



REQUEST FOR PROPOSAL (RFP)

From firms/institutes/organizations

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Thematic Policy Research on Governance and Public Administration in Viet Nam**.

This research series will analyze situations in and provide concrete policy options for Viet Nam focusing on the following six (06) key thematic issues:

1. *Citizen participation in policy making processes and in the political life*
2. *Transparency at the central and local governments*
3. *Vertical accountability for improved government responsiveness*
4. *Control of corruption in the public sector*
5. *Public administrative procedures and services*
6. *Public service delivery for equal access for all*

Note: Interested bidders can submit proposal for **one** or **more than one** of above 06 thematic issues. Evaluation will be done separately by each thematic issue. UNDP will select one bidder for each thematic issue. Each bidder can be awarded with **no more than one contract** (see selection details in the data sheet).

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

Proposals may be submitted on or before **Monday, December 08, 2014** (Hanoi time) and via email or courier mail to the address below:

United Nations Development Programme Viet Nam
72 Ly Thuong Kiet Street, Hanoi, Viet Nam
Procurement Unit

Email: nguyen.thi.hoang.yen@undp.org

With notification by separate email to: undpprocurement@gmail.com informing that you have submitted proposal and the number of email submitted.

With envelop/email subject: (Name of company) RFP for issue # (name of thematic issue)

(Maximum size per email: 7 MB. Bidders can split proposal into several emails if the file size is large)

Technical and Financial Proposals are to be submitted in separate envelop/email.

Separate technical and proposals for each bided thematic issue. Proposals indicate which thematic issue the company bids for.

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

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/procurement/protest.shtml>.

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 : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Tran Thi Hong
Head, Procurement Unit
11/6/2014

Description of Requirements

Context of the Requirement	Please see information in the TOR
Implementing Partner of UNDP	Please see information in the TOR
Brief Description of the Required Services	Thematic Policy Research on Governance and Public Administration in Viet Nam, including the following thematic issues: <ol style="list-style-type: none"> 1. Citizen participation in policy making processes and in the political life 2. Transparency at the central and local governments 3. Vertical accountability for improved government responsiveness 4. Control of corruption in the public sector 5. Public administrative procedures and services 6. Public service delivery for equal access for all
List and Description of Expected Outputs to be Delivered	Please see information in the TOR
Person to Supervise the Work/Performance of the Service Provider	UNDP Viet Nam Policy Advisor on Public Administration Reforms and Anti-corruption and with International Expert(s) to be provided by UNDP Viet Nam. The Contractor will report directly to UNDP Vietnam
Frequency of Reporting	Please refer to the TOR
Progress Reporting Requirements	Please refer to the TOR
Location of work	<input type="checkbox"/> Exact Address: <input checked="" type="checkbox"/> At Contractor's Location and provinces
Expected duration of work	From 1 January to 15 July 2015
Target start date	1 January 2015
Latest completion date	15 July 2015
Travels Expected	Please refer to the TOR
Special Security Requirements	Not applicable
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 <i>[pls. specify]</i>
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 checked="" type="checkbox"/> United States Dollars - for international bidders <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (Vietnam Dong) – for local bidders

	For the purposes of comparison of all Proposals: UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the proposal submission deadline.
Value Added Tax on Price Proposal	<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
Validity Period of Proposals (Counting for the last day of submission of quotes)	<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	As indicated in Point 7 of the TOR. 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	UNDP Viet Nam Policy Advisor on Public Administration Reforms and Anti-corruption and with International Expert(s) to be provided by UNDP Viet Nam
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Institutional Contract or <input type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement: <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <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 criteria 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. <ul style="list-style-type: none"> - Evaluation will be done by each thematic issue. - Each bidder will be awarded with maximum one contract for one thematic issue. - In case one bidder obtained highest combined score for more than one bided thematic issues, UNDP will award contract to that bidder for the thematic issue that the bidder obtained highest technical scores. - In case the 1st ranked bidder is awarded with contract for another thematic issue, the 2nd ranked bidder of the same bided thematic

	issue will be selected to award contract.
Criteria for the Assessment of Proposal	<p>Proposal shall be considered technically qualified if it achieves minimum 70% of total obtainable technical points.</p> <p>Weight of technical and financial point:</p> <p><u>Technical Proposal (70%)</u></p> <p><u>Financial Proposal (30%)</u></p> <p>Financial score will be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> <p>See detailed evaluation criteria in the below table.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One bidder per each thematic issue
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2a: Technical proposal; Annex 2b: Financial proposal; Annex 2-c: Submission check-list) <input checked="" type="checkbox"/> General Terms and Conditions (Annex 3) ¹ <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input checked="" type="checkbox"/> Institutional contract for service (Annex 5)
Contact Person for Inquiries (Written inquiries only) ²	<p>Ms. Nguyen Thi Hoang Yen Procurement Associate, UNDP Vietnam Email: nguyen.thi.hoang.yen@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	

¹ 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.

² 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.

EVALUATION CRITERIA

Technical Proposal Evaluation		Max. Points
Form 1: Expertise and Capacity of Firm / Organization submitting proposal		200
1.1	Reputation of Organisation and (Competence / Reliability)	50
1.2	Litigation and Arbitration history	20
1.3	Organisational Capability which is likely to affect implementation (risks versus access to specialized skills: i.e. subcontracting / partnerships - loose consortium, holding company or one firm, size of the firm / organisation, strength of project coordination and support, ...)	50
1.4	Quality assurance procedures, warranty for the selected theme research	30
1.5	Previous experience in conducting empirical research on public administration, governance, civil society or related fields to the bided theme in Viet Nam	50
Total (Form 1)		200
Form 2: Adequacy of the proposed approach, methodology and work -plan responding to the TOR		400
2.1	Does the suggested research schedule sufficiently address the key tasks/responsibilities expressed in the TOR?	50
2.2	Is the suggested methodology for the bided research sufficient to address the needs/demands of the TOR?	100
2.3	Does the proposal commit commissioning a strong team of international and national experts with relevant experience and qualifications to the bided theme , to deliver the expected outputs?	50
2.4	Does the proposal commit adequate human and logistical resources (including support staff, translation/interpretation etc.) to ensure high-quality and timely delivery of the report of the bided theme ?	100
2.5	Is the presentation of the proposal for the bided theme clear and provided with succinct sequence of approaches to the research?	100
Total (Form 2)		400
Form 3: Personnel competencies and human resource organization		400
3.1	Lead Senior International Expert	160
		Sub-score
	Qualification (post-graduate degree in economics or political science with at least 15 years of professional experience)	40
	Expertise on governance issues, including civil society, public administration and proven record of interacting with senior policy makers	50
	Experience in applied research and analysis (in particular data analysis in the areas of political science, governance and public administration)	50
	Proven leadership skills (i.e. being team leader of empirical research)	10
	Proven drafting skills (evident with relevant international publications)	10
3.2	Senior National Expert	120
		Sub-score
	Qualification (post-graduate degree in social science, economics, political science/public administration or related fields with at least 10 years of professional experience in Viet Nam)	20
	Knowledge and expertise on governance issues, including socio-political	40

	development issues, civil society and public administration or related fields.	
	Experience in applied research and analysis using quantitative approaches	40
	Team work skill (evident with experience working in research projects)	
	Proven drafting skills (evident with relevant publications in both English and Vietnamese)	20
3.3	Mid-level/junior national researcher	120
		Sub-score
	Qualification (post-graduate degree or equivalent in social science, political science, public administration, law or related fields with at least 5 years of professional experience)	20
	Knowledge and experience in research on governance and public administration issues	40
	Experience in collection and analysis of primary and secondary data, including some competence in statistical software application	40
	Experience in reporting in both English and Vietnamese languages	20
	Total (form 3)	400
	TOTAL POINTS	1000

Note:

- Evaluation will be done by each thematic issue.
- Each bidder will be awarded with no more than **one** contract.
- In case one bidder obtained highest combined scores for more than one bided thematic issues, UNDP will award contract to that bidder for the thematic issue that the bidder obtained highest technical score.
- In case the 1st ranked bidder is awarded with contract for another thematic issue, the next ranked bidder of the same bided thematic issue will be selected to award contract.

FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL³

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁴)

[insert: Location].

[insert: Date]

To: Procurement Unit - UNDP Vietnam

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:

Name of thematic issue:

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 among others the following with appropriate supporting documents:

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Description of the research agenda of the institution;*
- d) *Record of publication;*
- e) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*

Name of project	Client	Contract Value	Period of activity	Types of activities undertaken	Status or Date Completed	References Contact Details (Name, Phone, Email)

- f) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- g) *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.*

Important Notes: Please refer to the detailed evaluation criteria in the above table for proving appropriate information and supporting documents to demonstrate the bidders' capacity

³ This serves as a guide to the Service Provider in preparing the Proposal.

⁴ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

B. Proposed Methodology for the Completion of Services

A proposal of about three to five single-spaced pages explaining how the research will be undertaken and addressing how the objective of the research theme will be answered in the paper. It is expected that the proposal will identify with clarity how familiar the researchers are with the selected theme, including the theoretical framework and its practical application into Vietnamese policy processes. Interested bidders are reminded to pay special attention to this proposal, since this will be the most important element to be considered during the selection process.

Special consideration will be given to proposals that aim to combine PAPI data with other “hard” data and statistics and large datasets (e.g. the Provincial Competitiveness Index – PCI; Vietnam Household Living Standards Survey – VHLSS; VHLSS Governance Modules; Multi-dimensional Poverty Index – MPI, Human Development Index – HDI; and other available reliable datasets).

C. Qualifications of Key Personnel

Interested international and Vietnamese universities, research centres, think-tanks or research institutions shall form a research team that consists of one senior international expert, one senior national expert and one national researcher. Each team member will have distinctive roles, to include, but not limit to the following minimum aspects:

o The lead senior international expert will lead the research team and have the overall responsibility for the outputs of the research. She/he will provide overall substantive guidance, methodological advice to other team members. In addition, the senior international expert shall distribute roles and responsibilities for team members.

o The senior national expert will provide contextual and substantive inputs to the team. She/he will help identifying, in collaboration with the national researcher, key sources of information for the research, provide technical advice and contribute to the outputs of the research. She/he will ensure that current national policies and priorities as well as local level realities are adequately addressed in the research paper.

o The national researcher will support the two experts with data collection, contact key informants and support arranging interview schedules for the fieldwork component of the research should there be any. She/he will ensure that all identified relevant documents are collected and reviewed. She/he will work in close consultation with the (senior) national consultant and will provide administrative support where needed.

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) One of the senior researchers must have a strong quantitative research experience.*
- c) CVs demonstrating qualifications must be submitted if required by the RFP;*
- d) A written sample, including one recent publication with a quantitative approach by the principal/lead researcher*
- e) Written confirmation from each personnel that they are available for the entire duration of the contract.*

We agree to abide by this Proposal for 120 days from the date of proposal submission deadline.

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

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL⁵

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁶)

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

A. 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		
	Applicable taxes		
	Total	100%	

B. 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				

⁵ This serves as a guide to the Service Provider in preparing the Proposal.

⁶ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				
Applicable taxes				

We agree to abide by this Proposal for 120 days from the date of proposal submission deadline.

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

[Designation]

[Date]

CHECK LIST OF DOCUMENTS SUBMITTED BY BIDDERS

Note:

- Bidders are required to review carefully this checklist before submitting proposal to ensure complete submission.
- Maximum email size: 07 MB. Bidders can split proposal into several emails if the file size is large
- Technical and Financial Proposals are to be submitted in separate envelop/email by 8 December 2014 (Hanoi time).
- Separate technical and proposals for each bided thematic issue. Proposals and envelops/email title indicate which thematic issue the company bids for.

Item	Documents	To be completed by bidders		
		Doc submitted Y/N	Number of pages	Remarks
A	Fully filled Technical proposal (Following template in Annex 2-a) including:			
1	An official letter signed by authorized person, clearly specifying the name of thematic issue(s) submitted.			
2	Company profile – describing the nature of business, field of expertise, licenses, certifications, accreditations including information about the institution’s legal entity			
3	Business Licenses			
4	Track Record – list of clients for similar services indicating description of contract scope, contract duration, contract value, 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			
7	CVs of key personnel			
8	Records of publication			
9	A written sample, including one recent publication with a quantitative approach by the principal/lead researcher			
B	Dully signed Price Schedule (following template in Annex 2-b)			
C	This duly filled, checked, certified submission checklist to be attached to the submission			
D	Notification email to undpprocurement@gmail.com informing that you have submitted proposal and the number of emails submitted.			

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

TERMS OF REFERENCE

Service	Thematic Policy Research on Governance and Public Administration in Viet Nam (six policy research papers)
Duty station:	Home-based and Ha Noi.
Expected Duration	From 1 January to 15 July 2015.
Supervision:	The Contractors will work closely with UNDP Viet Nam Policy Advisor on Public Administration Reforms and Anti-corruption and with International Expert(s) to be provided by UNDP Viet Nam. The Contractor will report directly to UNDP Vietnam.

1. Background and Justification

Viet Nam is now a fully fledged middle-income country. The country's human development index has increased from a low 0.476 in 1990 to middle category of 0.638 in 2013⁷. In addition, GDP per capita (current US\$) has substantially increased from US\$285 in 1985 to US\$1,910 in 2013⁸. This shift in development stages also means people's expectations of governance in general and public administration and public service delivery in particular, are changing. The more educated, healthier and wealthier citizens are, the more demanding they become of better public service provision. Viet Nam is not an exception.

As part of this shift, policy making has started to shift from being data-averse to evidence-driven. Yet, important governance and public administration challenges remain ahead as the country aims to avoid falling into the middle-income trap. From a governance and public administration perspective, Viet Nam is in an important transition stage, where availability of services is no longer a major issue, but rather the quality of service provision.

The recently amended Constitution in 2013 revised an important number of articles regarding access to information, human rights, governance aspects and organization of government agencies, including local governments. In addition, during 2015 the Government will be at the half-period of implementation of Resolution 30c with the PAR Master Programme that aims to facilitate significant improvement in service delivery, citizens' satisfaction with administrative procedures, human resources improvements and clarification of roles and responsibilities of administrative agents. The Anti-corruption Law will also undergo revision of its 10 years implementation, together with recent calls and proposals to strengthen the mandates for citizens' monitoring and social feedback for the Viet Nam Fatherland Front (VFF).

Over the past decade, a number of governance assessments have highlighted these shifts. Most notably, the Provincial Competitiveness Index⁹ (PCI) and the Provincial Governance and Public Administration Performance Index¹⁰ (PAPI) have provided a time-series approach from businesses' and citizens' shifting expectations and experiences since 2005 and 2010, respectively. Most recently, the Ministry of Home Affairs (MoHA) has started piloting a government self-assessment called PAR Index¹¹. These indexes provide a gold mine of data and analysis to triangulate government-business-citizens assessment and evaluation of governance and public administration performance.

Research into the above mentioned governance and public administration issues become critical important, considering that in 2016 the Communist Party of Vietnam will hold its five-year major Congress in 2016, that elections will be held for a new National Assembly in the spring of 2016 and that a new Government will subsequently follow for the period 2016-2020. The research series coming out of this terms of reference (TOR) is expected to provide insights into such matters of concerns for Viet Nam and suggest, if it

⁷ See <http://hdr.undp.org/en/countries/profiles/VNM>

⁸ See http://data.worldbank.org/country/vietnam#cp_wdi

⁹ See www.pcvietnam.org

¹⁰ See www.papi.vn

¹¹ See www.moha.gov.vn

may do, policy responses to improve governance and public administration quality to sustain the country's new pace of development.

With this TOR, **UNDP is looking for qualified universities, research centres, think-tanks and training institutions** to conduct research into **six different issues of governance and public administration performance** using the wealth of data and information provided by PAPI and other surveys in Viet Nam and where deemed appropriate.

2. Objective and Scope

The main objective of this TOR is to produce a series of six (06) original high-quality thematic policy papers analyzing Viet Nam's trends regarding policy implementation processes and suggesting policy options for specific governance and public administration reform areas. The thematic policy papers will be evidence-driven and providing different sets of policy options for continued efforts in governance and public administration reforms in Viet Nam.

This research series will analyze situations in and provide concrete policy options for Viet Nam focusing on the following key thematic issues:

- 1. Citizen participation in policy making processes and in the political life**
- 2. Transparency at the central and local governments**
- 3. Vertical accountability for improved government responsiveness**
- 4. Control of corruption in the public sector**
- 5. Public administrative procedures and services**
- 6. Public service delivery for equal access for all**

3. Outputs

The main output of each policy research is a paper of about 30-40 pages long (single spaced) and a power point presentation (10-12 slides) summarizing the main policy options **in both English and Vietnamese**. The research papers should focus on existing normative frameworks for matters of concerns. The outline of each research paper should consider (but not limit) to including the following aspects as minimum:

- Short review of key developments regarding Viet Nam's normative framework
- Identification of major institutional problems/matters under review
- Introduction of hypotheses and/or research questions
- Data analysis
- Discussion of key findings and policy implication
- Policy options/scenarios for change
- Conclusions and policy recommendations

4. Research Approaches

Interested international and Vietnamese universities, research centres, think-tanks or research institutions shall submit a technical proposal on how to go about **a selected thematic issue** as suggested in the scoping of this TOR in Section 2. Interested bidders should develop their hypotheses/research questions based on PAPI indicators as presented in the PAPI reports and data available at www.papi.vn.

Interested bidders are strongly encouraged to use PAPI and other reliable datasets available in Viet Nam (e.g. the Provincial Competitiveness Index – PCI; Vietnam Household Living Standards Survey – VHLSS; VHLSS Governance Modules; Multi-dimensional Poverty Index – MPI, Human Development Index – HDI; and other reliable datasets) in their analysis.

Research approaches can be either quantitative or a combination of different research methods. Interested bidders can come up with their own research methodology but are advised to use available data rather than coming up with additional surveys. The research methodology will include synthesis and analysis of

data, statistics, documents and publications on the theme as well as complementary interviews (semi-structured) where deemed appropriate. The analysis will have to be based on PAPI and/or other relevant statistical data and documented material. Each team of researchers will be held accountable for information sources and copyrights thereof.

Each contracted research team is expected to be in charge of translating original English version into Vietnamese version to ensure quality delivery of research findings and policy options in both sourced and targeted languages.

Successful papers will be published as UNDP Viet Nam's working papers and shared with Government of Viet Nam policy makers, donors, the research community and civil society in Viet Nam (see examples at http://www.vn.undp.org/content/vietnam/en/home/library/democratic_governance/new-papers-on-public-administration-reform.html). The papers will also be posted on the PAPI website at www.papi.vn. In addition, UNDP will consider publishing quality papers in a book format for wider circulation and dissemination in both English and Vietnamese.

5. Methodology

Interested international and Vietnamese universities, research centres, think-tanks or research institutions shall form a research team **that consists of one senior international expert, one senior national expert and one national researcher**. Each team member will have distinctive roles, to include, but not limit to the following minimum aspects:

- The lead senior international expert will lead the research team and have the overall responsibility for the outputs of the research. She/he will provide overall substantive guidance, methodological advice to other team members. In addition, the senior international expert shall distribute roles and responsibilities for team members.
- The senior national expert will provide contextual and substantive inputs to the team. She/he will help identifying, in collaboration with the national researcher, key sources of information for the research, provide technical advice and contribute to the outputs of the research. She/he will ensure that current national policies and priorities as well as local level realities are adequately addressed in the research paper.
- The national researcher will support the two experts with data collection, contact key informants and support arranging interview schedules for the fieldwork component of the research should there be any. She/he will ensure that all identified relevant documents are collected and reviewed. She/he will work in close consultation with the (senior) national consultant and will provide administrative support where needed.

6. Bidding Requirements

Interested bidders will include the following documentation in their application dossiers:

1. An official letter signed by the senior officer in charge of the interested institution, clearly specifying which research theme the application is for. Please note that interested institutions can bid for more than one research theme.
2. A proposal of about three to five single-spaced pages explaining how the research will be undertaken and addressing how the objective of the research theme will be answered in the paper. It is expected that the proposal will identify with clarity how familiar the researchers are with the selected theme, including the theoretical framework and its practical application into Vietnamese policy processes. Interested bidders are reminded to pay special attention to this proposal, since this will be the most important element to be considered during the selection process.

Special consideration will be given to proposals that aim to combine PAPI data with other "hard" data and statistics and large datasets (e.g. the Provincial Competitiveness Index – PCI; Vietnam Household Living Standards Survey – VHLSS; VHLSS Governance Modules; Multi-dimensional Poverty Index – MPI, Human Development Index – HDI; and other available reliable datasets).

3. Detailed CVs with expertise of the research team members. One of the senior researchers must have a strong quantitative research experience.
4. An institutional profile (not more than two pages) including information about the institution's legal entity. The profile should include a description of the research agenda of the institution, record of publication and previous research contracts.
5. A written sample, including one recent publication with a quantitative approach by the principal/lead researcher.

7. Indicative Timeline for Research Outputs

The research process will last for about 7 months in total after the procurement process. It is expected to run from January 1 to July 30, 2015. Below is the indicative timeline for the whole process:

When	What
08 December 2014	Interested entities submit their proposals
19 December 2014	Selected proposals will be notified
01 January 2015	Research will commence with a detailed research plan submitted to UNDP for agreement
31 March 2015	The first draft of the research paper will be submitted to UNDP
15 April 2015	An internal joint consultation workshop will be organized by UNDP for all thematic research teams to discuss drafts and get feedback. Participation to this workshop is compulsory for principal/lead researchers.
30 May 2015	The final draft of the research paper will be submitted to UNDP for peer reviews. The length of the final draft of the paper is between 12,000 and 15,000 words, excluding annexes.
15 June 2015	A joint dissemination workshop will be organized by UNDP with a larger group of policy makers and academic researchers to present the final versions and discuss policy options for Viet Nam.
15 July 2015	Final research paper in both English and Vietnamese will be submitted to UNDP upon review and accommodation of peer reviewers' and other substantive comments.

8. Indicative Payment Milestones

Interested bidders shall propose timelines for each output to be delivered to UNDP. Payments shall be made upon UNDP's satisfaction of three key outputs. Below is the indicative schedule of payment:

Schedule	Outputs	Percentage of Installments
15 January 2015	Detailed research plan received and agreed upon by UNDP	20% of contract amount
April 30, 2015	First draft received by UNDP and the lead researcher's participation at the internal workshop in Ha Noi	50% of contract amount
July 30, 2015	Final research paper in both English and Vietnamese received by UNDP with satisfaction of quality	30% of contract amount

9. Support from UNDP and Reference Documents

UNDP will provide the following support where deemed appropriate:

- Substantive inputs in and quality control of deliverables;
- Office space for meetings and working sessions when needed;
- When requested, arrangement of introduction letters and/or requests for meetings/interviews;
- Any other substantive support where deemed appropriate.

Following are references that potential bidders may find useful:

- CECODES-VFF & UNDP (2010, 2011, 2012, 2013, 2014). The Viet Nam Provincial Governance and Public Administration Performance Index (PAPI): Measuring Citizens' Experience. Hanoi, Viet Nam. Available at www.papi.vn
- UNDP (2013). UN-EU Guidelines for Financing of Local Costs in Development Cooperation with Vietnam. Version 2013. Hanoi, 2013

10. Provision of Monitoring and Progress Controls

- Upon signing contract, the Contractor shall work closely with the UNDP Policy Advisor on PAR and Anti Corruption to discuss and agree on the task requirements, working methodology;
- The UNDP Policy Advisor and the relevant stake holders review and comment on the Contractor's required outputs/reports in the TOR;
- The Contractor reviews comments and submits the revised outputs/ reports for further review and comments;
- The UNDP Policy Advisor shall monitor every output of the research work and shall evaluate the outputs described in Section 3 of this TOR.
- UNDP shall disburse instalments to the Contractor against the payment milestones as indicated in section 8. Each payment shall be made upon UNDP's satisfaction with the deliverables. The final instalment shall be made to the Contractor only when UNDP is fully satisfied with the final deliverable of this assignment.