



United Nations Population Fund
304 Kim Ma Street, Ba Dinh District
Ha Noi - Viet Nam
Tel: 84-24-38500100; Fax: 84-24-37265520
Email: vietnam.office@unfpa.org
Website: <http://vietnam.unfpa.org>
www.facebook.com/unfpa.vietnam

Date: 11 July 2023

REQUEST FOR QUOTATION
RFQ N° UNFPA/VNM/RFQ/23/05

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**PROFESSIONAL SERVICES TO BROADCAST A TVC
ON VIET NAM FARMERS' UNION HOTLINE 18001768
SUPPORTING WOMEN AND GIRLS SUBJECT TO VIOLENCE**

UNFPA requires the provision of professional services to broadcast a TVC on Viet Nam Farmers' Union Hotline 18001768 supporting women and girls subject to violence.

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to perform in Viet Nam, or through an authorized representative.

I. About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person's potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](#)

Service Requirements/Terms of Reference (TOR): See Annex II

II. Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	Nguyen Minh Ha
Tel N°:	84-24-38500 328
Email address of contact person:	mnguyen@unfpa.org

The deadline for submission of questions is **15h00 Friday 14 July 2023 (Ha Noi Time)**. Questions will be answered in writing and shared with parties as soon as possible after this deadline.

III. Content of quotations

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

- Technical proposal, in response to the requirements outlined in the TOR.
- Price quotation, to be submitted with reference to the price quotation form.

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.



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IV. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the UNFPA Viet Nam's secured email address vbidtender@unfpa.org no later than **Wednesday, 19 July 2023 at 10:00 AM Ha Noi Time**¹.

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line:
RFQ № UNFPA/VNM/RFQ/23/05 – [Company Name]
Quotations, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total email size may not exceed **20 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

V. Award Criteria

In the event of a contract award, UNFPA shall award the Contract to the lowest priced Bidder whose bid has been determined to be most technically responsive with the bidding documents.

VI. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

VII. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

VIII. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

¹ <http://www.timeanddate.com/worldclock/city.html?n=69>
UNFPA/VNM/RFQ/23/05



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A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

IX. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

X. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit [Ms. Naomi Kitahara, UNFPA Viet Nam Representative at kitahara@unfpa.org]. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org.

XI. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



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PRICE QUOTATION FORM

[The Bidder shall fill in the Price Quotation Form in accordance with the Terms of Reference]

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/VNM/RFQ/23/05
Currency of quotation :	VND
Validity of quotation: <i>(The quotation must be valid for a period of at least 60 days after the submission deadline)</i>	

- Quoted rates must be **inclusive of all taxes**.

Example Price Schedule below *(The table columns should be modified as appropriate for specific services):*

Item	Description	Unit	Quantity	Unit Price (VND)	Total Amount (VND)
Sub-total					VND
VAT					VND
Total Contract Price (including VAT)					VND

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/VNM/RFQ/23/05 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.
Name and title	Date and place



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ANNEX I:
General Conditions of Contracts:
De Minimis Contracts

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)

ANNEX II:
Terms of Reference

ANNEX II - TERMS OF REFERENCE

FOR PROFESSIONAL SERVICE TO BROADCAST TVC ON 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. 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 support from UNFPA under the framework of the project entitled "Mitigating COVID-19 impacts on Vulnerable Populations – Ensuring National Progress to Achieve SDGs in Viet Nam," funded by the Government of Japan via UNFPA. After the project ended, the hotline has been maintained under the DFAT-funded project "Elimination of Violence against Women and Children 2021-2025".

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 June 2023, the hotline received more than 12,600 calls and provided consultation and support to more than 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 2021, VFU developed and broadcast the 30-second TVC on the National television VTV1 at the prime time. This helped the hotline and relating services reach out to numerous people, particularly women and girls experiencing and/or at risk of gender-based and domestic violence. In return, an increase in the number of call nationwide was demonstrated during the broadcasting period. During the 10-day broadcasting, 1,422 calls were received (in which 60% of callers knew the hotline via VTV1). In order to further increase the accessibility of supporting services provided by the hotline to wider public, it is crucial to continue circulating information about the hotline via mass communication. In this regard, the UNFPA Country Office wishes to engage an entity on a professional service contract to broadcast the video which introduces the hotline 1800 1768 on a national television channel.

2. PURPOSE/OBJECTIVES

The main objective of the professional service is to broadcast an available 30-second video clip on the hotline 1800 1768 right before the 7:00 PM News on the national television channel (preferably VTV1).

3. SCOPE AND FOCUS

- The video clip will be broadcast 01 time per day, right before the 7:00 PM VTV1 News
The links of the video as follow:

<https://drive.google.com/file/d/1Cj-ye08zI1ZIDdsCKcaFKYtQVchFh8ST/view>

- Implementing time: 2 weeks, tentatively from week 3 to week 4 of August, 2023

4. FINAL PRODUCTS/DELIVERABLES

An excerpt of TVC broadcast on the VTV1 was submitted by the contracted service provider as evidence of contract completion.

5. INTENDED USES & USERS

5.1 Intended uses:

- To disseminate information about available supporting services the hotline 1800 1768 free of charge;
- To raise awareness of public on GBV/domestic violence and call for actions to speak up and seek help.

5.2 Intended users:

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

6. 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 including broadcasting schedule, and a plan for monitoring the actual broadcast.

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 broadcast the video on the national television channel;
- Deliver the tasks expressed in this TOR in close consultation and collaboration with the assigned officers from UNFPA;
- 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, 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, including the spot-check of actual broadcasting work.

8.3. Vietnam Farmers’ Union will:

- Provide the video clips to be broadcast;
- The consent forms for using models’ image in the TVC;
- Support UNFPA to monitor the progress and quality of the activity’s implementation, including the spot-check of actual broadcasting work.

9. PROVISION OF MONITORING AND PROGRESS CONTROL

Monitoring and progress control will follow the below tentative schedule:

No	Activity	Tentative timeline
1	Sign the contract	Week 1 of August 2023
2	Broadcast the video clips	Week 3 - 4 of August 2023
3	Submit the excerpt of TVC on the VTV channel	Week 3 of 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 product will be provided to the selected agency:

- A 30-second video clip on the hotline 1800 1768

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 of week 1 of August 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 official acceptance of UNFPA and VFU for the excerpt of TVC on the TV, certified by UNFPA Programme Officer in charge, tentatively on 30 September, 2023.