



Empowered lives.  
Resilient nations.

Date: 17 July 2018

## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

for individual consultants and individual consultants assigned by consulting firms/institutions

Country:	Viet Nam
Description of the assignment:	03 National Consultants for Skype for Business Online and Audiocodes SBCs Administrators ( <b>Local consultants</b> )
Period of assignment/services (if applicable):	From 1st August 2018 for one year with possible extension
Tender reference:	A-180704

1. Submissions should be sent by email to: [quach.thuy.ha@undp.org](mailto:quach.thuy.ha@undp.org) no later than: **5pm, Thursday 26 July 2018 (Hanoi time).**

**With subject line: (A-180704) Skype for Business Online and Audiocodes SBCs Administrators**

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

### **Note:**

- Any individual employed by a company or institution who would like to submit an offer in response to this Procurement Notice must do so in their individual capacity, even if they expect their employers to sign a contract with UNDP.
- Maximum size per email is **7 MB**.
- Any request for clarification must be sent in writing, or by standard electronic communication to the address or e-mail indicated above. Procurement Unit – UNDP Viet Nam will respond in writing or by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.
- After submitting proposal, bidder should send notification by email (without attachment) to: [procurement.vn@undp.org](mailto:procurement.vn@undp.org) informing that the bidder has submitted proposal. UNDP will not be responsible for the missing of proposal if the bidder does not send notification email to above address.
- Female consultants are encouraged to bid for this required service. Preference will be given to equally technically qualified female consultants.

### 2. Please find attached the relevant documents:

- [Terms of Reference \(TOR\)](#)..... (Annex I)
- [Individual Contract & General Conditions](#)..... (Annex II)
- [Reimbursable Loan Agreement](#) (for a consultant assigned by a firm)..... (Annex III)

- [Guidelines for CV preparation](#)..... (Annex IV)
- [Format of financial proposal](#)..... (Annex V)

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

**a. Technical component:**

- Signed Curriculum vitae
- Relevant certificates
- Reference contacts of past 4 clients for whom you have rendered preferably the similar service (including name, title, email, telephone number, address...)

**b. Financial proposal (with your signature):**

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

4. **Evaluation:**

The technical component will be evaluated using the following criteria:

Skill Matrix		
#	Evaluation criteria	Scores
	<b>Qualifications of the Skype For Business resource</b>	
<b>A</b>	<b>Total Scores for 1<sup>st</sup> ten skills</b>	<b>750</b>
1.	Skype for Business on-prem (including Enterprise voice) administration	100
2.	Microsoft Cloud Connector and Cloud PBX administration	100
3.	Audiocodes or Sonus Cloud Connector	100
4.	Session Border Controllers (ie CUCM, Sonus, Audiocodes, Mitel, ACME, Asterix) administration	100
5.	Cisco Unified Collaboration infrastructure Administration	100
6.	Polycom Unified Collaboration infrastructure Administration	50
7.	Network Routers & VPN Installation and configuration (including routing protocols)	50
8.	SIP Protocol and/or H.323 Protocols knowledge	50
9.	Legacy IP PBX (ie Avaya, Ericsson, Alcatel) administration	50
10.	Windows Server installation, configuration and administration	50
<b>B</b>	<b>Total scores of remaining 11 skills</b>	<b>250</b>
11.	Linux Servers installation and configuration	40
12.	Skype for Business Online administration	30
13.	O365 administration	30
14.	Microsoft Exchange Server and Configuration	30
15.	Microsoft System Center administration	30
16.	PowerShell scripting	20
17.	Azure AD and AD Connect	20
18.	Active Directory Services	20
19.	HyperV management	10
20.	DNS and DHCP server management	10
21.	Microsoft PKI	10
	<b>Total scores (A + B)</b>	<b>1000</b>

## Evaluation process:

### Step 1: Mandatory requirements:

- i) Consultants are required to have at least one of the first 10 skills;
- ii) Consultants are required to have at least three years of experience in one of the 5 options listed in section 9 of the TOR.

Only consultants meeting mandatory requirements (i) + (ii) will be further evaluated.

### Step 2: Score candidates passing step 1

Candidates achieving **minimum 100 points** will pass step 2

### Step 3: Interview to test English skills (**200 points**) and technical skills (**300 points**) – **maximum: 500 points**

Consultants passing step 2 will undertake interview to test their English and technical skills

**Total technical scores (max. 1500 points)** = total scores under step 2 + scores under step 3 (accounts for 70%)

Step 4: Financial evaluation (**Max. 1500 points** for lowest offer) – accounts for 30%

Three consultants achieving the highest combined technical and financial scores will be selected. The ratio of technical and financial aspects is 70% and 30%.

## **5. Contract**

“Daily rate” Individual Contract will be applied for freelance consultant (Annex II)

“Daily rate” RLA will be applied for consultant assigned by firm/institution/organization (Annex III)

Documents required before contract signing:

- Personal History (following UNDP form)
- Release letter in case the selected consultant is government official.

## **6. Payment**

UNDP shall effect payments to the consultant (by bank transfer to the consultant’s bank account provided in the vendor form (Annex V) upon acceptance by UNDP of the deliverables specified the TOR.

The consultant will be paid monthly based on the actual number of working days and overtime hours recorded in the timesheet with the successful service delivery and submission of service report.

This monthly timesheet and service report will be certified by the UN Contracting Officer’s Representative.

If two currencies exist, UNDP exchange rate will be applied at the day UNDP instructs the bank to effect the payment.

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



## **THREE NATIONAL CONSULTANTS**

<b>Title of Consultancy:</b>	03 National Consultants for Skype for Business Online and Audiocodes SBCs Administrators
<b>Type of Contract:</b>	Individual Contract
<b>Duration of the assignment:</b>	From 1 <sup>st</sup> August 2018 for one year with possible extension
<b>Duty station:</b>	Green One UN House (GOUNH), 304 Kim ma, Hanoi, Vietnam
<b>Reporting to:</b>	Head of Unified Communications Unit

### **1. Job Title Description**

As part of the delivery of its Enterprise Communication Service, ICC requires Unified Communications consultancy services for deploying, maintaining and supporting the unified communication infrastructure.

### **2. Objectives of the Assignment**

The selected consultants will be responsible for performing system administration tasks related to Skype for Business Online, Cloud PBX, Cloud Connector and Audiocodes SBCs. The working time is 8 hours per day (7AM to 4PM UTC+7 - ICT), 5 days a week from Monday to Friday. In addition, the selected consultant will perform 7 x 24 on call support when required by the Unified Communications Service Manager.

### **3. Scope of Work**

- Support, maintain and optimize the deployed Microsoft Lync/Skype for Business on-premises, hybrid and online infrastructures.
- Support and maintain the deployed AudioCodes/Sonus Voice Gateways, Survivable Branch Appliances and Cloud Connector Edition Appliances.
- Resolve incidents, implement and participate on the problem resolutions.
- Design, develop and deploy Skype for Business and Unified Messaging On-premises, Hybrid and Online solutions for ICC and its partner organizations.
- Collaborate with other teams to implement service and system monitoring, alerting and reporting of the Lync/Skype for Business service
- Collaborate with other teams to define and develop documented procedures
- Stand-by services during weekends, official holidays and outside business hours if required.

### **4. Duration of Assignment, Duty Station and Expected Places of Travel**

The initial period is 01 year with possible extension subject to requirements of UNICC and the contractor's satisfactory performance.

The location will be UN Viet Nam compound, 304 Kim Ma, Ha Noi, Viet Nam and sometimes at other offices in Ha Noi as required by the UN supervisor of the contract. The UN will provide transportation if the selected consultant is required to work outside the GOUNH.

### **5. Final Products**

The selected consultants will work on site at UN Viet Nam compound and provides all services/requirement as indicated on the scope of work.

### **6. Provision of Monitoring and Progress Controls**

Reporting and monitoring:

- Each month the selected consultant will send his time tracking to the Skype for Business service manager

If the selected consultant does not provide good service to UN Viet Nam or does not meet the UN daily work requirements, the UN Viet Nam office has the right to terminate the contract due to unsatisfactory performance and/or negligent behavior.

## **7. Admin Support and Reference documents**

The UN Viet Nam will provide below equipment to facilitate the work.

- Chair
- Desk
- Laptop
- Soft phone
- Basic stationeries
- Access to wifi Internet
- Utilities and access to basic office infrastructures required in a normal office setting.

The onsite personnel are required to follow all UN Viet Nam rules and regulations including code of conduct, information security policy, and abide by UN security and safety regulations

## **8. Review time required and payment term**

The consultant will be paid monthly based on the actual number of working days and overtime hours recorded in the timesheet with the successful service delivery and submission of service report.

This monthly timesheet and service report will be certified by the UN Contracting Officer's Representative.

## **9. Required Degree of Expertise and Qualifications**

The resource shall have implementation, support and troubleshooting experience in large operational environments in at least in **one** of the following technical areas:

**Option #1:** Microsoft Lync, Skype for Business (SfB) (On-premises and Online)

**Option #2:** Network Infrastructure with specialization in Voice (IP/PBX, SBCs and VoIP). Good knowledge of SIP protocol

**Option #3:** Network Infrastructure with specialization in routing and switching

**Option #4:** Windows Server 2012 or 2016 administration. Good knowledge of Active Directory Services and HyperV.

**Option #5:** Microsoft Exchange Server 2013 and/or 2016

### **Option #1: Microsoft Lync, SfB - profile details**

The resource shall have experience in:

- Deploying and testing Microsoft Lync\Skype for Business in Expanded configuration in multi-location environments with Edge servers, Directors, and hardware load balancers.
- Supporting and deploying SfB Enterprise Voice, Cloud PBX, Cloud Connector Editions, including integration with ancillary systems such as telephony gateways and PBX systems.
- Good knowledge of SIP Protocol

### **Option #2: Network Infrastructure with specialization in Voice (IP/PBX, SBCs and VoIP) – profile details**

The resource shall have experience in:

- Cisco Call Manager configuration and administration or any other VoIP Telephony System (i.e. SONUS, Audiocodes, Avaya, Polycom, Oracle ACME, Asterisk etc.)

Good knowledge of SIP Protocol and/or H.323 Protocols

### **Option #3: Network Infrastructure (routing and switching)**

The resource shall have experience in:

- Maintaining and administrating large ICT Infrastructures (i.e. switches, routers, firewalls, load balancers management).

- Good knowledge of at least one of the top enterprise routing and switching solutions (i.e. Cisco: Nexus Routers, Catalyst switches or Juniper MX, ACX, PTX or HPE products)
- Good knowledge of routing protocols such as BGP, RIP, EIGRP, OSPF.
- Network management and troubleshooting tools such as CISCO Collector, Wireshark, TCPDUMP etc.

#### **Option #4: Windows Server 2012/2016 Administration and Active Directory Services Management**

The resource shall have experience in:

- Windows Server 2008/2012/2016 installation and configuration administration
- Good knowledge of physical server management tools (i.e. HP ILO or Dell iDRAC)
- Good knowledge of Microsoft Active Directory (AD) Services (AD Group Policy management and Audit
- DNS and DHCP server management

#### **Option #5: Microsoft Exchange Server 2013 and/or 2016**

The resource shall have experience in:

- Exchange Server 2013/2016 installation and configuration
- Good knowledge of SMTP relays

The candidate is required at least three years of experience in one of the areas listed above.

#### **Key Competencies**

The resource should have the following competencies and skills:

- Good communication skills (oral and written communication)
- Teamwork and knowledge sharing
- Analytical and Problem solving
- Proactivity
- Adaptability (work in a continuously changing environment)
- Ability to work under pressure
- Customer interaction (i.e. The ability to assess and gather customer requirements and follow through projects to completion)
- Self-driven and motivated to learn

#### **Desirable skills, knowledge and experience:**

- Lync, SfB, O365 Certifications
- Windows Server Administration certification
- Cisco CCNA and/or CCNP, Juniper or HPE certifications
- ITIL service management methodology
- PMI or Prince 2 Project management certification
- ISO 2000 Certification
- Presales experience
- Technical account management experience
- Work experience in large international environments

## Evaluation criteria

Skill Matrix		
#	Evaluation criteria	Scores
	<b>Qualifications of the Skype For Business resource</b>	
<b>A</b>	<b>Total Scores for 1<sup>st</sup> ten skills</b>	<b>750</b>
22.	Skype for Business on-prem (including Enterprise voice) administration	100
23.	Microsoft Cloud Connector and Cloud PBX administration	100
24.	Audiocodes or Sonus Cloud Connector	100
25.	Session Border Controllers (ie CUCM, Sonus, Audiocodes, Mitel, ACME, Asterix) administration	100
26.	Cisco Unified Collaboration infrastructure Administration	100
27.	Polycom Unified Collaboration infrastructure Administration	50
28.	Network Routers & VPN Installation and configuration (including routing protocols)	50
29.	SIP Protocol and/or H.323 Protocols knowledge	50
30.	Legacy IP PBX (ie Avaya, Ericsson, Alcatel) administration	50
31.	Windows Server installation, configuration and administration	50
<b>B</b>	<b>Total scores of remaining 11 skills</b>	<b>250</b>
32.	Linux Servers installation and configuration	40
33.	Skype for Business Online administration	30
34.	O365 administration	30
35.	Microsoft Exchange Server and Configuration	30
36.	Microsoft System Center administration	30
37.	PowerShell scripting	20
38.	Azure AD and AD Connect	20
39.	Active Directory Services	20
40.	HyperV management	10
41.	DNS and DHCP server management	10
42.	Microsoft PKI	10
	<b>Total scores (A + B)</b>	<b>1000</b>

### Evaluation process:

#### Step 1: Mandatory requirements:

- i) Consultants are required to have at least one of the first 10 skills;
- ii) Consultants are required to have at least three years of experience in one of the 5 options listed in section 9 of the TOR.

Only consultants meeting mandatory requirements (i) + (ii) will be further evaluated.

#### Step 2: Score candidates passing step 1

Candidates achieving **minimum 100 points** will pass step 2

#### Step 3: Interview to test English skills (**200 points**) and technical skills (**300 points**) – **maximum: 500 points**

Consultants passing step 2 will undertake interview to test their English and technical skills

**Total technical scores (max. 1500 points)** = total scores under step 2 + scores under step 3 (accounts for 70%)

#### Step 4: Financial evaluation (**Max. 1500 points** for lowest offer) – accounts for 30%

Three consultants achieving the highest combined technical and financial scores will be selected. The ratio of technical and financial aspects is 70% and 30%.

## **Annex IV**

### **GUIDELINES FOR PREPARING CV**

WE REQUEST THAT YOU USE THE FOLLOWING CHECKLIST WHEN PREPARING YOUR CV:

Limit the CV to 3 or 4 pages

NAME (First, Middle Initial, Family Name)

Address:

City, Region/State, Province, Postal Code

Country:

Telephone, Facsimile and other numbers

Internet Address:

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

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

#### **SUMMARY OF EXPERTISE**

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

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

Credentials/education/training, relevant to the expertise

#### **LANGUAGES**

Mother Tongue:

Indicate written and verbal proficiency of your English:

#### **SUMMARY OF RELEVANT WORK EXPERIENCE**

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

#### **UN SYSTEM EXPERIENCE**

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

#### **UNIVERSITY DEGREES**

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

#### **PUBLICATIONS**

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

#### **MISCELLANEOUS**

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

Please ensure the following statement is included in the resume and that it is signed and dated:

I CERTIFY THAT ALL INFORMATION STATED IN THIS RESUME IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE. I AUTHORIZE UNDP/UNOPS OR ITS AGENT TO VERIFY THE INFORMATION PROVIDED IN THIS RESUME.

(Signature)



