

## Terms of Reference

### Institutional consultancy to deliver training sessions for enterprises on workplace issues

<b>Title</b>	Training sessions for enterprises on workplace issues in Hanoi
<b>Purpose</b>	Deliver in-person training sessions for enterprises on workplace issues focus on 1) Child labour prevention and remediation; 2) Young worker protection and 3) Skill development for young workers.
<b>Location</b>	Hanoi
<b>Duration</b>	May – June 2022 (6 weeks)
<b>Start Date</b>	16 May 2022
<b>Reporting to</b>	UNICEF Viet Nam

#### 1. Background

Vietnam is a lower middle-income country that has made rapid economic progress, resulting in poverty reduction and human development. According to the World Bank, poverty rates in Vietnam have declined sharply from over 32 percent in 2011 to below 2 percent in 2021 and the country achieved three of the Millennium Development Goals<sup>1</sup> with notable progress made towards five others. With the new Sustainable Development Goals (SDGs), additional commitment and effort is needed by all stakeholders, including public and private sectors to provide a fair chance in life for every child and promote child rights.

The National Action Plan (NAP) on the Implementation of the 2030 Agenda for Sustainable Development, approved by the Prime Minister on 10<sup>th</sup> May 2017, states that actions should be taken to leave no one behind and to reach those groups of population who live in the most difficult areas of the country with particular focus on children. The private sector and business have particular strengths and hold responsibilities to support the achievements of the SDGs, including innovation, responsiveness, efficiency and provision of specific skills and resources. Business impacts the lives of children in many ways and due to the unique rapid physical, mental, and emotional development of children, any existing or potential negative impact resulting from interventions by businesses can have an irreversible impact on them. Children are also stakeholders of business because they are family members of employees, young workers, consumers, members of the community and environment in which the business operates.

Vietnam Chamber of Commerce and Industry (VCCI) has been assigned as the lead agency for objective 12.6<sup>2</sup> and 16.5<sup>3</sup> of the National Action Plan for the implementation of 2030 Sustainable Development Agenda to encourage the business community to implement sustainable practices, strengthen social

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<sup>1</sup> Vietnam has achieved the goals for quality education (SDG 4), responsible consumption and production (SDG 12) and climate action (SDG 13).

<sup>2</sup> Target 12.6: Encourage the business community to adopt sustainable practices, including the use of cleaner production technologies, effective use of natural resources and environmental protection; implement social accountabilities with regards to the poor and the vulnerable; and integrate sustainability information into periodical reports.

<sup>3</sup> Target 16.5: Substantially reduce corruption and bribery in all their forms.

accountabilities with regards to poor people and vulnerable groups, and integrate information into periodical report.

The project on Promotion of Children’s Rights and Business Principles (CRBP) among enterprises in Vietnam was developed by the Sustainable Development for Business (SDforB) unit at the VCCI and funded by UNICEF Viet Nam. The project is under the Children’s Rights and Business Principles (CRBP) framework released by UN Global Compact, UNICEF, and Save the Children and serves as an overall guidance framework for businesses to respect and support children’s rights in the workplace, marketplace, community and environment.<sup>4</sup>

## 2. Justification

Despite Government’s support, businesses face many challenges as result of the harsh and competitive business environment, global trade tension with new generation trade agreements such as the EU-Vietnam Free Trade Agreement (EVFTA), The Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), Industry Revolution 4.0 and the sharing economy. This requires businesses to focus more on intensive investments, building reasonable plans for strategically allocating human resource, applying new technology, optimizing management ability and placing further focus on products and services quality.

Findings from the research on Children’s Rights and Business at workplace conducted in 2019 and supported by UNICEF Viet Nam, show that businesses have put effort in complying with Child Labour Protection. However, the support provided to youth employment is still limited. Therefore, it is important for businesses to improve their awareness of the benefits of investing in human resources in a sustainable way and consider people as the centre for the business development itself. Furthermore, COVID-19 pandemic has deeply impacted on youth labour over the past two years and has brought to surface new forms and patterns of vulnerability of child labour (i.e. in supply chain, family production and business process, micro and small enterprises among others). According to the Child Labour Survey (2018), about 1 million of children are classified as “children in child labour” accounting for 5.4 per cent of the 5-17-year-old population. Nearly 50.4 per cent of them (519,80 children) worked in heavy, dangerous, and hazardous work. Although this rate in Vietnam is relatively low compared to the regional and global rates, joined interventions are needed (with different stakeholders, government agencies, families, communities, NGOs, society and businesses) to ensure children are protected against all forms of child labour. Findings from the assessment commissioned by UNICEF on “Small and Medium Enterprises (SMEs) and Children’s Rights in Viet Nam” (2021), confirm that children’s issues, such as child labour, are not businesses’ priorities and majority of businesses do not have appropriate policies and regulations in place. For example, only a limited number of businesses adopt basic policies on the employment of young workers.

To improve the protection of young workers, it is key that businesses provide decent working conditions, have zero tolerance for harassment and exploitation of young workers and put in place measures to protect them from discrimination, violence and abuse at workplace, promote gender equality and equal opportunities, and provide them with opportunities to access education and training on professional and life skills.

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<sup>4</sup> Specifically, the project aims to: (i) strengthen the knowledge, capacity and commitment of businesses with high impact on children (with a focus on the Footwear and Apparel, Information, Communication and Technology, Travel and Tourism Industries) to respect and support children’s rights as outlined in the Children’s Rights and Business Principles; (ii) improve multi-stakeholder engagement with relevant government ministries, elected bodies, academic and training institutions to create an enabling environment for businesses to respect and support children’s rights in Vietnam; (iii) integrate children’s rights issues into the VCCI/SDforB initiatives to promote responsible and sustainable business practices and business sector’s contribution towards achieving the SDGs in Vietnam and; contribute towards VCCI’s responsibility on the NAP on SDGs.

Finally, young labour is Vietnam's great assets. However, many of them still do not have education background and skills relevant to the labour market. Evidence from the "Employability skills gaps and Good practices from Businesses to Upskills Marginalized and vulnerable young people" (2020) shows that there are some obstacles in supply of labour such as education and training gaps, insufficient skills and career orientation, lack of awareness of the necessary employability skill in the 4th Industrial Revolution. In addition, employers value experience and skills rather than attainment and businesses struggle to find the suitable workers that match their skills needs. Therefore, businesses should equip young workforce with the right skills.

This assignment requires an institution to carry out because the training needs to cover 3 main topics namely 1) Child labour prevention and remediation; 2) Young worker protection and 3) Skill development for young workers which requires an institution that has several areas of expertise and experience. In addition, a group of trainers and teaching assistants would be necessary to interact effectively with 20 trainees and handle other tasks such as group facilitation, training assessment and feedback collection. In addition, the institution will be responsible to provide advice to businesses on how to develop actions plans during the training. VCCI and UNICEF Viet Nam will then ensure follow-up.

### 3. Purpose

Under the CRBP project and Work No Child' Business (WNCB) project and in line with UNICEF Country Programme Document 2022-2026, UNICEF in collaboration with VCCI aim to conduct a series of activities with key businesses to strengthen their understanding, capacity and their commitment in respecting and supporting children's rights. These interventions will contribute to the 2<sup>nd</sup> "National Programme on Child Labour Prevention and Elimination 2021 – 2025 with a vision to 2030".

To achieve this objective, the project will carry out an assignment to deliver training sessions for enterprises on workplace issues focus on 1) Child labour prevention and remediation; 2) Young worker protection and 3) Skill development for young workers.

### 4. Location

The training would be physically delivered in Hanoi for companies based in Hanoi and neighboring provinces such as Bac Ninh, Hai Duong, Hung Yen, Ha Nam, Hoa Binh, Phu Tho, Thai Nguyen and Bac Giang.

### 5. Objectives/ tasks

- **To review and adapt previously developed training manuals for enterprises** (training agendas and methodologies, learning materials, templates, tools, references and resources) on: 1) Child labour prevention and reduction; 2) Young worker protection; and 3) Skill development for young workers.
- **To deliver a training programme for businesses to enterprises** operating in Apparel and Footwear, Tourism and Travel, Information, Communication and Technology and their supply chains) on: 1) Child labour prevention and reduction; 2) Young worker protection and 3) Skill development for young workers. This includes 2 half-day online webinars with enterprises representatives and five-days training in Hanoi for 10-15 businesses (20-30 participants).<sup>5</sup>

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<sup>5</sup> Final decision of the target group and category of enterprises will be agreed with UNICEF and in consultation with VCCI.

## 6. Methodology and Expected deliverables and timeline

### Specific tasks of contractor

- The institution will closely collaborate with VCCI on the planning and in the development of the training material.
- Review previously developed training materials for enterprises on 1) Child labour prevention and remediation; 2) Young worker protection and 3) Skill development for young workers.
- Review and prepare all necessary documents, tools, references, and resources for the trainings and clearly identify the use of those documents for each topic.
- Identify/Engage with enterprises to prepare for the delivering of the training, including Small and Medium Enterprises and key training organizations/departments.
- Prepare a training delivery schedule together with the list of trainers.
- Conduct 2 outreach webinars with enterprises to introduce the training plan and encourage them to sign in. After the webinars, companies who show interest in the programme need to prepare a Statement of Commitment to submit to UNICEF before the training happens. The contractor will closely work with VCCI to identify companies and jointly agree with UNICEF Viet Nam. VCCI will invite training participants.
- Develop Pre- and Post-training assessment of training participants for each training.
- Deliver five-days training for enterprises on the three prioritized topics.
- Prepare and submit the final report (Final training documents, manual and power point slides, group work exercise, output-based progress report of 2 webinars and training and final report of whole training together with results and recommendation) within 3 days after the training. The final report should include lessons learned, challenges and recommendations on how to best engage in the future with businesses to follow up and scale up the adoption of business action plans with focus on 1) Child labour prevention and remediation; 2) Young worker protection and 3) Skill development for young workers.

All deliverables need to be consulted with UNICEF prior their implementation.

### Deliverables

- Detailed training outline, methodology, workplan and list of trainers.
- Revised training manual with tools, reference, manual and power point presentations, pre- and post-evaluation forms, etc. The presentations and training tools will be open source and can be used by other enterprises in the future.
- List of enterprises, training organizations/departments and contact persons, list of guest speakers.
- Business's statement of Commitment at the beginning and availability of scale-up action plans after the training.
- Final report including final training documents, manual, and power point slides, group work exercise, output-based progress report of two (2) webinars and training, and final report of the whole training together with results and recommendations).

### Timeline

The assignment is expected to be conducted during the period from 16 May 2022 to 17 June 2022 (5 weeks). The consultant(s)/survey team are expected to do the following tentative tasks:

No.	Task	Deadline
1.	<ul style="list-style-type: none"> <li>- Review, adapt and finalize training manual to build capacity for enterprises on 1) Child labour prevention and remediation; 2) Young worker protection and 3) Skill development for young workers.</li> <li>- Submit outline, detailed workplan and the list of trainers.</li> <li>- Prepare training presentations and training tools as necessary.</li> </ul>	16 – 20 May 2022
2.	<ul style="list-style-type: none"> <li>- Conduct two (2) half-day webinars with enterprises to introduce the training programme and encourage them to sign up.</li> <li>- Prepared the list of businesses attending the training and collect their Statements of Commitment prior to the training.</li> </ul>	23 – 27 May 2022
3.	<ul style="list-style-type: none"> <li>- Deliver five-days training in Hanoi for enterprises on the three prioritized topics and conduct Pre- and Post-training assessment of training participants on the modules delivered for each training.</li> </ul>	30 May – 3 June 2022
4.	<ul style="list-style-type: none"> <li>- Prepare the draft final report and consolidate the scale-up action plans for businesses.</li> </ul>	6 – 10 June 2022
5.	<ul style="list-style-type: none"> <li>- Submit the final report</li> </ul>	13 – 17 June 2022

*The estimate no. of days could be adjusted based on consultations between the Contractor and UNICEF Viet Nam.*

## **7. Management and Reporting**

Contractor will report to the Chief of Social Policy and Governance with the support of the Social Policy Specialist/Officer.

## 8. Performance indicators for evaluation

a. *Technical Qualification (max. 100 points) weight 70 %*

Item	Technical Evaluation Criteria	Maximum Points Obtainable
<b>1</b>	<b>Overall Response</b>	<b>10</b>
	Completeness of response, structure and clarity of information shared	
<b>2</b>	<b>Organizational capacity and experience (as per TOR requirements under Article 10 and 11)</b>	<b>25</b>
	<ul style="list-style-type: none"> <li>Meet the requirements under Article 10 and 11 in TOR and experience in implementing similar assignments               <ul style="list-style-type: none"> <li>More than 5 similar assignments 5</li> <li>3 similar assignments 3</li> <li>Less than 2 assignments 1</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>Have experience in children’s rights in relationship with business, Corporate Sustainable Development, business strategy               <ul style="list-style-type: none"> <li>Knowledge and experience on Corporate Sustainable Development and children’s rights 5</li> <li>Knowledge and experience on business, especially on SMEs – operations, CSR 5</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>Implementation of bidding packages with similar geographical conditions, with business/industry associations</li> </ul>	<b>5</b>
	<ul style="list-style-type: none"> <li>Other criteria e.g., work with other UN and international agencies, familiar with child centered design, work with local authorities, etc.</li> </ul>	<b>5</b>
<b>3</b>	<b>Organization key personnel</b>	<b>35</b>
	<ul style="list-style-type: none"> <li><b>Team Leader</b> <ul style="list-style-type: none"> <li>Have at least master’s degree or equivalent in Social Sciences, or other related technical field with significant measurement or analysis component 5</li> <li>At least 8 years working experience in relevant fields 5</li> <li>Experience in working on Corporate Social Responsibility, Children’s Rights and Business Principles 2.5</li> <li>Experience in working with businesses, understand the nature of business structure in Vietnam, especially SMEs 2.5</li> <li>Expertise in facilitation of training 5</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li><b>Team members</b></li> </ul> <p>Team members have at least master’s degree or equivalent in Social Sciences or other related technical field with significant measurement or analysis component</p> <p>Team members have at least 8 years working experience in relevant field</p> <p>Team members have experience in working on Corporate Social Responsibility, Children’s Rights and Business Principles</p> <p>Team members have experience in working with business, understand the nature of business structure in Vietnam, especially SMEs</p>	<p><b>15</b></p> <p>5</p> <p>5</p> <p>2.5</p> <p>2.5</p>
<b>4</b>	<b>Proposed Methodology and Approach</b>	<b>30</b>
	<ul style="list-style-type: none"> <li>Comprehensiveness and feasibility of the proposed methodology and approach</li> </ul>	<b>10</b>
	<ul style="list-style-type: none"> <li>Project management, monitoring and quality assurance process</li> </ul> <p><i>Implementation plan is in line with the expected timeline (workplan and report plan)</i></p> <p><i>Quality assurance process</i></p> <p><i>Human resource arrangements</i></p>	<p><b>10</b></p> <p>5</p> <p>2.5</p> <p>2.5</p>
	<ul style="list-style-type: none"> <li>Innovative approaches proposed</li> </ul>	<b>10</b>
<b>TOTAL TECHNICAL SCORES</b>		<b>100</b>

**Minimum technical required score: 70**

b. *Financial Proposal (max. 100 points) weight 30 %*

## 9. Qualification/Specialized Knowledge and Experience

- This assignment is open for both international and local institutions operating in Vietnam.
- An organization/institution with 8-10 years' international experience in providing capacity building and training for enterprises.
- Have strong experience and knowledge on children's rights in business, child labour prevention and remediation, young worker protection and employability skill development.
- Capacity to develop practical training guidelines and programs, experience in documentation, reporting and evaluation of training programs.
- Strong experience working with businesses/enterprises and good understanding of businesses context in Vietnam and have good network.
- Consulting team members have at least master's degree or equivalent in Social development, CSR, Management, and minimum 8 years of experience in providing/conducting training and developing training material/guidelines.
- Team members have experience in dealing with children's rights at workplace focus on labour, child labour, young worker, and skill development.
- At least 3 master trainers should be enlisted in the pool of trainers in related topics
- All the training team members must respect the confidentiality of the data and have good command of English.

## 10. Mandatories

- Proposals should be **in English**.
- All prices/rates quoted **in VND** and must be **exclusive of all taxes** as UNICEF is a tax-exempt organization.
- Financial Proposal must be submitted separately to Technical Proposal.
- The total amount of points allocated for the price component is 30. (The maximum number of points will be allotted to the lowest price proposal of the technically qualified proposals).
- UNICEF will award the contract to the vendor whose response is of high quality and meets the specific objectives.
- All Proposals must be signed and stamped by the Proposers and in pdf. format.

## 11. Payment Schedule linked to Deliverables

<b><i>Deliverables</i></b>	<b><i>Payment Schedule</i></b> <b><i>(including travel/misc. costs) be directly linked with satisfactory deliverables</i></b>
Revised training materials and detailed workplan	First payment of 20% of the total value of the contract.
Training delivered with reports	Second and last payment of 80% of the total value of the contract.

## 12. Submission of applications

Interested institutions/organizations are invited to submit their proposals to [procurementvn@unicef.org](mailto:procurementvn@unicef.org) before 25 April 2022, using the subject line “Application for delivery of training session for enterprises on workplace issues”. The proposal should include:

- a. Letter of interest and confirmation of availability.
- b. Technical proposal which clearly explains the outline on how to deliver the tasks and deliverables, including workplan and the list of trainers.
- c. Performance evaluation reports or references of similar consultancy assignments (if available)
- d. Financial proposal: All-inclusive lump-sum cost including consultancy fee, travel and accommodation cost for this assignment as per work assignment.
- e. Curriculum Vitae of the team members.