**Annex 2**

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL[[1]](#footnote-1)**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[2]](#footnote-2))***

[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 :

1. **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 :***

1. *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
2. *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
3. *Latest Audited Financial Statement or income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;*
4. *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, 2 (two) contact references;*
5. *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.*
6. **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.* |

1. **Qualifications of Key Personnel**

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

1. *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who is supporting, etc.;*
2. *CVs demonstrating qualifications must be submitted if required by the RFP; and*
3. *Written confirmation from each person that they are available for the entire duration of the contract.*
4. **Cost Breakdown per Deliverable\***

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Deliverables**  ***[list them as referred to in the RFP]*** | **Percentage of Total Price *(Weight for payment)*** | **Price**  ***(Lump Sum, All-Inclusive)*** |
| 1 | The 4th Public Service Complaint Handling Competition Activities Plan and Promotional Strategy | 10% |  |
| 2 | 1. Competition`s Implementation Guidelines Handbook and online application 2. Evaluation Team Selection Report 3. The 4th Public Service Complaint Handling Competition Online Launching Event Report | 30% |  |
| 3 | 1. Approved design of promotion materials and dissemination for the 4th Public Service Complaint Handling Competition 2. Report for day to day helpdesk service and webinars to assist the 4th Public Service Complaint Handling Competition Participants | 20% |  |
| 4 | 1. Document Evaluation Report 2. Report for Potential Awardees Evaluation | 30% |  |
| 5 | Awards Event Reports | 10% |  |
|  | Total | 100% |  |

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

1. **Cost Breakdown by Cost Component:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Description of Activity** | **Remuneration per Unit of Time** | **Total Period of Engagement** | **No. of Personnel** | **Unit Price** | **Total Rate** |
| **I. Personnel Services** |  |  |  |  |  |
| 1. Team Leader |  |  | 1 |  |  |
| 1. Liaison Officer |  |  | 1 |  |  |
| 1. Technical Officer Promotion and Dissemination |  |  | 1 |  |  |
| 1. Administrative Assistant |  |  | 1 |  |  |
| 1. Finance Officer |  |  | 1 |  |  |
| 1. Helpdesk assistant |  |  | 2 |  |  |
| 1. Web Programmer and Maintenance |  |  | 1 |  |  |
| 1. Graphic Designer |  |  | 1 |  |  |
| **II. Other Related Costs** |  |  |  |  |  |
| 1. 4th Public Service Complaint Handling Competition Online Launching Event   4th Public Service Complaint Handling Competition Online Launching Event on method as required in the scope of work no 4 in the TOR (please provide detailed breakdown cost), which should cover:  1) The minimum support personnel are:   * 1 Master of Ceremony, * 1 Moderator, * 1 Resource Person from echelon 1. * 1 Resource Person from echelon 2. * 1 Resource person from echelon 3. * 1 note taker.   2) Health equipment for COVID-19, including:   * 2 units of pump hand sanitizers @500ml * 2 boxes masks @50 pieces (3 ply masks) * 1 box latex gloves @40 pcs.   3) For Coordinating Event:   * 1 Event Manager * 1 Show director * 2 zoom operators * 1 Vmix operator * 2 camera operator to support in KEMENPANRB Office   4) 1 video for approximately 5-10 minutes about Public Service Complaint Handling Competition in general and flashback of 3rd competition in 2020. The video will include:  - Storyboard  - Animation  - Graphic design  - Voice-over  - English and/or Indonesian subtitles.  - Editing  ii. 1 video for approximately 1-2 minutes bumper video for virtual launching. The video will include:  - Storyboard  - Animation  - Graphic design  - Voice-over  - English and/or Indonesian subtitles.  - Editing  5) 1 print backdrops, for the event with size 3x1 meters with material flexy 270 gsm.  6) Facilitating media handling fees for media news in the Kick-Off meeting with a minimum of National 15 mainstream online media.  7) 50 meals pax (1 snack and 1 lunch) for KemenPANRB officials who work from the office.  8) Conducting dry run one day prior to the event to check the room and the connectivity in the KemenPAN`s meeting room  9) Providing event documentation as follows:  - 20 edited photos (1 photographer) |  | 1 event  1 event  1 hour  1 hour  1 hour  1 hour  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event | 1 person  1 person  1 person  1 person  1 person  1 person  2 unit  2 boxes  1 box  1 person  1 person  2 person  1 person  1 person  2 persons  1 package  1 package  1 unit  1 package  50 pax  1 package  1 package |  |  |
| 1. Developing and disseminating promotion materials for the 4th Public Service Complaint Handling Competition   Developing and disseminating promotion materials for the 4th Public Service Complaint Handling Competition in the scope of work no 5 in the TOR (please provide detailed breakdown cost), which should cover:  Designing and distributing promotional materials as follows:  Promotional HD videos about the 4th Public Service Complaint Handling Competition and how to apply to the competition. The video includes:  - Storyboard  - Animation  - Graphic design  - Voice-over  - English and/or Indonesian subtitles.  - Editing |  | 1 time | 1 package |  |  |
| 1. Organizing on-site document evaluation by Evaluation Document Team   Organizing on-site document evaluation by Evaluation Document Team  on method as required in the scope of work no 7 in the TOR (please provide detailed breakdown cost), which should cover:  1) Full-day meeting for 10 days, by providing a two-time coffee break and lunch for 20 participants (include personnel from the selected contractor).  2) Providing 4 stars hotel accommodation within Bogor City/Depok City, or Bogor Regency (e.g. Sentul, Ciawi) for 20 persons and 10 days using the latest SBM standard. (The bidder should provide one price that can represent the price in these 3 areas. In the implementation, the venue location must not in a red status of COVID-19).  3) Providing honorarium for Evaluation Document Team based on latest Ministry of Finance`s Standard Output Cost (SBM) for 15 persons for approximately 390 documents applications.  4) Per diem (uang saku harian) for echelon 3 and 4 using SBM latest standard (West Java) for 15 persons.  5) Health equipment for COVID-19, including:   * 2 pump hand sanitizers (@500 ml) * 10 boxes masks @50 pieces (3 ply masks) * 1 box latex gloves @40pieces   7) 1 printing backdrop with size 3x1 m, with material flexy 270 gsm  8) 1 Notetaker fee for 10 days  9) Providing event documentations for Evaluation Team meeting as follows:  - 20 soft copy of edited photo documentation for the first day and last day of the meeting (2 days) – with 1 photographer  - 10 minutes edited video footage of document evaluations process for the first day and last day of the meeting (2 days) with 1 videographer. |  | 10 days  10 days  26 forms  10 days  1 event  1 event  1 event  1 event  10 days  2 days | 20 pax  20 persons  15 persons  15 persons  2 unit  10 boxes  1 box  1 unit  1 person  1 package |  |  |
| 1. Facilitate on-site Potential Awardee's evaluation process   Facilitate on-site Potential Awardee's evaluation process on method as required in the scope of work no 8 in the TOR (please provide detailed breakdown cost), which should cover:  1) 25 pax meals for participants in KemenPAN Office during teleconference (4 days, 1 lunch, 1 dinner, 2 snacks)  2) 30 pax meals for participants, during evaluation for selecting a winner (1 day, 1 lunch, 2 snacks)  3) Health equipment for COVID-19, including:   * 2 unit of pump hand sanitizer @500ml * 5 boxes masks @50 pieces (3 ply masks) * 1 box latex gloves @40 pieces   4) Paying the fee for evaluation team members for a minimum of 7 days for 5 judges after the evaluation is completed (Judges are usually former Minister/Head of Government Organization, Senior Academia, Senior Activist)  5) Facilitating payment for Activity Committee fee for 5 persons during 4 days teleconference interview with latest SBM standard for:   * 1 Chair (Ketua) * 1 Co-Chair (Wakil Ketua) * 3 Team Members (anggota)   6) 2 roll-up banners, size 60x160, material Flexy 340 gsm, laminating glossy  7) 1 print backdrop for the event with size 3x1 meters with material flexy 270 gsm.  8) Notetaker for 5 days meeting.  9) Event documentation for Evaluation Team meeting as follows:  - 30 edited photos (1 photographer)  - 10 minutes edited video footage of the evaluation process |  | 4 days  1 day  1 event  1 event  1 event  7 days  1 activity  1 activity  1 activity  1 time  1 time  5 days  5 days | 25 pax  30 pax  2 unit  5 boxes  1 box  5 judges  1 person  1 person  3 persons  2 unit  1 unit  1 person  1 package |  |  |
| 1. Organizing on-site Awards Event   Organizing on-site Award Event on method as required in the scope of work no 9 in the TOR (please provide detailed breakdown cost), which should cover:  1) Design and printing and 80 hard copy invitations and design online invitations to participants. The printing invitation specification is a single hardcover 14x 20, doff lamination and envelope  2) 125 pax of half-day meeting packages in 5 stars hotel in Jakarta. The meeting room is a ballroom to accommodate social distancing seat arrangements for 125 participants and resource persons (min 1.5 m distance between each seat). The hotel should be following strict COVID-19 protocol standards and not included on a list of quarantine hotels in Ministry of Foreign Affairs Circular Letter No. D/00847/04/2021/64.  3) Stage installation that is including:   * Installing and operating LCD Videotron with size 6x4 meters * Designing motion graphic for LCD Videotron during the award event * Rigging for stage with size 8x6 m * Mini garden for 12 m * 5 Clip-on Microphones * 2 wireless microphones   4) Live Cam equipment which consists of:   * 2 set camera equipment (plus cameramen) * 1 set Switchers * 1 unit Genset for LED screen, sound system, lighting, and Videotron * 1 Level for LED screen   5) 1 package traditional entertainment attraction during the event (approximately 3 hours)  6) 1 Transit room for 25 pax with seat arrangements (min 1.5 m distance between each seat) – round table  6) 1 Press Conference room for 25 pax with seat arrangements class room including seats and table for resource person (min 1.5 m distance between each seat)  7) Backdrop for Press Conference with size 3x2 meters and flexy material 340 gsm  8) Providing event contributors as follows:   * 3 resource persons Ministry Level * 1 person for echelon 1 * 1 person from MC (TV/Radio Anchor) * 1 notetaker   9) Providing event organizer crew as follows:   * 1 event manager * 1 show director, * 2 liaison officers * 2 vmix operators/switchers, * 1 production crew, * 2 ushers, * 3 registration crew   10) Providing health equipment for COVID-19, including:   * 5 hand sanitizers (@ 500 ml) * 3 boxes of masks * 1 pack of gloves   11) Designing and providing 125 seminar kits and souvenir that are consisting:   * 1 block note (Cover: Art Carton 310 Gsm, Content: A5, 80 gsm, 25 pages, Page; Finishing: laminating doffs, Spiral Binding) * 1 tote bag with material calico/*belacu* (30 cm x 40 cm) * 1 name tag neck strap Lanyard + plastic cover with size 10,5x 16 cm * 1 boss-type pen with custom design * 1 Cable organizer with specification: PU leather + Polyester, black/gray colour, inner size: L16,5 x W6 x H10,5 (cm) and outer size : L18 x W7,5 x H11,5 (cm).   12) 30 batik uniform shirts (male and female) for the Award Event committee with specification: long sleeves, 100% cotton, printed pattern  13) Cooperating online media to cover LAPOR! Competition Award Event. The vendor can facilitate media handling fees for media news in the Kick-Off meeting and Award Event, with a minimum of National 15 mainstream online media.  14) Designing and printing for 15 Award Certificates and Certificate Frames, with specification:   * Certificate: Blue White Cartoon, A4 size,1 side, dove laminating. * Frames for the certificates with specifications: inner size A4, glass front cover, and fiber frame with gold and linen finishing.   15) Designing and providing 15 Public Service Complaint Handling Competition Trophies with specification: Custom Trophy metal, gold plated, maximum 30 cm height, including the box.  16) Providing maximum 7 minutes edited video of the 2021 LAPOR! Selection Process Journey which will play during the event. The video includes:  - Storyboard  - Animation  - Graphic design  - Voice-over  - English and/or Indonesian subtitles.  17) Providing event documentation as follows:  - 30 soft copy of edited photos (2 photographers)  - Raw and 7 minutes edited video (2 videographers) |  | 1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event  1 event | 80 printed invitations  125 pax  1 package  1 package  1 package  1 package  5 units  2 units  2 packages  1 unit  1 unit  1 unit  1 unit  25 pax  25 pax  1 unit  3 persons  1 person  1 person  1 person  1 person  1 person  2 persons  2 persons  1 person  2 persons  3 persons  5 units  3 boxes  1 box  125 pax  125 pax  125 pax  125 pax  125 pax  30 units  1 package  15 unit  15 unit  15 unit  1 package  1 package |  |  |
| G. Online and Hybrid Meeting  Online and Hybrid Meeting and other related costs (Please provide detailed breakdown cost) which should include:   1. Online conference premium account (E.g. Large Enterprise-Ready of Zoom Account that able to organize up to 500 participants and webinar) 2. Internet cost (Minimum bandwidth is 2.0 Mbps) for 20 Document evaluation team participants and vendor staff for 10 days 3. Internet cost (Minimum bandwidth is 2.0 Mbps) for 25 Judges and Committee during a teleconference with Potential Awardees 4. 2 Zoom operators for hybrid award event 5. 1 virtual stage hybrid award event 6. 1 Online rehearsal hybrid award event 7. 1 print backdrop with size 3x1 meters with material flexy 270 gsm for hybrid award event   *\* The cost is an alternative support in case the type of FGD/meeting/public consultation will be organized online for deliverables 7,8 and 9* |  | 1 time  10 days  5 days  1 event  1 event  1 event  1 event | 1 package  20 persons  25 persons  2 persons  1 package  1 package  1 unit |  |  |

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

*[Designation]*

*[Date]*

1. *This serves as a guide to the Service Provider in preparing the Proposal.*  [↑](#footnote-ref-1)
2. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-2)