



## **CALL FOR PROPOSALS**

**Services provider of information technologies mapping and  
delivery of training courses to improve work skills in virtual environment**



## SUMMARY OF CONSULTANCY

### 1. General information

Title of the consultancy: IT Mapping and Training on work skills in virtual environment

Contracting Authority: VVOB Vietnam

Period: March – June 2021

Place/location: Virtually and provinces of Kon Tum, Quang Nam, Quang Ngai.

Supervision: Dang Thi Ngoc Lan

Negotiation procedure with restricted notification

### 2. Contracting authority

This Term of Reference is issued by VVOB duly represented by Mr. Wouter Boesman, Country Programme Manager in Vietnam

Any inquiry upon this Term of Reference shall be followed up by Dang Thi Ngoc Lan – VVOB Vietnam Program Coordinator, email: [lan.dtn@vvo.org](mailto:lan.dtn@vvo.org)

Address: 3 + 5 Nguyễn Bình, P. Hòa Cường Nam, Q. Hải Châu, TP. Đà Nẵng

## I. Background information

VVOB is a non-profit organization with over 35 years of experience in improving the quality of education systems from a rights-based perspective. VVOB has currently long-term partnerships with education actors in 9 countries in the South (Cambodia, DR Congo, Ecuador, Rwanda, South Africa, Suriname, Vietnam, Zambia and Uganda) and in Belgium/Flanders.

VVOB started working in Vietnam in 1992. Since 2008, we have channeled all our efforts into the education sector and into early childhood education more specifically since 2014. From 2017 to 2021, VVOB Vietnam is working on an early education programme financed by Belgium in close cooperation with the Departments of Education and Training (DOETs) of Quang Nam, Quang Ngai and Kon Tum provinces in Central Vietnam. The programme aims at improving the quality of teaching and learning of all 3-to-5-year-old children in preschools. More specifically, it focuses on enhancing the knowledge and skills of the DOETs to strengthen the capacities of preschool teachers and school leaders to mitigate children's barriers to learning and participation (eg: barriers related to gender, environment, culture, language...) for better participation and well-being.

To equip partners with essential skills to be able to effectively work in virtual setting, VVOB is seeking a qualified firm to perform services to support VVOB's operations. Interested firms with relevant experience and expertise are welcome to submit your proposal for the following described services.

**II. Description of desired services:** the selected firm will cover the two main services as follows:

**1. Mapping of the current IT-infrastructure capacity of VVOB's partners:**

- a. The task: to conduct a survey to collect information on the status of related equipment and facilities used to organize virtual meetings and learning events of the Departments of Early Childhood Education (DoECE) of the implementing districts and the schools in these districts. The task shall include phone-survey with all schools and visits to schools to make sure the reliance of collected data and to get quality inputs for the second tasks on training provision (see below). A minimum of 5 schools (and their satellites classes) per province should be visited.

The number of targeted schools is 198 schools in 18 districts of 3 provinces (Kon Tum, Quang Nam and Quang Ngai), with the number of 600 satellite classes.

- b. Location: the surveyed information can be collected via telephone calls or questionnaires sent to the schools. Field visits will be to Quang Nam, Quang Ngai and Kon Tum provinces.

A suggested template of the mapping exercise shall be provided (attachment). The selected firm is welcome to add further items to make the report inclusive and effective.

- c. Expected timeline and deliverables of the task: this activity is expected to take place right after the contract's signing and be finished by Mar 31.

Expected deliverable are a final report which addresses (a) the readiness of the DoECE or provinces and districts and schools to organize and manage virtual training and coaching activities, (b) advice how to fill in the gaps so that the partners can effectively run engaging virtual meetings and learning events with good quality; (c) recommendation on platforms for running virtual learning courses that are suitable for the targeted partners.

**2. Deliveries of training courses to improve skills in organizing and managing virtual meetings and learning events to VVOB staff and partners.**

- a. Delivering a workshop to staff of VVOB: the workshop aims to provide VVOB staff with the most up-to-date collaborative and learning tools to be used in virtual meetings and e-learning events.

Delivery method: The workshop should be practical and build in learners' existing experience.

Number of targeted trainees: 30.

Delivery mode: the workshop can be delivered virtually or face-2-face.

- b. Delivering three training courses to VVOB provincial and district partners. The training aims to improve capacity of VVOB local partners (3 mentioned provinces) in (a) organizing virtual events that are effective, engaging and resultful.; (b) providing remote coaching support to the teachers.

The proposed learning methods should apply adult learning principles, with contents and activities are needs-based and practical.

The proposed design should use blended learning approach, comprising face-2-face sessions and virtual sessions for participants to practice using actual contexts on the job of the learning.

Number of targeted trainees: 50;

Location of the in-person training: Quang Ngai, Kon Tum and Quang Nam.

- c. Expected timeline and deliverables: The workshop and training class shall take place in April and May. At the end of each event, a report should be submitted to VVOB. The report should include (a) results of the workshop/training, (b) follow-up steps for VVOB and the provinces on the needed support to help participants apply the learned tools in work contexts.

**III. Submission and deliverables timeline**

Interested firms should submit the proposals no later than 3 February 2021. Proposals shall be sent by email to [lan.dtn@vvo.org](mailto:lan.dtn@vvo.org) with subject line “**Proposal submission to IT Mapping and Training services**”.

Negotiations and contract finalization are expected to be finalized by 5 February.

Tasks/Deliverables	Timing	Language
Mapping exercise on the current infrastructure capacity of VVOB’s partners	Start: 1 March Finalized report: 31 March	Questionnaire: Vietnamese Report: English
Training for VVOB Staff (in-person or online)	Before 31 March	English
Trainings for VVOB partners (in-person and virtually)	Before 31 May (TBD)	Vietnamese
Final report	30 June	English

**IV. Administration for Proposal**

**1. Profile of the consultant firm**

The selected firm should meet the following requirements:

- a. Having at least 2 years of proven experience in providing training services to Vietnamese institutions.
- b. Having experience in providing IT-related training and consultancy services to Vietnamese government officials, preferably district and provincial.
- c. Having demonstrated capabilities in designing and implementing learner-centric, collaborative exercises and virtual classroom tools should be an advantage.

**2. Proposal composition**

Interested firms should submit a proposal package with at least two components:

- a. Technical proposal: the technical proposal include description of the methodologies that will be used to execute the required tasks and evidence of the consultant’s expertise (the firm’s portfolio, relevant samples of similar work that the firm has previously conducted), and all related information supporting the required expertise listed above.
- b. Financial proposal: a detailed financial proposal which covers all costs including travel to the field, number of days and daily rates for individual consultants involved. The proposed budget should cover all possible expenses – including all applicable taxes and related traveling to the field.

## **V. Awarding criteria and procedure:**

Proposals that meet the administrative requirements will be reviewed by the following criteria:

### **1. Technical proposal (80 points):**

- a. The consultancy firm's qualifications (30 points) on the basis of portfolio, list of previous relevant/similar work with proven experience in delivering training programs, expertise and skills in conducting assessment and surveys and delivering training programs in virtual settings.
- b. Quality of the technical proposal (50 points):
  - Proposed approach/method
  - Proposed work plan / time schedule
  - Presentation of proposal

### **2. Financial proposal (20 points)**

The proposal points is calculated as follows:  $20 \times (\text{proposed lowest price} / \text{proposed price of the proposal})$ .

VVOB will establish an evaluation committee to evaluate and rank the received proposals based on the above criteria. If deemed necessary or advisable, VVOB may decide to further negotiate the proposal with one or more service provider in one or more rounds. These negotiations may result in an adapted proposal by the consultant and subsequent modifications in evaluation and ranking of the proposals by the committee.