



REQUEST FOR PROPOSAL (RFP)

(From Vietnamese firms/institutes/organizations)

NAME of service:	DATE: October 14, 2022
A national IT firm/institute/organization to perform a comprehensive needs assessment of the current public health supply chain system in Viet Nam to identify needs which may be met with digital solutions and improved transparency	REFERENCE: 2-221002

Dear Sir / Madam:

We kindly request you to submit your Proposal for the ***performance of a comprehensive needs assessment of the current public health supply chain system in Viet Nam to identify needs which may be met with digital solutions and improved transparency.***

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

Proposals may be submitted on or before **Thursday, October 27, 2022** ~~Monday, November 07, 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
10/14/2022

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"/> Possible travel to some provinces of Viet Nam <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	14 th November 2022 – 17 th March 2023
Target start date	14 th November 2022
Latest completion date	17 th March 2023
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: 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.
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 (40%) <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 (30%)

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><u>Financial Proposal (30%)</u></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>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 Annex)</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><i>Luu Ngoc Diep (Ms.)</i> <i>Procurement Associate</i> 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

One national IT firm and one National consultant

Service:	Perform a comprehensive needs assessment of the current public health supply chain system in Viet Nam to identify needs which may be met with digital solutions and improved transparency.
Position title:	One National Individual Consultant and One National IT Firm
Expected Duration:	14 th November 2022 – 17 th March 2023.
Duty Station:	Home based with possible travel to some provinces of Viet Nam
Supervision:	The service provider will work closely with the Health Program Analyst in charge at UNDP Viet Nam, and the National Centre for Centralised Drug Procurement of the Ministry of Health.

A. Background:

In recent years, transparency and digitalization of health procurement have become a top priority of the Vietnamese Government to ensure sustainable development goals. This is even more critical in the context of the Covid-19 pandemic for effective and efficient response to the crisis. There is an urgent need for a rapid, effective, digitized health system for procurement of essential medicines. A number of high-profile corrupt cases in health procurement are brought to justice, including the case relating to price gouging of Covid-19 medical machinery and equipment in a bidding package at Hanoi's Centre for Disease Control (CDC) in 2020, the case relating to price gouging of medical equipment under PPP contracts at Bach Mai Hospital, one of the largest hospitals in Vietnam, or recently the Viet A case on price gouging of Covid-19 kit test in 2021 which involves senior officials at the MoH and the Ministry of Science and Technology (MoST) and Directors of Centers for Disease Control in many provinces.

According to the MoH 2013 "Joint Annual Health Review 2013 of Health Partnership Group", drug prices in some instances are higher than international reference prices. A survey in 2010 showed retail prices are 12.1 times higher for innovator brand drugs, and 1.4 times higher for the lowest price generics. The proportion of drug spending accounts for a large proportion (about 50-60%) of total expenditure on medical examination and treatment. As part of its ongoing efforts to fight corruption within the health sector, the MoH under the direction of the Government is implementing health sector reforms, health service autonomy financing, health service quality assurance, and supply chain management including centralized procurement of medical products. Overall decentralization of service delivery in Viet Nam, including decentralization of procurement of pharmaceuticals and medical equipment, resulted in large variations in pricing for the same product. In response to this situation, in 2017 the National Centralized

Drug Procurement Centre (NCDPC) was established under the Ministry of Health. The first round of centralized bidding in December 2017 was said to have resulted in savings of \$21 million in state budget expenditures (World Bank, 2019). Further support is needed to develop the capacity of this young centre. There is a need for capacity building in centralized procurement through (i) development of procurement manuals; (ii) implementation of centralized drug procurements; (iii) learning from other countries about experiences in conducting centralized health procurements; (iv) capacity building in price negotiation skills and (v) digitalization of procurement processes.

Ensuring smooth stock management and supply of medicines and medical equipment requires a commonly used system throughout health facilities nationwide, on which related data are regularly updated for procurement planning, implementation, recording and reporting, management of medicine and equipment stocks, sharing price reference, etc. Currently there are limitations in data collection for these steps. Accordingly, MOH must send requests to health facilities and enterprises for reporting on their production capacity and stocks. However, these manual systems cannot provide real-time information for timely actions. Lacking the real-time information about the needs and supply capacity has been one of several issues that caused “debates” on the decision making while planning for annual health procurement. Discussion with the National Centre for Centralized Drug Procurement (NCCDP) and other Departments within the MOH has revealed the urgent need for the introduction of more efficient, digitalized solutions to address the challenges currently faced in public health procurement. Challenges exist in supply chain and stock management, including (i) limited real-time information on medicine demand and supply, price references, results of national biddings, (ii) medicine stock management and records (iii) absence of a technology which unites various digital tools currently in use in the system.

Building on experience from UNDP’s support to MOH in the Covid-19 pandemic over the last two years in development of an online system for PPE supply chain management and coordination that can help centralize the PPE data and information management and allow health managers to access data and information quickly for procurement planning and coordinating PPE stocks among the facilities, UNDP will continue to support the Ministry of Health to digitalize aspects of public health procurement and supply chain processes. This needs assessment will identify all needs across the health procurement and supply chain system, including but not limited to needs relating to (i) system efficiency, (ii) data flows, (iii) governance and integrity, (iv) transparency, (v) standardization of process and data, (vi) technology challenges, and (vii) end-user engagement with current processes.

A comprehensive battery of needs will be identified and understood, in consultation with key stakeholders across the MOH, other governmental departments, business community and civil society. In close consultation with key MOH stakeholders, the battery of needs will then be filtered, thereby identifying priority needs to be addressed with a digital innovation in the next stage (and subsequent phases) of this project.

MoH is a governmental agency performing the state management of healthcare services, including preventive medicine; medical diagnosis and treatment, rehabilitation; medical examination, forensic examination, and forensic psychiatric assessment; traditional medicine; reproductive health; medical equipment; pharmaceutical products and cosmetics; food safety; health insurance; population; state management of public services within the scope of its management. Under the proposed project, UNDP will work directly with the Centralized Drug Procurement Centre (NCDPC) of MoH, while consulting other MOH Departments and other government stakeholders. This needs assessment phase of the project will identify the key needs for immediate solution development, while also identifying which needs will form the foundation for development of later project phases.

UNDP is looking for a **National Individual Consultant** and a **National IT Firm** to provide technical support as part of a team to conduct a comprehensive needs assessment of the public health procurement and

supply chain system in Viet Nam, with prioritization of identified needs for immediate or later action. The National Individual Consultant will work closely with the National IT Firm to ensure the objectives of this TOR are achieved. The National Individual Consultant will perform research to identify and prioritise challenges in the system, while the National IT Firm will lead the assessment of current software and digital solutions in use and input IT expertise to the needs identification and filtering process. The team will also be supported by an International Consultant specializing in needs-driven approaches to innovation.

B. Objectives:

The objective of this TOR is to work as a team to identify a comprehensive battery of needs across the public health procurement and supply chain system within the public health system of Viet Nam, in consultation with key stakeholders across the MOH, other governmental departments, business community and civil society. In close consultation with key MOH stakeholders, the battery of needs will then be filtered to identify priority needs to be addressed with a digital innovation in the next stage (and subsequent phases) of this project.

C. Tasks

Under the *overall supervision and technical guidance* of UNDP PO in-charge of the health portfolio and in close cooperation with and under the overall technical guidance of the MOH (via focal department assigned by the MOH, the National Center for Centralised Drug Procurement), the National Individual Consultant and National IT Firm will carry out the below tasks to achieve the above objective. It is expected that some of these tasks will occur in an iterative manner through the process. Following the below methodology for needs identification and prioritization will be supported by an International Consultant (already recruited by UNDP) specializing in needs-driven approaches to innovation.

#	Task	National Individual Consultant (Days)	National IT Firm (Days)
Stage 1: Needs Finding – a search for unsolved challenges within the public health procurement and supply chain system – input from technology & digital solutions perspective.			
1	In collaboration with the UNDP & MOH, determine the acceptance criteria for identified needs and define the strategic focus of the needs assessment.	0.5	0.5
2	Undertake thoughtful observation of processes within the public health procurement and supply chain systems, with detailed documentation of observations, including field visits to MOH's line departments, selected health facilities, local health departments, hospitals, and other sites deemed relevant. It is expected that over 8 relevant sites will be visited to undertake observations.	6	0
3	Interviews with stakeholders within Ministry of Health's line departments, selected health facilities, local health departments and suppliers to determine current challenges faced by the public health	4	0

	procurement and supply chain system. It is expected that over 8 interviews will be undertaken.		
4	Detailed review of current technologies and digital solutions in use across the public health procurement and supply chain system, including at national, provincial and local facility levels. This review will include a comprehensive technical assessment of currently used platforms across these various levels and identification of how these technologies currently interact with the procurement and supply chain processes. Challenges in relation to how these platforms communicate with each other will be assessed, along with identification of areas where these technologies either assist or impede flow of data, materials and finance within the public health procurement and supply chain system. Current technology which would enable alignment with the Open Contracting Data Standards will be identified, while technical gaps in this area will be highlighted. A comprehensive understanding of the technical challenges will be reported.	0	24
5	Creation of detailed process maps that demonstrate the current flow of data, materials and finances within the public health procurement and supply chain systems. Identify steps in the process which do not add value, where significant waste is present, etc. An understanding of factors enabling or impeding alignment with the Open Contracting Data Standards will be included as part of the above analysis.	4	2
6	Creation of a comprehensive list of problem statements and testing/refinement of problem statements through further engagement with MOH/other stakeholders.	3	1
7	In collaboration with an International Consultant specializing in needs-driven approaches to innovation, creation of need statements, with a defined scope. Need statements represent the change in outcome or practice that is required to address a defined problem – they may be thought of as a bridge between problems and solutions.	2	1
8	Define the initial basic need criteria – that is, the basic criteria that the solution must meet to address that need.	1	0.5
Stage 2: Needs Screening – develop a detailed understanding of the current identified needs, including what leads to these challenges, frequency, impact, and so on.			
9	Overview of how these needs are being addressed elsewhere, within the Vietnamese system and also in international settings, including by use of digital solutions. Creation of a utilization profile of identified solutions – outline how each solution is used in practice, by whom, and where. Outline associated costs with addressing these needs in other settings.	5	2.5

10	Perform a stakeholder analysis to systematically examine the direct and indirect interactions of all parties involved in the piece of the process relevant to each need.	2	0.5
Stage 3: Needs Filtering – in close collaboration and consultation with the Ministry of Health stakeholders, identify a small set of priority needs (or a single need) to bring forward to the next project stage (solution development).			
11	Select a set of objective and subjective needs screening criteria, aligned with Ministry of Health priorities. In collaboration with an International Consultant specializing in needs-driven approaches to innovation, assign ratings for each criterion and assign scores to each need statement, creating overall scores for needs.	1	0.5
12	In collaboration with an International Consultant specializing in needs-driven approaches to innovation, perform an iterative process of needs filtering, based on scoring needs based on selected criteria.	2	1
13	Create a 'Need Specification' document for final short-list of identified needs. This should include the need statement, problem description, overview of solution landscape, stakeholder analysis, need criteria and relevant references.	6	3
14	Present this 'Need Specification' document to stakeholders at MoH, prior to finalising. The Need Specification document, particularly the agreed need criteria, will inform the Terms of Reference for the next project stage (solution development).	0.5	0.5
Total Days		37	37

D. FINAL PRODUCTS

The following deliverables will be submitted to the UNDP Country Office and Ministry of Health:

- A **review report on the current technologies and digital solutions** in use across the public health procurement and supply chain system, at national, provincial and local facility levels. This report will include a comprehensive technical assessment, details of current technology-related challenges and identification of how current technologies interact with current systems processes.
- Detailed **process flow maps**, detailing the current flow of data, materials and finances within the public health procurement and supply chain system.
- A comprehensive list of identified **Need Statements**.
- Final short-list of **Need Statement(s), with Need Specification document(s)**.

Note that deliverables should be provided in both English and Vietnamese languages.

Deliverables	Content	Due	Responsible for Submission
A consultancy workplan	A workplan for implementation of assigned consultancy tasks	14 th November 2022	National Individual Consultant National IT Firm
Process Flow Maps	A set of process flow maps which details current flow of data, materials and finances within the public health procurement and supply chain system.	6 th January 2023	National Individual Consultant
Technology Report	A review report on the current technologies and digital solutions in use across the public health procurement and supply chain system, at national, provincial and local facility levels.	20 th January 2023	National IT Firm
Comprehensive list of Need Statements	List of identified needs	3 rd February 2023	National Individual Consultant
Final short list of Need Statement(s), with Need Specification document(s).	‘Need Specification’ document for final short-list of identified needs, including the need statement, problem description, overview of solution landscape, stakeholder analysis, need criteria and relevant references.	17 th March 2023	National Individual Consultant National IT Firm

E. REVIEW TIME REQUIRED AND PAYMENT TERM

Payment will be made as follows:

1. National Individual Consultant

%	Milestone
40%	Of the total contract value will be paid upon submission of the Process Flow Maps.

60%	Of the total contract value will be paid upon submission and approval (UNDP-CO) of the final deliverables with satisfactory acceptance from UNDP CO and MOH.
-----	--------------------------------------------------------------------------------------------------------------------------------------------------------------

Note: If traveling to some provinces is required and upon UNDP approval, costs will be covered separately as per the UN-EU Guidelines for Financing of Local Costs in Development Co-Operation with Viet Nam (version 2022) based upon number of travelers needed.

2. National IT Firm

%	Milestone
60%	Of the total contract value will be paid upon submission of the Technology Report.
40%	Of the total contract value will be paid upon submission and approval (UNDP-CO) of the final deliverables with satisfactory acceptance from UNDP CO and MOH.

Note: If traveling to some provinces is required and upon UNDP approval, costs will be covered separately as per the UN-EU Guidelines for Financing of Local Costs in Development Co-Operation with Viet Nam (version 2022) based upon number of travelers needed.

F. DOCUMENTS AND SUPPORT OF SUSTAINABLE DEVELOPMENT OFFICE AND UNDP

UNDP CO and MOH will provide background documents and data necessary for the consultant team to carry out the assignments.

The Ministry of Health will facilitate access to relevant Departments to perform observations in relation to the current public health procurement and supply chain processes, as well as facilitating access to relevant staff for interview. This will include access to observe current technology and digital solutions in use, relevant to these processes, as well as interaction with staff familiar with these technologies.

The Ministry of Health will also facilitate access to relevant provincial and facility-level stakeholders and technology so as to better understand the processes at these levels.

The Ministry of Health, including stakeholders from across all relevant Departments, will engage with the process to ensure that the needs assessment is well informed with perspectives from across the system. The Ministry of Health, including stakeholders from across all relevant Departments, will actively participate in the filtering and prioritization of need statements so as to ensure that the final identified needs are aligned with MOH priorities.

All documents and data provided to the contractor are confidential and cannot be used for any other purposes or shared with a third party without any written approval from UNDP and MOH.

UNDP Country Office and MOH are not required to provide any physical facility for the work of the contractor, however venues for some technical meetings/consultations can be provided, at the discretion of the UNDP Country Office. As necessary, MOH and UNDP will facilitate meetings of consultants with selected hospitals,

provincial department of health, concerned line departments of the MOH, and relevant government agencies and enterprises and experts.

G. Qualification and experience requirements

1. National Individual Consultant

- Master's Degree in business management, commerce, procurement, supply chain management, health-related discipline or other relevant discipline required.
- Demonstrated experience of working on public procurement or supply chain management within Viet Nam is required. Experience of working on drug or medical supplies procurement is preferred.
- Experience in lean methodologies preferred.
- Experience of conducting qualitative research, particularly in a field relevant to this project.
- Experience in working with international organizations and UN is an asset.
- Fluent in both English and Vietnamese.

2. National IT Firm

It is expected that the IT Firm will have rich and varied experience in software and digital technology assessment, including a staff member with at least the following qualifications and experience:

- Degree in computer science, informatic technology, or other similar discipline.
- At least 4 years of relevant experience, which must include experience of assessing digital technologies.
- Previous experience of working with digital technologies in health care, public procurement, supply chain management, or similar area, preferred.
- Experience of digital technologies in use within the Government of Viet Nam would be an asset.
- Ability to write comprehensive, clear reports.
- Experience in working with international organizations and UN is an asset.
- Fluent in both English and Vietnamese.

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	400
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	300
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Submitted documents	Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing	Portfolio of Work	100
1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted	Overview of management and financial structures	150
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country	Portfolio of work & sample reports from similar assessment	150
Total Section 1			400

Section 2. Proposed Methodology, Approach and Implementation Plan		Submitted documents	Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	Technical proposal	150
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	Technical proposal	150
Total Section 2			300

Section 3. Management Structure and Key Personnel		Submitted documents	Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?	Plan of team composition, CVs & relevant sample reports	50
3.2	Qualifications of key personnel proposed		250
3.2.1	National IT Team Leader		150
	Degree in Computer Science, information technology or similar discipline.	30	
	At least 4 years of relevant experience, which must include experience of assessing digital technologies.	50	
	Specific Experience in the areas of digital technologies in health care, public procurement, supply chain management, or similar area	30	
	Experience in working with international organization and UN is an asset	10	

	<i>Demonstrated good English skills (by providing a sample of previous work in English)</i>	30	
3.2.2	Team Member(s)		100
	<i>Degree in Computer Science, information technology or similar discipline.</i>	25	
	<i>At least 4 years of relevant experience, which must include experience of assessing digital technologies.</i>	30	
	<i>Specific Experience in the areas of digital technologies in health care, public procurement, supply chain management, or similar area</i>	20	
	<i>Experience in working with international organization and UN is an asset</i>	5	
	<i>Demonstrated good English skills (by providing a sample of previous work in English)</i>	20	
Total Section 3			300

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:

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

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP **in conformity with** the requirements defined in the RFP dated [specify date] , and all of its attachments, as well as **the provisions of the UNDP General Contract Terms and Conditions** :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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.

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

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

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

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3		
	Total	100%	

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

E. Cost Breakdown by Cost Component [This is only an Example]:

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

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 **Thursday, October 27, 2022/Monday, November 07, 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]