

**FIRST ADDENDUM**  
**to the RFP# UNFPA/VNM/20/01**  
**PROFESSIONAL SERVICES TO IMPLEMENT ACTIVITIES ON COMMUNICATION**  
**AND STRENGTHENING SUPPORTING SERVICES FOR VICTIMS**  
**OF GENDER-BASED VIOLENCE UNDER THE COVID-19 EMERGENCY CONTEXT**  
**IN HA NOI, QUANG NINH, DA NANG AND HO CHI MINH CITY, VIET NAM**

Dear Sir/Madam,

Reference to the subject RFP, please find below questions asked by potential bidders and corresponding answers by UNFPA as an addendum to the solicitation document:

No.	QUESTIONS	ANSWERS
1	<p>Deliverable in Annex A reconfirmation, would include:</p> <ul style="list-style-type: none"> <li>a) Creative idea</li> <li>b) Strategy to roll out the idea</li> <li>c) Detailed plan for Leaflets include (pharmacies and supermarkets)</li> <li>d) Competition on social networks (Tiktok) → is it a must? should we consider other channels?</li> <li>e) Promote hotline/helpline numbers (run by DOLISA system and selected organization) and available supporting services through mobile phones, VTV, VOV, Facebook, mass media, social media &gt;&gt; can you explain a bit more on this? As I know you have the hotline already. Any support/alignment with VTV/VOV for hotline/helpline program yet?</li> <li>f) Talk shows, interviews, etc. with budget 9k → is this budget for production and media? include format &amp; talents?</li> </ul>	<p>d) Competition on social networks</p> <ul style="list-style-type: none"> <li>• The competitions aim to involve young people to end violence against women. Tik Tok was mentioned as an example, and any other social media platforms can be considered to reach targeted audiences.</li> </ul> <p>e) The project aims to promote the hotline/helpline located at the Social Working Centers (SWCs) under the DOLISA in project areas (Ha Noi, Da Nang, Quang Ninh and Ho Chi Minh City) and hotline run by CSOs. In addition, UNFPA has also been supporting partners to promote the hotline of the Anh Duong House in Quang Ninh (18001769) via mass media, social networks, etc. By this activity, the selected entity will also support to continuously promote hotline of the Anh Duong House as the first priority together with the hotlines run by other SWCs in project areas.</p> <p>To reach wider audiences, any creative and innovative proposals are encouraged.</p> <p>f) It is the budget limit for the activity covering for all related work.</p>

No.	QUESTIONS	ANSWERS
2	<p>Provide temporary shelters for GBV/VAC victims at registered hotels with accompanied counseling service provided by social workers: As I know, UNFPA is working with government to build 18 shelters house (2 is lived) across Vietnam. You want to support victim with hotel as well?</p>	<p>This activity intends to ensure the availability of shelter services under the control measure of the COVID 19, particularly social distancing. Currently, there are only 2 special shelters for GBV survivors run by the Center for Women Development and the Anh Duong House in Quang Ninh. It is intended to increase the access of services for survivors during social distancing.</p> <p>By placing temporary shelters at the registered hotels, the GBV survivors can immediately stay away from perpeprators and urgently access to essential supporting services in an emergency situation.</p>
3	<p>KPI: what is the KPI for the overall project?</p>	<p>KPI stands for Key Peformance Indicator. The M &amp; E framework of the project already exists and will be shared with the selected entity.</p>
4	<p>Report: any specific template for the reports, any Dolisa system will support generating this report?</p>	<p>Reports should follow the reporting template of UNFPA with quality and within the deadline.</p>
5	<p>Question 2 above (Provide temporary shelters for GBV/VAC victims at registered hotels): Do you have the list of registered hotels? Or I have to recommend the list of hotel and we manage it?</p>	<p>The registered hotels to implement the temporary shelters will have be recommended by bidders. The final list should be decided upon per consultation with UNFPA.</p>
6	<p>Adapt of GBV case management guideline to the context of COVID 19 pandemic and provide online training programs for service providers on this guideline: can you explain more detail?</p>	<p>The case management materials in emergency context have been provided with this ToR. The materials will be adapted in line with Viet Nam situation on GBV and Covid 19. Please refer to the attached documents for more detailed information.</p>
7	<p>Develop leaflets and use pharmacies and supermarkets as the 1st contact points to deliver to the women and girls: yes we will develop the leaflet but do we need to come up with the plan on how to distribute it with cost? If yes, please give me the number of leaflet you want to print and distribute in each city (HN, Quang Ninh, DN, HCM)</p>	<p>The activity covers the whole process of developing, printing, and distributing materials via pharmacies and supermarkets in project areas.</p> <p>A number of leaflets in each project area are to be proposed by bidders in distribution plan.</p>