

02 October 2022



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE
for individual consultants and individual consultants assigned by
consulting firms/institutions

Country:	Viet Nam
Description of the assignment:	Individual National Consultants (NC) to support UNDP in the software “Doctor for everyone” development for the grassroots telehealth program
Period of assignment/services (if applicable):	45 days From October 2022 to March 2023
Duty Station:	Home based
Tender reference:	P221001

1. Submissions should be sent by email to: nguyen.ngoc.phuong@undp.org no later than:

23.59 hrs., 06 October 2022 (Hanoi time)

With subject line:

P221001 – NC to support UNDP in the software “Doctor for everyone” development for the grassroots telehealth program

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

Note:

- Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with UNDP.
- Maximum size per email is **30 MB**.
- Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Unit – UNDP Viet Nam will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.
- After submitting proposal, bidder should send notification by email (without attachment) to: procurement.vn@undp.org informing that the bidder has submitted proposal. UNDP will not be responsible for the missing of proposal if the bidder does not send notification email to above address.
- Female consultants are encouraged to bid for this required service. Preference will be given to equally technically qualified female consultants.

2. Please find attached the relevant documents:

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

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

a. Technical component:

- CV including experience with a similar type of work
- Financial offer
- Two sample similar contracts as proven of relevant experiences are submitted

b. Financial proposal (with your signature):

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

4. Evaluation

The technical component will be evaluated using the following criteria:

No.	Requirement	Points
1	Possesses the Bachelor' Degree in computer sciences or related areas	100
2	At least 5 years of experience in software development	200
3	Experience with software development using open-source codes	200
4	Experience as team lead or source code analysis is a plus	150
5	Experience developing applications using Python, JavaScript, HTML, typescript	150
6	Two sample similar contracts as proven of relevant experiences are submitted	200
	Total	1,000

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

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

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

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

Interview with the candidates may be held if deemed necessary.

5. Contract

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

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

Documents required before contract signing:

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

6. Payment

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

No.	Deliverables as indicated in Section IV	Due Date	Payment Amount
1	A report on results and recommendations from quality check of current version source coded of the software “Doctor for Everyone”	30/11/2022	30%
2	A report on feature testing results and gap filling recommendations	30/12/2022	30%
3	A report on results from user manuals’ review and recommendations for improvement		
4	A report on results and recommendations from quality check of upgraded version source coded of the software “Doctor for Everyone”	30/03/2023	40%

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



TERMS OF REFERENCE

National Individual Consultant

Ref#: Enter Ref #

Name of service:	Individual National Consultants (NC) to support UNDP in the software “Doctor for everyone” development for the grassroots telehealth program		
Project:	Japan Supplementary Budget (JSB) support for COVID-19 Response for Strengthening Vaccine Access and Health System Capacity Support to Digital Transformation of Public Administration and Health Services for Building Forward Better from COVID-19 in Viet Nam		
Reporting to:	Programme Analyst on Climate – Health nexus, UNDP in Viet Nam		
Duty Station:	Home based	Travel Required:	Not required
Duration of Assignment:	Approximately 45 working days		
Start Date:	15/10/2022	End Date:	30/03/2023

BACKGROUND & PROJECT DESCRIPTION

In the context of the COVID-19 pandemic and the long-term climate crisis, urgent efforts are needed for a green recovery that builds forward better to support a significant shift to reduced emissions in key sectors to maintain and strengthen Nationally Determined Contribution (NDC) and sustainable development goals achievements.

In line with the Government’s commitment and strategy to 2025 and the Ministry of Health’s plan for digitalization of the health sector and applying the grassroots digital telehealth solution which was developed and piloted under the Covid-19 JSB in 2020-2021, and the expansion to 03 remote and mountainous provinces in the North of Viet Nam under the UNDP RFF in 2021-2022, the project will support scaling up of the grassroots telehealth solution to five new provinces. It is proposed to expand the telemedicine solution to Thua Thien-Hue, Quang Ngai, Binh Dinh, Ca Mau and Dak Lak provinces, based on UNDP’s existing relationships with provincial authorities and in order to provide an opportunity for expansion and testing of the performance of the telemedicine system under different conditions within Viet Nam, including remote coastal areas and islands, mountainous and ethnic minority areas in the central highlands, and the Mekong Delta in southern Viet Nam.

The project will support the provision of necessary IT equipment, training, and follow-up technical assistance for provincial, district and commune health facilities and personnel. The project will support progress towards universal health coverage for ethnic minorities, people with disabilities, poor and vulnerable households, including access to medical services during the pandemic while reducing the risk of disease transmission and ensuring no one is left behind in accessing digital health services.

This solution will also help to build capacities for healthcare workers at the grassroots level through professional and technical consultation meetings, regular meetings between staff at commune health stations and professionals at higher health facilities.

At the central level, the project will support related departments and agencies of Ministry of Health to develop the legal documents for the nationwide application and as the foundation for relevant telehealth services to be covered by the health insurance at the grassroots level later.

OBJECTIVES

The objective of this assignment is to recruit a National Consultant to support UNDP in quality assurance for the software “Doctor for everyone” development under the grassroots telehealth program.

SCOPE OF WORK

The successful national consultant will be expected to support UNDP to carry out following tasks:

Task 1: Verify quality and completeness of source codes for the current version of the “Doctor for Everyone” software, particularly:

- Check quality and completeness of the software’s source codes, including web-based front-end, server back-end, and mobile app codes for the current version of the software “Doctor for Everyone”;
- Provide a report with verification of source code quality and completeness, with recommendations on quality, completeness or missing codes if relevant.

Task 2: Review user manuals for completeness and user-friendliness

- Review user manuals, including manual for server/system administrators and end-users, for completeness, comprehensiveness, and user-friendliness;
- Provide a report with verification of the manuals’ quality and recommendations for improvement and filling the gaps if identified.

Task 3: Conduct feature testing for upgraded version of the “Doctor for Everyone” software

- Check to verify that all required updates are inclusive, highly quality, complete in the updated software version;
- Provide a report with results from user testing and identify and functionality gaps which have been found.

Task 4: Verify quality and completeness of source codes for the upgraded version of the “Doctor for Everyone” software, particularly:

- Check quality and completeness of the software's source codes, including web-based front-end, server back-end, and mobile app for the upgraded version of the software “Doctor for Everyone”;
- Provide a report with verification of source code quality and completeness, with recommendations on quality, completeness or missing codes if relevant.

DELIVERABLES & IMPLEMENTATION TIMELINE

No.	Deliverables	Estimated days to complete	Target due date
1	A report with results and recommendations from quality check of current version source coded of the software “Doctor for Everyone”	20	30/11/2022
2	A report with feature testing results and gap filling recommendations	10	30/12/2022
3	A report with results from user manuals’ review and recommendations for improvement	5	30/12/2022
4	A report with results and recommendations from quality check of upgraded version source coded of the software “Doctor for Everyone”	10	30/01/2023

DURATION OF ASSIGNMENT, DUTY STATION & EXPECTED PLACES OF TRAVEL

Estimated number of working days: 45 working days from 15/10/2022 to 30/03/2023

With possible extension up to 31 December 2023 based on: (i) requirement, (ii) fund availability and (iii) satisfactory performance.

Duty station: Home based

Expected places of travel: Not required

PROVISION OF MONITORING & PROGRESS CONTROL

The National Consultants will work in close consultation with UNDP Climate-Health Programme Analyst to complete the tasks as stated in the section III above.

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

ADMINISTRATIVE SUPPORT & REFERENCE DOCUMENTS

Administrative Support

N/A

Reference Documents

Relevant documents will be shared once the National Consultant is accepted.

DEGREE OF EXPERTISE & QUALIFICATIONS

Qualifications	Possesses the Bachelor' Degree in computer sciences or related areas
Relevant Professional Experience	At least 3 years of experience in software development
	Experience in software development using open-source codes; Experience on source code analysis is a plus; Experience in developing applications using Python, JavaScript, HTML, typescript.
Other Requirements	Submit two sample similar contracts as proven relevant experience

PAYMENT TERMS

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

No.	Deliverables as indicated in Section IV	Due Date	Payment Amount
1	A report on results and recommendations from quality check of current version source coded of the software "Doctor for Everyone"	30/11/2022	30%
2	A report on feature testing results and gap filling recommendations	30/12/2022	30%
3	A report on results from user manuals' review and recommendations for improvement		
4	A report on results and recommendations from quality check of upgraded version source coded of the software "Doctor for Everyone"	30/03/2023	40%

CONSULTANT PRESENCE REQUIRED ON DUTY STATION

☒ NONE
 ☐ PARTIAL
 ☐ INTERMITTENT
 ☐ FULL-TIME

ANNEX IV

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

Date _____

(Name of Resident Representative/Bureau Director)

United Nations Development Programme

(Specify complete office address)

Dear Sir/Madam:

I hereby declare that:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Name	Relationship	Name of International Organization

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

YES ☐ NO ☐

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

YES ☐ NO ☐ If answer is "yes", WHEN?

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

Full Name	Full Address	Business or Occupation

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

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

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

DATE: _____

SIGNATURE: _____

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

Annexes *[please check all that applies]:*

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

GUIDELINES FOR CV PREPARATION

WE REQUEST THAT YOU USE THE FOLLOWING CHECKLIST WHEN PREPARING

Your CV:

Limit the CV to 3 or 4 pages

NAME (First, Middle Initial, Family Name)

Address:

City, Region/State, Province, Postal Code

Country:

Telephone, Facsimile and other numbers

Internet Address:

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

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

SUMMARY OF EXPERTISE

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

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

Credentials/education/training, relevant to the expertise

LANGUAGES

Mother Tongue:

Indicate written and verbal proficiency of your English:

SUMMARY OF RELEVANT WORK EXPERIENCE

Provide an overview of work history in reverse chronological order. Provide dates, your function/title, the area of work and the major accomplishments include honorarium/salary. References (name and contact email address) must be provided for each assignment undertaken by the consultant that UNDP may contact.

UN SYSTEM EXPERIENCE

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

UNIVERSITY DEGREES

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

PUBLICATIONS

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

MISCELLANEOUS

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

Annex V

FINANCIAL OFFER

Having examined the Solicitation Documents, I, the undersigned, offer to provide all the services in the TOR for the sum ofUS\$

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

Cost breakdown:

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

* Individual Consultants/Contractors who are over 62 years of age with assignments that require travel and are required, **at their own cost**, to undergo a full medical examination including x-rays and obtaining medical clearance from **an UN-approved doctor** prior to taking up their assignment.

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

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

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

Dated this day /month of year

Signature

(The costs should only cover the requirements identified in the Terms of Reference (TOR)

Travel expenses are not required if the consultant will be working from home).