

TERMS OF REFERENCE

FOR PROFESSIONAL SERVICE TO SUPPLY PANOS INTRODUCING VIETNAM FARMERS' UNION HOTLINE 18001768 SUPPORTING WOMEN AND GIRLS SUBJECT TO VIOLENCE

1. BACKGROUND

Violence against women (VAW) is a manifestation of a pervasive human rights violation and happens in all countries, including Viet Nam. According to the UNFPA-supported National study on VAW in 2019, about 62.9% of ever-married women aged 15-64 reported that they had experienced some form of violence at least once in their lifetime by their husbands or intimate partners, while 50% of them did not talk with anyone about their violence experience, and 90.4% of them never sought help from formal service providers or the authorities.¹ Among all of the reasons that gender-based violence (GBV) survivors did not seek help is the lack of accessible supporting services.

In this context, the hotline – 1800 1768 has been established by the Vietnam Farmers' Union (VFU) on 15 December 2021 with technical and financial support from UNFPA under the framework of the UNFPA project entitled “Mitigating COVID-19 impacts on Vulnerable Populations – Ensuring National Progress to Achieve SDGs in Viet Nam,” which is funded by the Government of Japan. Since May 2022, the operational costs have thereafter been covered through UNFPA-supported project to the Viet Nam Farmers' Union “Prevention, control, and response to gender-based violence and other harmful practices in the 2022 - 2026 period” (code: VNM10P05) under the UNFPA Country Programme Document for Vietnam (CPD10) endorsed by the Prime Minister.

Through the toll-free hotline 1800 1768, counselling and support as well as referral services are provided 24/7, meeting international standards to ensure the rights and safety of survivors of violence. The establishment of the hotline is significant as supplementary, timely and friendly assistance is available and accessible to survivors of violence, especially those living in the rural areas. Up to March 2023, the hotline received more than 11,300 calls and provided consultation and support to nearly 1,400 women and girls suffering from gender-based and domestic violence, which highlight the high demand in supporting GBV survivors.

Among communication strategies to widely introduce the hotline 1800 1768, in early 2022, VFU printed nearly 2.000 panos and placed them at Ba Ria Vung Tau, Bac Giang, Hai Duong, Ho Chi Minh City, Da Nang City, Thanh Hoa, Thai Binh. This helped reach out to numerous local people, particularly women and girls who are experiencing and/or at risk of gender-based and domestic violence. With this undertaking, the number of calls have been increasing in the aforementioned provinces as summarised in the above paragraph. In order to continue to improve the accessibility of supporting services provided by the hotline to wider public, it is crucial to circulate information about the hotline via distributing related communication products to more cities and provinces. In this regard, the UNFPA Country Office wishes to engage an entity on a professional service contract to print, deliver 1.454 panos which introduces the hotline 1800 1768 in provinces listed in Annex 2 of this TOR.

¹ Results from the National Study on Violence against Women in Viet Nam: Journey for Change, 2019.

2. PURPOSE/OBJECTIVES

The main objective of the professional service is to disseminate information on the hotline number 1800 1768 providing free counselling service for GBV survivors nation-wide.

3. SCOPE AND FOCUS

- To print pano with these specifications:
 - Quantity: 1.454 panos
 - Dimension: H1m x W1.2m
 - Specification: Iron-box frame galvanized x20, Hiflex canvas printed according to provided design, lined with flower corrugated iron. V20 aluminium bezel (*Khung sắt hộp mạ kẽmx20, mặt bạt Hiflex in theo thiết kế, lót tôn hoa. Viền ke nhôm V20*).
 - Content: Kindly refer to attached image illustration in Annex 1 for reference.
- After printing, deliver 1.454 panos to the offices of District/Commune Farmers' Union. The District/Commune Farmers' Union will responsible for hanging these panos. See the list of provinces/districts/communes in Annex 2 for reference.
- Tentative implementing time: from 1 August - 15 September 2023

4. FINAL PRODUCTS/DELIVERABLES

The final product is:

- The availability of 1.454 panos to be delivered to the offices of District/Commune Farmers' Union that were mentioned in the Annex 2, together with photos serving as evidence for receipt.

6. INTENDED USES & USERS

6.1 Intended uses:

- To circulate information about available free of charge supporting services through the hotline 1800 1768.

6.2 Intended users:

- General population, especially women and girls who are experiencing and/or at risk of gender-based and domestic violence,

7. APPROACH AND METHODOLOGY

- The assignment will be conducted in a way that is gender and human-rights-responsive, inclusive, victim-centered approach.
- Interested service provider will submit a quotation for the services, a concrete implementation timeline.

8. ACCOUNTABILITIES

8.1. The selected service provider will:

- Be technically and contractually accountable to the UNFPA Country Office for all aspects of the assignment;

- Be responsible to complete and abide by all local regulations and procedures for permission to produce 1.454 the panos;
- Deliver the tasks expressed in this TOR in close consultation and collaboration with the assigned officers from UNFPA and with District/Commune Farmers' Union Offices;
- Consult and agree with UNFPA on the detailed plan and obtain UNFPA approval when required;
- Brief UNFPA on the progress of activity implementation against the planned timeframe;
- Consult UNFPA to address challenges and problems arising during the consultancy assignment; and
- Be responsible for the quality of the activities, and final products.

8.2. UNFPA Country Office (CO) will:

- Develop a contract for signature between UNFPA and the selected service provider; and
- Facilitate the selected entity in completing its assignment, including problem solving as mentioned in the TOR;
- Provide comments on the products including detailed work plan, activities implementation plan, and final report before they are finalized;
- Monitor the progress and quality of the activity's implementation.

8.3. Vietnam Farmers' Union will:

- Provide the design of pano;
- The consent forms for using models' image in the communication products
- Direct District/Commune Farmers' Union to hang panos on the wall outside the People's Committee of communes and wards, and the Provincial Farmers' Union;
- Support UNFPA to monitor the progress and quality of the activity's implementation, including spot-check of pano installment.

9. PROVISION OF MONITORING AND PROGRESS CONTROL

Monitoring and progress control will follow the below tentative schedule:

No	Activity	Tentative deadline
1	Sign the contract	Week 4-July 2023
2	Print and deliver 1.454 panos to designated cities/districts/communes of 6 provinces	1 August - 15 September 2023
3	Receipt from the District Farmers' Union	15 September 2023
4	Submit the request for payment	30 September 2023

***Note:** This schedule will be updated following the contract signature

10. REFERENCE DOCUMENTS

The following documents will be provided to the selected agency:

- The design of pano introducing the hotline 1800 1768
- The list of locations for delivering panos in 6 provinces

11. QUALIFICATIONS

- Organizational capability (having a clear governing body and structure including organization chart and staff size for undertaking the consultancy work).
- Has appropriate management capacity including financial management system.
- Proven expertise and experience in conducting similar projects, preferably working with UNFPA and/or VFU. A list of past and current projects with similar scope and value will be an asset.
- Has experience working with multi/bilateral programmes/projects, development agencies in Viet Nam and UNFPA will be an asset.

12. PAYMENT TERM

A contract for professional services will be signed between UNFPA in Viet Nam and the selected company for the performance of the contract during the period from end of July to 30 September 2023. Full payment following the Contract of UNFPA General Terms and Conditions for contracts will be made upon submission of the request for payment with eligible invoice, the receipts of panos duly signed by District Farmers' Union authority, certified by UNFPA Programme Officer in charge, tentatively on 30 September 2023.

ANNEX 1: PANO DESIGN

HỘI NÔNG DÂN VIỆT NAM

**PHỤ NỮ,
TRẺ EM GÁI
BỊ BẠO LỰC**

HÃY GỌI

 **1800 1768**

**HOẶC NHẮN TIN ĐẾN FANPAGE “HỘI NÔNG DÂN LẮNG NGHE”
ĐỂ ĐƯỢC TƯ VẤN VÀ HỖ TRỢ MIỄN PHÍ 24/7**



ANNEX 2: LIST OF LOCATIONS TO DISPLAY PANOS

1.454 panos will be delivered and received at the offices of District Farmers' Union of the following provinces:

No.	Provinces	Districts	Number of panos	Contact point
1	Bắc Ninh	<i>Total</i>	135	Nguyễn Thị Linh (Provincial Farmers' Union) 0913964381
1.1		Bắc Ninh city	21 (1 for Provincial Farmers' Union)	Nguyễn Văn Đạt 0914233986
1.2		Từ Sơn Commune	13	Nguyễn Thị Thanh Tàn 0977363158
1.3		Gia Bình district	15	Nguyễn Văn Nam 0983677285
1.4		Lương Tài district	15	Nguyễn Thị Thúy 0915222459
1.5		Quê Võ district	22	Trần Thị Hường 0945106999
1.6		Thuận Thành district	19	Nguyễn Việt Huy 0989180886
1.7		Tiên Du district	15	Nguyễn Thị Minh 0912872113
1.8		Yên Phong district	15	Nguyễn Giảng Trường 0989782919
2	Bắc Giang	<i>Total</i>	224	Lã Văn Đoàn (Provincial Farmers' Union) 0912352948
2.1		Bắc Giang city	13	Nguyễn Đức Tỉnh: 0888525333
2.2		Sơn Động district	19	Lương Ngọc Duy: 0946225600
2.3		Lục Ngạn district	31	Nguyễn Đức Quân: 0984772555
2.4		Lục Nam district	27	Ngô Thị Ngọc Linh: 0968095566
2.5		Yên Thế district	21	Phạm Xuân Dương: 0983466036
2.6		Lạng Giang district	23	Lê Công Sỹ: 0985899509

2.7		Yên Dũng district	20	Nguyễn Mạnh Chiến: 0983 263 6999
2.8		Việt Yên district	19	Nguyễn Văn Ước: 0912 127 817
2.9		Tân Yên district	24	Nguyễn Anh Hoàng: 0965555828
2.10		Hiệp Hoà district	27	Nguyễn Thị Mạnh Hiền: 0912 335 316
3	Lạng Sơn	<i>Total</i>	213	Hoàng Thị Hải Yến (Provincial Farmers' Union) 0912359985
3.1		Lạng Sơn city	10 (1 for Provincial Farmers' Union)	Đoàn Quang Đạt 0986123242
3.2		Bắc Sơn district	18	Dương Đức Cường 0398308208
3.3		Bình Gia district	20	Hoàng Ngọc Nghinh 0359822998
3.4		Cao Lộc district	23	Hoàng Thị Huệ 0916961235
3.5		Chi Lăng district	21	Lô Thùy Linh 0983297793
3.6		Đình Lập district	13	Hoàng Thị Thanh Hòa 0978444485
3.7		Hữu Lũng district	27	Nguyễn Duy Toàn 0946886662
3.8		Lộc Bình district	22	Vi Văn Thanh 0982894337
3.9		Tràng Định district	23	Lộc Văn Thịnh 0983151346
3.10		Văn Lãng district	18	Hoàng Trọng Nghĩa 0913359638
3.11		Văn Quan district	18	Nguyễn Thị Hương 0398761525
4	Yên Bái	<i>Total</i>	183	Đỗ Thanh Tùng (Provincial Farmers' Union) 0986109204
4.1		Yên Bái city	17 (1 for Provincial Farmers' Union)	Nguyễn Hữu Thiêm 0977175072

4.2		Nghĩa Lộ district	15	Phan Thanh Nam 0912505235
4.3		Yên Bình district	25	Nguyễn Đức Vượng 0886772333 0912120870
4.4		Trần Yên district	22	Nguyễn Thị Phương Đông 0988515070 0919507787
4.5		Văn Yên district	26	Nguyễn Thị Vân 0976197058
4.6		Lục Yên district	25	Lương Văn Hường 0865550186 0944750257
4.7		Văn Chấn district	25	Phan Nguyên Hà 0949276355
4.8		Trạm Tấu district	13	Vũ Đăng Quỳnh 0823343790 0869722289
4.9		Mù Cang Chải district	15	Trương Đăng Hùng 0944885788
5	Hà Tĩnh	<i>Total</i>	230	Trần Hữu Đức (Provincial Farmers' Union) 0916014024
5.1		Hà Tĩnh city	17 (1 for Provincial Farmers' Union)	Trương Công Trung 0988853888
5.2		Hồng Lĩnh commune	7	Lê Thị Thu Hiền 0919646122
5.3		Kỳ Anh commune	12	Nguyễn Tiến Dũng 0983572578
5.4		Can Lộc district	19	Nguyễn Hữu Hải 0915083522
5.5		Cẩm Xuyên district	24	Nguyễn Sỹ Huyền 0919777397
5.6		Đức Thọ district	17	Ngô Ngọc Hân 0944908487
5.7		Hương Khê district	21	Võ Viết Minh Châu 0913876365
5.8		Hương Sơn district	26	Phan Văn Khanh 0911835989

5.9		Lộc Hà district	13	Hoàng Văn Ti 0975013265
5.10		Kỳ Anh district	21	Phan Văn Duân 0913545667
5.11		Nghi Xuân district	18	Phạm Hồng Khoan 0904452896
5.12		Vũ Quang district	11	Trần Thị Hồng Vững 0945773222
5.13		Thạch Hà district	23	Trần Xuân Hòa 0913312277
6	Nghệ An	<i>Total</i>	469	Nguyễn Quang Tùng (Provincial Farmers' Union) 0913.074.064
6.1		Vinh city	14 (1 for Provincial Farmers' Union)	Lê Văn Phương 0912.6240777
6.2		Cửa Lò commune	8	Nguyễn Đức Anh 0919.156.686
6.3		Thái Hoà commune	10	Lê Hợp Huyền 0969.216.168
6.4		Hoàng Mai commune	11	Nguyễn Văn Niên 0967.498.837
6.5		Quỳnh Lưu district	34	Nguyễn Thị Hồng Thu 0978.657.473
6.6		Diễn Châu district	38	Ngô Đình Tư 0903.447.289
6.7		Nghi Lộc district	30	Thái Viết Dũng 0912.363.695
6.8		Yên Thành district	39	Đinh Thị Linh 0964.906.772
6.9		Hung Nguyên district	20	Phạm Hồng Tiến 0914.202.536
6.9		Nghĩa Đàn district	24	Phan Thế Phương 0915.637.367
6.10		Quỳ Hợp district	22	Vi Văn Quý 0963.165.399
6.11		Quỳ Châu district	13	Phan Văn Hòa 0902.220.607

6.12		Quế Phong district	14	Kim Văn Mão 0965.699.482
6.13		Tân Kỳ district	23	Nguyễn Thanh Phương 0948.511.114
6.14		Đô Lương district	34	Nguyễn Công An 0985.522.503
6.15		Anh Sơn district	22	Nguyễn Đăng Khoa 0915.000.055
6.16		Con Cuông district	14	Nguyễn Khắc Sỹ 0986.662.347
6.17		Tương Dương district	18	Trần Xuân Hậu 0942.711.077
6.18		Kỳ Sơn district	22	Phan Văn Mạnh 0914.420.918
6.19		Nam Đàn district	20	Trần Văn Lĩnh 0912.414.321
6.20		Thanh Chương district	39	Nguyễn Xuân Khánh 0989.966.007