



REQUEST FOR PROPOSAL (RFP)

(From Vietnamese firms/institutes/organizations)

NAME of service:	DATE: September 14, 2022
A national firm/institute/organization to develop a digital transformation dashboard on the VNDMA website and conduct a training seminar on digital transformation	REFERENCE: 2-220903

Dear Sir / Madam:

We kindly request you to submit your Proposal for the ***development of a digital transformation dashboard on the VNDMA website and conduct a training seminar on digital transformation.***

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

Proposals may be submitted on or before **Monday, September 26, 2022** **Thursday, September 29, 2022** and via email to the address below:

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

Note:

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

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

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

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

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

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

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

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

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

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

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

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

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/condut_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,
Tran Thi Hong
Head of Procurement Unit
9/14/2022

Description of Requirements

Context of the Requirement	Please refer to the attached Terms of Reference (TOR)
Implementing Partner of UNDP	Please refer to the attached TOR
Brief Description of the Required Services ¹	(TOR is attached in this Annex)
List and Description of Expected Outputs to be Delivered	Please refer to the TOR
Person to Supervise the Work/Performance of the Service Provider	Please refer to the attached TOR
Frequency of Reporting	Please refer to the attached TOR
Progress Reporting Requirements	Please refer to the attached TOR
Location of work	<input checked="" type="checkbox"/> Ha Noi, Viet Nam <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	October – December 2022
Target start date	As soon as possible in October 2022
Latest completion date	31 December 2022
Travels Expected	Please refer to the attached TOR
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others [pls. specify]
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others [pls. specify]
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Vietnamese Dongs
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes

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

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

Validity Period of Proposals (Counting from the date of submission deadline)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms ³	<input checked="" type="checkbox"/> As indicated in the attached TOR <input checked="" type="checkbox"/> Condition for Payment Release: Within thirty (30) days from the date of meeting the following conditions: UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Please refer to the attached TOR
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ <input type="checkbox"/> Other Type of Contract <i>[pls. specify]</i>
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	Proposal shall be considered technically qualified if it achieves minimum 70% of total obtainable technical points. Weight of technical and financial point: <u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm (20%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (30%) <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (50%)

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

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

	<p>Financial Proposal (30%)</p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> <p>Please refer to the Evaluation Criteria for further details.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors:</p>
Contract General Terms and Conditions ⁵	<p><input type="checkbox"/> General Terms and Conditions / Special Conditions for Contract.</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p><input type="checkbox"/> General Terms and Conditions for Works</p> <p>Contract Template & UNDP Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Annexes to this RFP ⁶	<p><input checked="" type="checkbox"/> Terms of Reference & Evaluation Criteria (attached to this RFP)</p> <p><input checked="" type="checkbox"/> Proposal Submission Form (Annex 2)</p> <p><input checked="" type="checkbox"/> Submission checklist (Annex 3)</p>
Contact Person for Inquiries (Written inquiries only) ⁷	<p>Luu Ngoc Diep (Ms.) Procurement Associate Luu.ngoc.diep@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information [pls. specify]	<p>Bidders are responsible for checking the UNDP website: https://procurement-notice.undp.org/ for any addenda and updated deadline to this Request for Proposals. UNDP reserves the right to post addenda up to the closing date for submissions. Hence bidders are advised to check the UNDP website frequently prior to submitting their proposal.</p>

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

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

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

TERMS OF REFERENCE

NATIONAL FIRM/INSTITUTION/NGO

I. GENERAL INFORMATION

Project name	Improving the resilience of vulnerable coastal communities to climate change-related impacts in Viet Nam
Consultancy service	<i>Develop a digital transformation dashboard on the VNDMA website and conduct a training seminar on digital transformation</i>
Activity code	3.1.4.3
Type of service	Institutional contract
Location	Ha Noi
Duration	October – December 2022
Report to & Technical Supervision	UNDP Senior Technical Advisor on DRR/CCA
Coordination	UNDP, VNDMA

II. BACKGROUND & PROJECT DESCRIPTION

GCF Coastal Resilience Project

The United Nations Development Programme (UNDP) is coordinating with the Ministry of Agriculture and Rural Development (MARD), the Ministry of Construction, the Ministry of Planning and Investment and coastal provinces in the implementation of the Green Climate Fund (GCF)-funded project “*Improving the resilience of vulnerable coastal communities to climate change-related impacts in Viet Nam*” for the period of 2017-2022 (GCF project).

This project consists of three key components, as follows:

- **Component 1:** Storm- and-flood resilient design features added to 4,000 new houses on safe sites, benefiting 20,000 poor and highly disaster-exposed people in 100 communes.
- **Component 2:** Regeneration of 4,000 hectares of coastal mangrove storm surge buffer zones using successful evidence-based approaches.

- **Component 3:** Increased access to enhanced climate, damage and loss data for private and public sector application in all 28 coastal provinces of Viet Nam.

One important aim of Component 3 of the GCF Project under Activity 3.1 is to “Update disaster database and establish risk data repository, with mechanisms established for sharing/disseminating information” to support disaster/climate risk reduction at the national and sub-national levels.

Digital Transformation and Disaster Management Situation in Viet Nam

Viet Nam is a country heavily affected by disasters, with more than 70 percent of the population facing risks from various types of disasters. Due to anthropogenic climate change, in recent years, the frequency and intensity of extreme weather events have increased, and they have become increasingly unpredictable. As such, the Government of Viet Nam has issued several decisions and programmes to help address and effectively manage the disaster situation.

On 6 April 2021, due to the evolving situation regarding Viet Nam’s vulnerability to disasters and climate change, the Prime Minister issued Decision No. 553/QĐ-TTg approving the new ten-year scheme “*Public awareness raising and community-based disaster risk management up to 2030.*” The objectives of this scheme are to raise awareness about disasters and to enhance the response capacity of staff working in disaster management, local government officials and local people, contributing to building the resilience of local communities and strengthening their ability to adapt to the changing climate.

In this context, disaster risk management requires accurate and up-to-date information on typical types of disasters and potentially affected areas to allow for timely and informed mitigation and response efforts. Digital transformation is an important factor for disaster management as it can promote coordinated information sharing and governance, improving the overall cohesiveness and timeliness of recovery and response efforts at both the national and sub-national levels.

There is a major need in Viet Nam to establish an information management system which can standardize and fuse data from various information streams, store, and present relevant situational information. Capacities need to be further strengthened to conduct in-depth analysis of various data available in and outside of the country. Existing efforts require consolidation and strategic direction. More efforts will be required to consistently disseminate strategic information designed for various audiences (i.e., policy makers, decision makers at the national and sub-national levels, private sector, general public, etc.).

As such, in 2020 the Government of Viet Nam approved a National Digital Transformation Programme by 2025 with a vision to 2030 that specifically notes the need for smart solutions to monitor, supervise, and handle environmental incidents and early warnings for disasters.⁸ In pursuit of digital transformation in the context of climate change adaptation and DRR, VNDMA has also developed and in April 2022 promulgated its own Digital Transformation Plan for the implementation of its digital transformation tasks. These include but are not limited to building digital applications for collecting, synthesizing, and exploiting disaster prevention databases; developing better software for disaster forecasting and simulating different disaster scenarios; and developing a smartphone application to provide timely and accurate information on disasters.⁹

⁸ Decision No. 749/QĐ-TTg 2020 National Digital Transformation Programme to 2025, with Orientation to 2030 (dated 3 June 2020), accessed 11 August 2022 at <https://english.luatvietnam.vn/decision-no-749-qd-ttg-on-approving-the-national-digital-transformation-program-until-2025-with-a-vision-184241-Doc1.html> [full text in Vietnamese]

⁹ Decision No. 215/QĐ-PCTT-TTCS Workplan for the Implementation of the Digital Transformation Tasks of VNDMA (dated 15 April 2022), accessed 15 August 2022 at http://chinhsach.dmpc.gov.vn:8045/Uploads/Thu%20vien%20tai%20lieu/Van%20ban%20Phap%20quy/Quy%20dinh/2022.04.15_215.QĐ-PCTT-

The Digital Transformation Plan is a key priority of VNDMA in 2022, and it will provide information to help raise awareness and support the decision-making of authorities, officials, the business community and local people in disaster risk management.

In late June of 2022, the Central Project Management Unit under VNDMA/MARD requested UNDP to support the Disaster Management Policy and Technology Center (DMPTC) to build a digital transformation support system in the field of disaster risk management as part of its Digital Transformation Plan.

In response to VNDMA's request, UNDP plans to hire a **national consulting institution/firm** to help VNDMA with a number of activities from its Digital Transformation Plan, including developing a **digital transformation dashboard** on VNDMA's website and to conduct a **national-level training seminar on digital transformation** for people working in climate and disaster risk reduction sector. This will enhance the capacity for disaster risk management planning at the national and sub-national levels and will improve the overall resilience of vulnerable communities in Viet Nam to disasters and climate change.

Other Ongoing UNDP Support

UNDP is prepared to provide technical support to VNDMA and DMPTC for the application of innovative, inclusive, and equitable digital solutions that accelerate digital transformation, and that are in line with the activities included in VNDMA's Digital Transformation Plan.

A technical mission will be taking place in October 2022 that intends to explore the potential for applying this in Viet Nam, and in particular to:

1. **Set the stage for digital transformation in Viet Nam** by identifying the current information sources/streams and information management system gaps within the national DRM system and discussing the benefits and significance of a climate and disaster risk Information Management System.
2. **Present the key findings** of the project entitled **Accelerating Disaster Risk Reduction and Enhancing Crisis Response through Digital Solutions** (DX4Resilience), which was successfully piloted by the UNDP Bangkok Regional Hub (BRH) in Indonesia, Nepal, the Philippines and Sri Lanka. A key output of this work, the **Digital Disaster Risk Reduction Maturity Model** (DDRRMM), can, in theory, be adapted and applied in Viet Nam to conduct digital diagnostic assessments and inform interventions for digital transformation.
3. **Develop a proposed digital transformation action plan** to inform digital initiatives, activities and strategies that are scaled to and aligned with Viet Nam's specific contexts and goals, and that will ultimately aid in the development of a digital ecosystem that is sustainable and conducive to effective DRR and risk-informed development.

Moving forward, the selected consulting firm will also be expected to collaborate with UNDP experts in identifying and elaborating on possible avenues for effective development and/or implementation of the above.

III. OBJECTIVES

Overall objective

To develop a digital transformation action plan and a digital transformation dashboard and conduct a national training seminar on digital transformation for selected group of experts at the national and sub-national levels.

Description of the Service

The digital transformation dashboard is to be built on DMPTC's webpage to provide updated disaster and climate change information and the directives and guidelines of the Government, relevant ministries and the members of steering committees for disaster prevention and control, search and rescue at the national and provincial levels.

The members of the consultancy team will support organization of training workshop, focusing on the key elements of the digital transformation dashboard, as well as other information related to digital transformation in the DRR sector. The consultancy team will take active role in the development of the contents of the training workshop in close collaboration with UNDP experts.

IV. SCOPE OF WORK

Key outcomes:

- A functional and well-developed digital transformation dashboard on the VNDMA website
- A national level training workshop on digital transformation in the field of disaster risk management for people working in disaster management and climate change risk reduction conducted

The consulting firm will undertake the following tasks:

Task 1: Review, collect and synthesize legal documents and other relevant documents (databases, data sources, digital files, images, etc.) of ministries, branches and executive committees at all levels on digital transformation related to disaster and climate risk information.

Task 2: Conduct consultations with related parties including ministries (in particular MARD, MONRE and the Ministry of Information and Communications), local authorities and international and local mass organizations, on digital transformation and relevant information to be aggregated into the digital transformation dashboard.

Task 3: In cooperation with DMPTC, compile, install and test the comprehensive digital transformation dashboard on the VNDMA website to support enhanced climate and disaster risk management at the national and provincial levels. The key functions of the dashboard will consist of at least the following elements:

- Category name: Digital transformation in disaster risk management
- Function: able to update, extract statistics and edit data
- Contents: (digital files, images) of the Government, MARD, MONRE, and Ministry of Information and Communications and other related organizations on digital transformation and disaster risk management

Task 4: Develop technical guidelines for the use/application of the digital transformation dashboard on the VNDMA website for people working in climate and disaster risk management.

Task 5: Organize a half day training workshop in Ha Noi to introduce the digital transformation dashboard on the VNDMA website, support discussion and allow for experiences with the dashboard in the field of disaster risk management. The goal is to have 50 direct participants from Ha Noi and at least 100 online participants from ministries, provinces, international and local non-governmental organizations and mass organizations across Viet Nam working in the field of climate and disaster risk management. Cost for this workshop to be covered by the contractor; cost will include: venue, equipment, coffee break. No cost needed for Online participants.

Task 6: Develop a final report including detailed overviews of all activities carried out and recommendations, to be shared with UNDP and VNDMA.

V. DELIVERABLES

The consulting firm/institution is required to submit the following deliverables:

No.	Deliverables	Timeline (at the latest)
1	Product 1: Inception report The report will include the following: <ul style="list-style-type: none"> • Clear methodology and implementation plan • Proposed main design & contents of the dashboard 	07 days after signing contract
2	Product 2: Report on development of digital transformation dashboard The report will include the following: <ul style="list-style-type: none"> • Results of the document review and key information from consultations with related parties (list of parties consulted, survey questionnaires, meeting note, etc.) • Design/contents/interface of the dashboard, with examples showing the new digital transformation webpage of VNDMA 	20 November 2022
3	Product 3: Final report The report will include the following: <ul style="list-style-type: none"> • Comprehensive summary of all activities carried out, remarks and recommendations • Details on the organization of the training workshop, with a list of participants and documents used in the training • Online version of the dashboard, incorporating feedback from VNDMA and UNDP • A summary/list of all related official documents 	25 December 2022

Note: All products are expected to be delivered in both Vietnamese and English by the specified deadlines.

VI. CONTRACT DURATION, DUTY STATION & EXPECTED PLACES OF TRAVEL

Contract duration: From October to December of 2022.

Duty Station/Expected places of travel: Ha Noi.

Travel costs (if any) will be covered by the consulting firm/institution, and as such must be included in the financial offer to be submitted along with the application based on the 2017 UN-EU cost norms.

VII. PROVISION OF MONITORING

- The consulting firm/institution will report directly to the UNDP Senior Technical Advisor on DRR & CCA on the contents of the deliverables.
- The consulting firm/institution must work closely and regularly with UNDP's Technical Expert on Disaster Risk Management and VNDMA and DMPTC's staff to ensure specific technical requirements of the service.
- Work should be performed in accordance with the terms of the assignment; All the reports and products should be shared for consultation with technical staff of UNDP and VNDMA prior to acceptance and approval.

VIII. ADMINISTRATIVE SUPPORT & REFERENCE DOCUMENTS

Administrative Support

The selected consulting firm/institution will be responsible for necessary preparation of consultation meetings and workshops. Meetings/workshops will be facilitated or chaired by VNDMA and UNDP.

Reference Documents

Once selected, the consulting firm/institution will receive relevant project documents and other reference materials from UNDP and VNDMA.

IX. PAYMENT TERMS & PAYMENT SCHEDULE

The consulting firm/institution will be paid in stages as laid out below, once the products have been approved by UNDP.

- The consulting firm/institution should submit a financial payment request, following approval of each deliverable.
- Payment is based on the successful completion of deliverables, as listed below.

No.	Deliverables	Timeline	Payment Amount
1	Product 1: Inception report	07 days after signing contract	30% of the contract value
2	Product 2: Report on development of digital transformation dashboard	20 November 2022	40% of the contract value
3	Product 3: Final report	20 December 2022	30% of the contract value

Note: All products are expected to be delivered in both Vietnamese and English by the specified deadlines.

X. CONSULTANT PRESENCE REQUIRED AT DUTY STATION

☐ NONE

☐ PARTIAL

☒ INTERMITTENT

☐ FULL-TIME

EVALUATION CRITERIA

The evaluation of technical proposal shall be conducted using scoring method (1,000 points), as follows:

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	200
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	500
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Good organizational capacity (joint venture, parent company or independent company), size of company/organization and level of project management support (e.g., project finance and management control capacity)	50
1.2	At least 74 years of work experience in the IT field	60
1.3	There is a clear proposed structure to control the quality of the task, with creative thinking to build a friendly, modern and highly connected interface	60
1.4	Prior experience implementing activities of a similar scale and with a similar scope	30
Total Section 1		200

Section 2. Proposed Methodology, Approach and Implementation Plan	Points obtainable
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2.1	Extent to which the offeror understands the tasks and expected deliverables/ outcomes of the Terms of Reference (ToR)	50
2.2	The scope of duties is well defined and consistent with the ToR	50
2.3	The suggested work plan and methodologies/approaches outlined are sufficient and appropriate to address the needs/demands of the ToR	150
2.4	The presentation is clear, and the sequence of activities and planning is logical, realistic, and promises efficient delivery of the outputs	50
Total Section 2		300

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	1 National Team Leader specializing in IT web design	200
	<i>Master's degree or higher in IT or related field</i>	40
	<i>At least 10 years of work experience in development of databases, software, IT communications and training</i>	50
	<i>Experience as a Team Leader for similar tasks working with multiple stakeholders for at least three projects on website design</i>	60
	<i>Practical experience in digital transformation is an advantage</i>	30
	<i>Good command of English language (two English sample reports to be submitted)</i>	20
3.2	1 National Expert on database and software development	150
	<i>University degree or higher in IT, or related field</i>	40
	<i>At least 7 years of work experience in IT support</i>	40

	<i>At least 5 years of work experience in software and database development</i>	40	
	<i>Practical experience in digital transformation is an advantage</i>	30	
3.3	1 National Expert on training related to IT and disaster management		150
	<i>University degree or higher in training or a related field</i>	40	
	<i>At least 5 years of work experience in training support</i>	40	
	<i>Work experience in training and organising workshops is an advantage</i>	40	
	<i>Practical experience in training on digital transformation is an advantage</i>	30	
Total Section 3			500

All bids passing the minimum technical score of 700 will be technically qualified for financial evaluation.

Submission obtaining the highest weighted points (technical points + financial points) will be selected.

Important Notes:

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

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹⁰

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹¹)

[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** :

- 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 :

- *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- *Business Licenses – Registration Papers, Tax Payment Certification, etc.*

- *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

Company Profile

Item Description	Detail
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¹⁰ This serves as a guide to the Service Provider in preparing the Proposal.

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

Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) <i>(If yes, provide a Copy of the valid Certificate):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? <i>(If yes, provide a Copy of the valid Certificate):</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? <i>(If yes, provide a Copy)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues <i>(If yes, provide a Copy)</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is your company a member of the UN Global Compact	<input type="checkbox"/> Yes <input type="checkbox"/> No
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.
Previous relevant experience: 3 contracts	

Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

- **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.

- **Qualifications of Key Personnel**

If required by the RFP, the Service Provider must provide :

- *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- *CVs demonstrating qualifications must be submitted if required by the RFP; and*
- *Written confirmation from each personnel that they are available for the entire duration of the contract.*

- **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*

- **Cost Breakdown by Cost Component [This is only an Example]:**

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
Exact name and address of company Company Name: Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.

CHECKLIST OF DOCUMENTS SUBMITTED BY BIDDERS

Note:

- Bidders are required to review carefully this checklist before submitting proposal to ensure complete submission.
- Maximum email size: **30 MB**/email. Bidders can split proposal into several emails if the file size is large.
- Technical and Financial Proposals are to be submitted in **separate** emails before or on **Monday, September 26, 2022 Thursday, September 29, 2022** (Hanoi time).
- Email and proposal should indicate clearly the reference and name of tender.

Item	Documents	To be completed by bidders		
		Doc submitted Y/N	Number of pages	Remarks
1	Fully filled Technical proposal (pls. refer to the guidelines in Annex 2) with copies/scan of appropriate supporting documents:			
	a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations			
	b) Business Licenses – Registration Papers and/or Tax Payment Certification, etc.			
	c) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references, etc.			
	d) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. (if any)			
	e) Proposed Methodology for the Completion of Services			
	f) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;			
	g) Detailed CVs of the proposed personnel with copies of relevant certificates			
2	Duly signed Price Schedule (pls. use the template in Annex 2 and separate the technical and financial proposals)			
3	Bidder confirms its full acceptance of the UNDP Contract General Terms and Conditions and agrees to abide by this Proposal for 120 days from the date of proposal submission deadline.			
4	Bidder confirms that it will issue official invoices (hóa đơn tài chính) for payment under this contract.			

5	This duly filled, checked, certified submission checklist to be attached to the submission			
6	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			

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

[Designation]

[Date]