consolidation of existing arrangements into a coherent and inclusive social protection system where no one is left behind, is strongly needed. The absent of a National Social Protection Policy coupled with fragmented social protection system has resulted in ineffective use of resources and inequitable outcomes. Moreover, the COVID-19 pandemic has pushed current social protection systems in many countries including Malaysia to their limits, stretching social protection budgets to protect the most vulnerable populations and economies by acting as a social and economic stabilizer in times of crises.

Taking this lead, the [Implementation Coordination Unit \(ICU\) under the Prime Minister Office](#) and in collaboration with UNDP, are supporting Government's effort to strengthen Malaysia's social protection by developing efficient, effective and sustainable social protection system through a comprehensive assessment of the current country's social protection landscape and recommends overarching framework and roadmap for all associated agencies towards sustainable and inclusive social protection.

In line with the 2030 Agenda for Sustainable Development, UNDP, working with other UN agencies within the UN Sustainable Development Cooperation Framework (UNSDCF), recognizes that improved social protection is vital for the progressive realization of human rights in Malaysia. Moreover, that all Malaysians should be entitled to an adequate standard of living, health and wellbeing, including medical care, and the right to security in the event of unemployment, sickness, disability, spousal death, old- age and other livelihood deprivation.¹⁰

UNDP believes that social protection policy development alongside better coordination and improved delivery mechanisms (specifically integration of databases and improved operability) and strengthened institutional capacity can secure improved welfare outcomes, while also delivering human capital and productivity gains. Therefore, there is a need to re-conceptualize social protection efforts in Malaysia from a focus on poverty relief to one of risk reduction and resilience building. Moreover, that this should form part of wider efforts to support investment in human capital formation and social cohesion that will support the country transition to high-income status.

In view of this, UNDP is currently seeking well-qualified national specialists (from here on referred to as "Service Provider") on inclusive social protection system in reviewing and developing a National Social Protection Policy Blueprint aligned with government's broader development policy framework while supporting the integration of a national social protection registry and strengthening the government's technical and institutional capacity in the implementation, coordination and monitoring of the national

¹⁰ UNDP 2016, Leaving No One Behind: A Social Protection Primer for Practitioners

policy. This Service Provider would be working along with an International Consultant recruited separately.

C. OBJECTIVE

The consultancy has three objectives.

1. Lead the diagnostic assessment, and support the development of a National Social Protection (Policy) as an umbrella document setting out directions for reform within each of the three components (Social Assistance, Social Insurance and Labour Market Intervention), allowing for more detailed sectoral policies and action plans to be developed;
2. Lead the development of an integrated architecture of a national social protection registry fitted to the country's context, in support of proposals for identification and registration of beneficiaries, and utilizing a national social protection registry to rationalize/streamline of social protection programmes
3. Support development and implementation of capacity building on Social Protection for MySPC and relevant agencies.

In line with the transformative promise of the 2030 Agenda for Sustainable Development and its Sustainable Development Goals (SDGs), the development process must be guided with Leaving no one behind (LNOB) principles using human rights approach in which the process must be informed through inclusive participatory process where the vulnerable communities are adequately considered, and that adequate provision is made for their participation in all three objectives.

D. SCOPE OF WORK

Under the overall guidance of the Project Management Team (PMT) which comprises of the team from UNDP and ICU, JPM, the Service Provider will work closely with an International Consultant to conduct a comprehensive assessment of the current social protection system in formulating an inclusive social protection policy for Malaysia. In particular, the Service Provider will be responsible on the following scope of work towards the achievement of the three objectives:

Objective 1: To develop a National Social Protection Policy Blueprint including the development of practical strategy framework, institutional arrangement and action plan for the policy informed through inclusive consultative process as well as international best practices

- i. Co-lead the inception workshop, refining the scope of the project activities aligned with the objectives and the government's broader development policy framework
- ii. Support in gap analysis including the capacity assessment and gender analysis of the current Social Protection landscape highlighting challenges and bottlenecks in Social Assistance, Social Insurance and Labour Market Intervention programme;
- iii. Map of current state of the country's social protection policy-making processes and the coherence and co-ordination that exist within and among ministries including mapping of existing relevant policies, strategies and governance frameworks and its effectiveness in promoting coherence across the ministries/agencies but also in aligning social protection with a government's broader development policy framework;
- iv. Conduct review of the relevant documents including international benchmarking with related Social Protection best practices for identification of areas of improvement feasible to country context;

- v. Engage and consult related Government ministries and agencies at Federal and State level i.e Department of Statistic Malaysia (DOSM), Ministry of Women, Family and Community Development (MWFCD), etc in reviewing and developing the national social protection policy
- vi. Develop stakeholder engagement plan and conduct gender analysis to facilitate marginalized groups to have equal opportunity with others in exercising their rights and fundamental freedoms in the development process of the social protection policy
- vii. Consolidation of inputs received for further refinement; and ensuring only highest quality presentations and other materials are submitted and/or presented to Government
- viii. In consultations with the International Consultant and Project Management Team, finalise inclusive social protection policy with practical strategy framework and action plan for the implementation of social protection policy including gender focus, age and disability data for inclusive and effective delivery

Objective 2: To develop an architecture of an integrated national social protection registry fitted with the country context, in support of the development proposals for identification and registration of beneficiaries, and utilizing the national social protection registry to rationalize/streamline of social protection programmes

- i. Support assessment of processes for various programme, targeting mechanism, registration of beneficiaries, including data collection and M&E systems
- ii. Review and streamline on-going assessment of the current state of the management information systems, as well as linkages between social protection registries and other databases
- iii. Assess interoperability feasibility of information technology between social protection system and other databases through a trial integration
- iv. Drawing learning from the trial integration and pilot case study, develop concept of the integrated architecture of the social protection registry including (but not limited to) characterization of the social registry core features, users programme and citizen interface, etc
- v. Assess citizen experience and accessibility to social protection programmes through the enhanced social protection platform with target group through a pilot case study
- vi. Engage and consult related Government ministries and agencies i.e Department of Statistic Malaysia (DOSM), Ministry of Women, Family and Community Development (MWFCD), etc in developing the integrated architecture of social protection database
- vii. In consultations with the International Consultant and Project Management Team, finalise action plan for the implementation of database architecture are developed including collection of gender-sensitive, age and disability data for inclusive and effective delivery

Objective 3: To strengthen the technical and institutional capacity of key social protection institutions by conducting relevant capacity building sessions on Social Protection for MySPC and relevant agencies

- i. In consultations with the International Consultant, develop capacity building proposals and training materials
- ii. Conduct training and capacity building sessions for MySPC agencies, and relevant government agencies on inclusive and gender-responsive Social Protection; and
- iii. Produce a handbook on monitoring and tracking progress on social protection delivery and organize training sessions for government officials on how to use the handbook ie data collection, analysis, monitoring and reporting on inclusive Social Protection.

E. EXPECTED OUTPUT AND DELIVERABLES

The contract and payments will be performance-based and assessed by the UNDP Programme Analyst, the National Project Director (NPD) and the PMT.

A. LIST OF DELIVERABLES

Expected deliverables		Timeline (By month)	Payment terms
1	Upon completion of inception workshop, submission and acceptance of Inception Report which includes the following (i) The Service Provider’s Workplan and methodology (ii) The Inception Workshop Report (iii) Stakeholder Engagement Plan (iv) Gender Analysis and Action Plan (v) Training module on inclusive and gender responsive-social protection	August 2022	10%
2	Upon submission and acceptance of Interim Report 1 on (i) Draft national social protection policy including institutional arrangement, policy-making processes, strategies, and governance frameworks (ii) A report on lesson-learned of interoperability information management system for social protection registry scale-up ie requirement, processes, bottlenecks and suggestions	Dec 2022	20%
3	Upon submission and acceptance of Interim Report 2 on (i) Draft integration architecture of social registry information system aligned with the rationalize/streamline of social assistance programmes, characterization of the social registry core features, users programme and citizen interface	August 2023	30%
4	Upon submission and acceptance of Interim Report 3 on (i) A report on citizen experience and accessibility of the enhanced social protection registry (ii) A report on completed capacity building on inclusive and gender-responsive social protection	Dec 2023	20%
5	Upon submission and acceptance of (i) Final Report including an integrated Social Registry (ii) the National Social Protection Policy Blueprint (iii) Action plan for the implementation of the National Social Protection Policy Blueprint (iv) Handbook on monitoring and tracking progress on social protection policy delivery	March 2024	10%
6	Upon submission and acceptance of (i) A report on completed capacity building of the new National Social Protection Policy on data collection, monitoring and tracking, analysis and reporting on inclusive Social Protection; (v) A Policy Brief and advocacy materials ie PowerPoint	April 2024	10%

B. TEAM COMPOSITION

The consultancy is expected to take place from July 2022 until April 2024. The team should comprise the following experts:

No.	Member	Key Tasks
1	Team Leader	<ul style="list-style-type: none"> • Lead responsibility for all outputs and work in collaboration with an Expert Consultant • Coordinate, manage and monitor the implementation of all aspects of the consultancy work • Elaborate and revise the detailed work plan • Supervise the work of national consultants to ensure that outputs are cohesive, delivered on time, on budget, and to appropriate high-quality standards • Finalize, prepare and produce the Final Documentations and generate all the reports, information and supporting documents
2	Data and Information Systems Specialist	<ul style="list-style-type: none"> • Provide technical inputs on the integration of databases and information systems, and context related to existing legal and regulatory provisions for information access, cyber security, data security, data confidentiality, privacy standards, personal data protection • Conduct a pilot assesses interoperability of the information management systems, and advice capacity and infrastructure required • Characterize the social registry core features, users programme and citizen interface, etc • Ensure a participatory approach to develop a citizen-centric registry • Finalize, prepare and produce the integrated Social Protection Database Architecture and Action Plan
3	Social Protection Capacity Development Specialist	<ul style="list-style-type: none"> • Develop a manual training on inclusive and gender-responsive social protection and conduct capacity building among government officials • Support Expert Consultant to conduct high-level capacity building seminar • Conduct training among government officials of the new National Social Protection Policy on data collection, monitoring and tracking, analysis and reporting • Finalize the manual training for adoption and utilization of implementing partner and relevant MySPC agencies
4	Stakeholder Engagement Specialist	<ul style="list-style-type: none"> • Develop a stakeholder engagement plan to ensure sufficient consultations with relevant government agencies both at Federal and State level as well as with the vulnerable communities • Ensure multi-stakeholder engagement processes are in place to facilitate marginalized groups to have equal opportunity with others in exercising their rights and fundamental freedoms in the development process of the blueprint and registry

F. INSTITUTIONAL ARRANGEMENTS

The Service Provider will be under direct supervision of the UNDP Programme Analyst and the NPD and expected to work closely with the Project Management Team. The Service Provider will be responsible to support and work in collaboration with the Lead Consultant of this project and expected to present to the Project Technical Working Group (PTWG) and the Project Steering Committee (PSC). The Service Provider is also required to attend progress meetings (including Project Management Team meetings via Zoom or other means) and present the findings of the assessment, or as and when required.

G. COMPETENCY, QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

Qualifications of the Successful Service Provider at Various Levels

The consultancy team shall have a team leader and will comprise of different expertise, as proposed below for the successful delivery of services. The team should have a **minimum of 3 key personnel** consisting of experts in data and information system, capacity development and engagement services experts. The minimum professional qualifications of key personnel are described below:

1. Team Leader

- Master's degree in the field of development economics, social development, human sciences, poverty reduction, sociology, public policy or related fields.
- PhD with similar field of study is preferred.
- Minimum 10 years of working / research experience in social protection and poverty alleviation issues, inclusive development, or related fields in Malaysia as well as the ability to bring global best practices in areas related to this Study
- Prior experience working with/for the Government of Malaysia in developing a development related policy blueprint is a must
- Experience working with Malaysia's Federal, State Governments and local researchers or academia on development related issues is a must
- Experience in developing high-quality, SDG, development-relevant analysis and policy advice in areas such as social protection registry, integration, poverty eradications programmes and reducing vertical or horizontal inequalities, preferably relevant to the following fields, will be added advantage:
 - Social Protection Policy
 - Developmental Economics / Inclusive development
 - Social Welfare and Social Development
 - Public Policy
 - Future of Jobs
- Prior experience in the Asia-Pacific region or in countries of similar level of development will be preferred
- Language requirements: Excellent command of English and Bahasa in both oral and written communication skills
- Respect for the principles of the United Nations Charter and the UNDP Statement of Purpose.

2. Data and Information Technology/System Specialist

- Advanced postgraduate qualifications in information management technology system, data analytics, and related field
- At least 8 years of experience working in the information management system with prior experience working with the Government of Malaysia on Malaysia's e-governance ecosystem and platform
- Deep understanding of Malaysia's context on existing legal and regulatory provisions for information access, cyber security, data security, data confidentiality, privacy standards, personal data protection
- Understanding of Government's social protection registry system is an added advantage
- Proven skills in participatory approach particularly in engaging key government agencies
- Fluency in English and Bahasa Melayu

3. Social Protection Capacity Development Specialist

- Advanced postgraduate degree in development economics, social development, human sciences, poverty reduction, sociology, public policy or related fields
- At least 5 years of professional experience and practice in capacity development of social protection and poverty alleviation issues, inclusive development, related research and assessment
- Sound knowledge about inclusive and gender-responsive social protection policies;
- Prior experience working with/for the Government of Malaysia in developing a module training is a must;
- Previous experience training government personnel's an added advantage;
- Strong analytical, writing and communication skills.
- Ability to prepare publications and reports.
- Excellent command of English and Malay (Bahasa Malaysia).

4. Stakeholder Engagement Specialist

- Advanced postgraduate degree in development economics, social development, human sciences, poverty reduction, sociology, public policy or related fields
- At least 5 years of professional experience in facilitating multi-stakeholder participatory engagement practices
- Deep knowledge about Leaving no one behind (LNOB) principles using human rights approach in which the process must be informed through inclusive participatory process where the vulnerable communities are adequately considered
- Prior experience working with/for the Government of Malaysia at National and Sub-national is a must;
- Strong analytical, writing and communication skills.
- Ability to prepare publications and reports.
- Excellent command of English and Malay (Bahasa Malaysia).

Competencies of the Service Provider should include:

- Strong experience in the development and implementation of development/social protection projects, with knowledge in social protection analysis;
- Project experience in developing countries on the key areas covered under the consultancy;
- Working experience with government ministries and agencies;
- Strong analytical skills;
- Focuses on impact and result for the client and responds positively to feedback;
- Consistently approaches work with energy and a positive, constructive attitude;
- Strong skills in stakeholder engagement;
- Demonstrated ability to engage in strategic analysis to produce high-quality reports and project management; and
- Ability to make impactful presentations and consultations with stakeholders.

Corporate Competencies:

- Demonstrates integrity by modelling the UN's values and ethical standards
- Promotes the vision, mission, and strategic goals of UNDP, and partner organizations
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

H. HANDLING OF DATA, INFORMATION AND DOCUMENTS

All data, information and documents obtained under this assignment is the property of the UNDP Malaysia and ICU / Government of Malaysia, and be treated as strictly confidential.

No such information shall be used and cited by the consultant or company for any other purpose other than for the preparation of the document for the TWG.

All soft and hard copies of the data, information and documents must be returned to the UNDP Malaysia and ICU upon completion of this assignment.

TECHNICAL PROPOSAL SUBMISSION FORM¹¹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹²)

[insert: Date]

To: UNDP Malaysia

Dear Sir/Madam:

We, the undersigned, offer to provide the services for **Consultancy to develop an Inclusive Social Protection policy system in Malaysia**, in accordance with your Request for Proposal No. **MyRFP2022-008** dated: **23 June 2022** and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal (password protected) submitted separately.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium/Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- d) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- e) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we *embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact*.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

¹¹ *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference.

Our Proposal shall be valid and remain binding upon us for the period of 120 days from the last day of submission of proposal as per the RFP requirement.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: _____

Title: _____

Date: _____

Signature: _____

Contact Telephone: _____

Email: _____

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹³

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁴)

[insert: Location].
[insert: Date]

To: United Nations Development Programme

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, 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

¹³ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁴ 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.*

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

(MUST BE PASSWORD PROTECTED)**FORM FOR SUBMITTING FINANCIAL PROPOSAL**

Ref: MyRFP2022-008

[insert: Date]

We, the undersigned, offer to provide the services for We, the undersigned, offer to provide the services for **Consultancy to develop an Inclusive Social Protection policy system in Malaysia**. in accordance with your Request for Proposal No. **MyRFP2022-008** dated: **23 June 2022** and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal (password protected) submitted separately.

Our attached Financial Proposal is for the sum of **[Insert amount in words and figures]**.

Our Proposal shall be valid and remain binding upon us for the period of 120 days from the last day of submission of proposal as per the RFP requirement.

We understand you are not bound to accept any Proposal you receive.

[Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification. The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal]

Cost Breakdown per Deliverable***Table 1: Breakdown of Price per Deliverables/Activity**

No.	Deliverable (refer to output and scope of work above)	% of Fees payable	Price (Lump Sum, All Inclusive)
1	Upon completion and acceptance of inception workshop, submission and acceptance of Inception Report which includes the following (i) The Service Provider's Workplan and methodology (ii) The Inception Workshop Report (iii) Stakeholder Engagement Plan (iv) Gender Analysis and Action Plan (v) Training module on inclusive and gender responsive-social protection	10%	
2	Upon submission and acceptance of Interim Report 1 on (i) Draft national social protection policy including institutional arrangement, policy-making processes, strategies, and governance frameworks	20%	

	(ii) A report on lesson-learned of interoperability information management system for social protection registry scale-up ie requirement, processes, bottlenecks and suggestions		
3	Upon submission and acceptance of Interim Report 2 on (i) Draft integration architecture of social registry information system aligned with the rationalize/streamline of social assistance programmes, characterization of the social registry core features, users programme and citizen interface	30%	
4	Upon submission and acceptance of Interim Report 2 on (i) Draft integration architecture of social registry information system aligned with the rationalize/streamline of social assistance programmes, characterization of the social registry core features, users programme and citizen interface	20%	
5	Upon submission and acceptance of (i) Final Report including an integrated Social Registry (ii) the National Social Protection Policy Blueprint (iii) Action plan for the implementation of the National Social Protection Policy Blueprint (iv) Handbook on monitoring and tracking progress on social protection policy delivery	10%	
6	Upon submission and acceptance of (i) A report on completed capacity building of the new National Social Protection Policy on data collection, monitoring and tracking, analysis and reporting on inclusive Social Protection; (v) A Policy Brief and advocacy materials ie PowerPoint	10%	
	Total	100%	MYR

Table 2: Cost Breakdown by Cost Component

Personnel Name	Position	No. of Personnel	Fee Rate (MYR)	No of Days	Total Amount
			A	B	C=A*B
	Team Leader				
	Data and Information Systems Specialist				
	Social Protection Capacity Development				
	Stakeholder Engagement Specialist				
Subtotal Professional Fees:					MYR

Table 3: Breakdown of Other Cost

Description	UOM	Quantity	Unit Price (MYR)	Total Amount (MYR)
Transportation	1	Lumpsum		
Insurance				
Other Costs (Communication, internet, Survey, study tools, equipment, and requirements, etc.) please specify				
Subtotal Other Costs				MYR

NOTE: Cost breakdown at Table 2 & Table 3 must be equal with Table 2 total.

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

Form for Submitting Self-Declaration

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁵)

We, the undersigned hereby declare that we are not in the removed or suspended ineligibility list of the UN, UN Procurement Division list or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council.

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

[Designation]

[Date]

Yours sincerely,

¹⁵ *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

Joint Venture/Consortium/Association Information Form (If applicable)

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
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We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

Letter of intent to form a joint venture **OR** JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____