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VIET NAM COUNTRY OFFICE



**From**  
**the People of Japan**

**TERMS OF REFERENCE FOR INDIVIDUAL CONSULTANT**

**A national consultant to propose renovation designs, and conduct supervision and monitoring of the renovation of three One Stop Service Centers for Gender Based Violence survivors in Thanh Hoa province, Da Nang and Ho Chi Minh city**

<b>TERMS OF REFERENCE (to be completed by Hiring Office)</b>	
Hiring Office:	UNITED NATIONS POPULATION FUND COUNTRY OFFICE IN VIET NAM (UNFPA)
Purpose of consultancy:	<p>The project <i>“Mitigating COVID-19 Impacts on Vulnerable Populations - Ensuring National Progress to Achieve SDGs in Viet Nam,”</i> which is funded by the Government of Japan, aims at, among other results, establishing and operating three One Stop Service Centers (OSSC) for Gender Based Violence (GBV) survivors. Among them, two OSSCs will be located at the two selected hospitals in Da Nang and Ho Chi Minh City (health-based OSSC), and the other OSSC will be at Thanh Hoa Provincial Social Work Centre (SWC). The main activities include: renovating the existing infrastructures to provide functioning rooms, such as a working office, a counselling and monitoring room, a testimony room, a treatment room, and an emergency shelter/accommodation.</p> <p>These OSSCs will be established and operated following the model of Anh Duong House which has been supported by UNFPA and KOICA in Quang Ninh province. And OSSC models from other countries can also be examined. The Anh Duong House managed by the Quang Ninh Social Work Centre and Quang Ninh Provincial Department of Labour, Invalids and Social Affairs, is the first pilot OSSC to provide essential services for GBV survivors in Viet Nam. The Anh Duong House has 7 functional rooms, namely: 1) Office; 2) Self-study room; 3) Monitor room; 4) Recording room; 5) Treatment room; 6) Counselling room, and 7) Shelter room.</p> <p>All essential services are provided in the Anh Duong house, such as direct counselling at the center, preparation of a safety plan, temporary sheltering for emergency cases, health care and further referrals, connecting to justice and police services, and all are available 24/7, free of charge. In addition, the Anh Duong House provides support to GBV survivors for coping/life skills, referral to vocational training and professional opportunities, and community reintegration. All services provided at the Anh Duong House are based on the survivor-centered principle, in which survivors are treated with respect and equality and assured of confidentiality.</p> <p><i>(Please find the design of Anh Duong House in Quang Ninh Province in Annex 1 as the reference of UNFPA’s recommended standards of the OSSC).</i></p>

	<p>Against the above background, UNFPA is looking for a national consultant to:</p> <ol style="list-style-type: none"> <li>1. propose renovation design options, including cost estimates for each option, of the three OSSCs that are in line with the standards applied to Anh Duong House, and taking into consideration the configuration of each location and the available budget;</li> <li>2. support UNFPA to prepare the bidding documents for the procurement of renovation services following the approved designs, and provide technical advice for the selection of a qualified bidder for the renovation; and</li> <li>3. supervise and monitor the renovation process to ensure its conformity with the approved standards and design and the Government policies and procedures for renovation (as required) and assist UNFPA in the final acceptance of the deliverables of the renovation services</li> </ol> <p>More details on the renovation will be sent upon the request of the concerned consultant after doing the need assessment.</p>
<p>Scope of work: <i>(Description of services, activities, or outputs)</i></p>	<p>Under the direct supervision of UNFPA Programme Specialist on Human Rights and Gender, and under the overall guidance by the Assistant Representative and the Operations Manager of UNFPA Viet Nam, the selected consultant will be responsible for the following tasks:</p> <ol style="list-style-type: none"> <li>1. Conduct site visits to survey the current physical and structural situation of the two hospitals and SWC where three OSSCs will be located, as well as the current OSSC in Quang Ninh province which is supported by UNFPA. Depending upon the findings of the site visits, the national consultant will: <ul style="list-style-type: none"> <li>• Propose the renovation designs of the three OSSCs which are in line with the UNFPA recommended standards and within the available budget (<i>Please refer to Annex 1 for detailed information</i>);</li> <li>• Develop detailed budget proposals for the renovation of each OSSC; and</li> <li>• Assist in preparing a detail TOR and evaluation criteria for the procurement of renovation services as well as an implementation and monitoring schedules; technically assist in the selection of a qualified bidder (not as a selection panel member).</li> </ul> </li> <li>2. Ensure that all civil works comply with the approved designs, renovation methods, technical specifications, the agreed schedule, the budget, terms and conditions of the contracts, and standard engineering practices.</li> <li>3. Ensure that the renovation methods proposed by the contractors for carrying out the works are safe, satisfactory, and of quality.</li> <li>4. Inspect contractors' renovation equipment, quality of materials used for the renovation based on the approved design, safety of the works, and property and personnel, ensuring mitigation measures for adverse environmental impacts. Notify contractors to remedy works and materials that fail to comply with the specifications.</li> <li>5. Monitor and supervise: (a) progress of contractors' works vis-à-vis contract schedule; and (b) quality of contractors' works vis-à-vis applicable technical specifications and design.</li> <li>6. Establish procedures to verify contractor performance and report progress and problems on time, including quality control reports, monitoring the</li> </ol>

	<p>minutes of contractors and any requests for variation or change orders, and contractor's claims and invoice.</p> <p>7. Evaluate any proposed changes (e.g., time, scope and cost) by the contractor during the course of the Project.</p> <p>8. Assist UNFPA in the final acceptance of the deliverables of the renovation services.</p> <p>9. Report any issues related to Gender and Human Right Program Specialist – UNFPA and Japan Project Coordinator.</p>						
<p>Duration and working schedule:</p>	<p>The national consultant will be expected to do this assignment in the period from 15 July to 31 December 2021. The maximum working days for this assignment are 40 days in total, covering:</p> <ul style="list-style-type: none"> <li>• Conduct site visits/need assessments (4 days)</li> <li>• Develop a report on the current physical and structural situation of the two hospitals and SWC, including proposed renovation design and budget (5 days)</li> <li>• Develop a protocol for the bidding and selection process of the renovation service providers, implementation as well as the monitoring work of this renovation that follows UNFPA procurement procedures; technically assist UNFPA in the selection of qualified renovation service proposal (3 days)</li> <li>• Monitoring and working at field and from distance (home-based) and assisting UNFPA in the final acceptance of the deliverables of renovation services (20 days)</li> <li>• Report writing (3 days)</li> <li>• Participating in meetings with UNFPA and relevant agencies (5 days)</li> </ul> <p>Note:</p> <p>*The contract is results-based in accordance with deliverables/payment milestones specified in this ToR. The number of days counted for each key step here is for contract planning and progress monitoring purposes only by UNFPA Viet Nam.</p> <p>* Depending on the actual time required for each step, there may be some shift of working days between steps, following consultation with UNFPA Viet Nam.</p> <p>* UNFPA Viet Nam will carry out its own and independent monitoring missions as required.</p>						
<p>Place where services are to be delivered:</p>	<p>The National Consultant will work per needs-basis, and be located in Ha Noi (Viet Nam), involving field travels to Quang Ninh, Thanh Hoa, Da Nang, and Ho Chi Minh City during the assignment for need assessment, supervision and monitoring of renovation work.</p>						
<p>Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):</p>	<p>Operational and technical support will be provided timely by the Gender Team and UNFPA's implementing partners to ensure following products available:</p> <table border="1" data-bbox="443 1823 1482 1971"> <thead> <tr> <th data-bbox="443 1823 533 1861">No</th> <th data-bbox="533 1823 1174 1861">Deliverables</th> <th data-bbox="1174 1823 1482 1861">Due Dates</th> </tr> </thead> <tbody> <tr> <td data-bbox="443 1861 533 1971">1</td> <td data-bbox="533 1861 1174 1971">Report on site visits (need assessment) on current physical and structural situation of the two hospitals and SWC</td> <td data-bbox="1174 1861 1482 1971">End July 2021</td> </tr> </tbody> </table>	No	Deliverables	Due Dates	1	Report on site visits (need assessment) on current physical and structural situation of the two hospitals and SWC	End July 2021
No	Deliverables	Due Dates					
1	Report on site visits (need assessment) on current physical and structural situation of the two hospitals and SWC	End July 2021					

	2	The renovation designs of three OSSCs including budget proposals (vis-à-vis OSSC in Quang Ninh province)	Mid-Aug 2021
	3	Protocol for the bidding and selection process of the renovation service providers, implementation as well as the monitoring work of this renovation	End- Aug 2021
	4	The monthly progress report on civil work implementation by the contractor with the approved designs, budgets, and approved schedule	End-Sept 2021 End-Oct 2021
	5	The working minutes with contractor(s) and reports of results on renovation; equipment instalment; quality of materials and facilities; safety of the works, property and personnel; and schedule of mitigation measures for adverse environmental impacts in place	Sept 2021 Oct 2021
	6	Mission reports  Final consultancy report	After completion of missions  15 December 2021
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	<p>The consultant will be expected to:</p> <ul style="list-style-type: none"> <li>• Develop monthly work plan with clear expected results for achieving the deliverables mentioned above.</li> <li>• Report on delivery of results on a monthly basis following the work plan under this assignment as agreed between the consultant and UNFPA. The report has to be verified and certified by UNFPA.</li> </ul>		
Supervisory arrangements:	The national consultant will be under the supervision of the Gender and Human Right Program Specialist – UNFPA Country Office in Viet Nam, under the overall supervision by the Assistant Representative and the Operations Manager.		
Expected travel:	Field travels to Quang Ninh, Thanh Hoa, Da Nang and HCMC are required and travel expenses will be covered by the UNFPA Country Office following the EU-UN cost norms.		
Required expertise, qualifications and competencies, including language requirements:	<p><b>Qualifications:</b> A master degree in civil engineering, or related field.</p> <p><b>Knowledge, skills and Experience:</b></p> <ul style="list-style-type: none"> <li>• At least 10 years of professional experience in engineering, architecture, interior designing, and renovation supervisions.</li> <li>• Be familiar with national standards for design and renovation of civil works.</li> <li>• Have working experience with renovation project funded by INGO or international organizations is valuable.</li> <li>• Diligent work ethics and timeliness of interventions.</li> <li>• High standards of quality services, and ability to take corrective actions in a swift manner.</li> </ul>		

	<ul style="list-style-type: none"> <li>• Ability to meet the agreed deadlines, and report to UNFPA rigorously.</li> </ul> <p><b>Languages:</b> Oral and written proficiency in English and in Vietnamese</p>
Inputs/services to be provided by UNFPA or implementing partner (e.g. support services, office space, equipment), if applicable:	UNFPA will provide necessary background documents to perform this assignment and provide coordination support to consultant during assignment performance.
Other relevant information or special conditions, if any:	<ul style="list-style-type: none"> <li>• An individual consultancy contract will be signed with the selected consultant. For working days in locations out of Hanoi, travel expenses and daily subsistence allowance (DSA) will be settled according to the EU-UN cost norms; Before travel, a detailed agenda and travel request will be submitted by the traveler and certified by the Gender and Human Right Programme Specialist and the Operations Manager.</li> <li>• Rate for this consultancy is determined in accordance with UNFPA’s prevailing salary scale taking account of technical expertise and qualifications.</li> <li>• Payment is based on all-inclusive rate (inclusive of all applicable tax and insurance, and other subsidies, if any) and made upon satisfactory receipt of consultancy report and timesheet for each payment installment. A performance assessment of the consultant by the Gender and Human Right Program Specialist – UNFPA will be conducted at the end of the contract, as the basis for final payment.</li> <li>• The payment can be made in <b>5 instalments</b>. <ol style="list-style-type: none"> <li>1. The first instalment (20%) will be done after receipt of the accepted report on the current physical and structural situation of the two hospitals and SWC, including the proposed renovation design and the detailed budget;</li> <li>2. The second installment (20%) will be done with the completion of the bidding and selection process of the renovation service providers;</li> <li>3. The third instalment (20%) will be done with the completion of the renovation works at 2 OSSCs;</li> <li>4. The fourth instalment (20%) will be done with the completion of the renovation works at all three OSSCs; and</li> <li>5. The fifth/final instalment (20%) will be done at the end of the consultancy, with the certification for payment, and the final accepted consultancy report.</li> </ol> </li> <li>• Travel cost will be paid after the completion of each mission when provided with the relevant travel documents (TA forms, etc.) and the mission report. Travel fee will be according to the EU-UN Cost-norm rates.</li> <li>• In addition to experience and qualifications, gender consideration will be duly made in accordance with UNFPA’s gender equality policy.</li> <li>• Interested consultants are requested to register into the UNFPA global consultant roster: <a href="https://consultantroster.unfpa.org/web/consultant-roster/faqs">https://consultantroster.unfpa.org/web/consultant-roster/faqs</a></li> </ul>

• Before signing the ICC, the consultant shall complete the following on-line training courses and submit the certificates to UNFPA:

1. BSAFE, Link: <https://training.dss.un.org/course/category/6>

2. Fraud and Corruption Awareness and Prevention

Link: [https://extranet.unfpa.org/Apps/Antifraud/English/story\\_html5.html](https://extranet.unfpa.org/Apps/Antifraud/English/story_html5.html)

3. PSEA (Prevention of Sexual Exploitation and Abuse)

Link: [https://extranet.unfpa.org/Apps/PSEA2017/story\\_html5.html?lms=1](https://extranet.unfpa.org/Apps/PSEA2017/story_html5.html?lms=1)

**Chart of Account: VNM09U31-JPD25-64000-PU0074-71300-OSCCG18**