

TERMS OF REFERENCE (TOR)

1. Background

Grounded in the vision of equality enshrined in the Charter of the United Nations, the United Nations Entity for Gender Equality and the Empowerment of Women (UN Women) works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of substantive equality between women and men. The fundamental objective of UN Women is to enhance national capacity and ownership to enable national partners to formulate gender responsive laws, policies and upscale successful strategies to deliver on national and international commitments to gender equality.

On 30 December 2019, a new strain of coronavirus (COVID-19) was reported to the World Health Organization (WHO). Since then, the COVID-19 virus has rapidly spread worldwide and turned into more than a global health crisis, but socio-economic as well. Viet Nam, like other countries, has been deeply affected by the COVID-19 pandemic. As of 4 February 2021, Viet Nam has reported a total of 1,891 confirmed cases of COVID-19 and 35 deaths. When strict social-distancing programmes are in place, and also coupled with uncertainties, job loss, reduced household income, and increased stress at home, women and children are most exposed to domestic and gender-based violence (GBV) and with limited knowledge of and access to specialized support services.

Some women in Viet Nam have reported that they would prefer to put themselves at risk for COVID-19 in public, rather than stay at home isolated with a violent and abusive partner.¹ The Peace House Shelters for women and girl victims of domestic violence and abuse under the Viet Nam Women's Union, has received double the usual number of clients since COVID-related measures were introduced. As part of the travel limitations and preventive quarantine obligations for returnees and visitors from abroad, the establishment of government quarantine facilities constituted a major concern about the safety and protection of children and women and support for their psychosocial wellbeing during quarantine and isolation. The effects of the COVID-19 crisis and the response measures, therefore, have exacerbated pre-existing deficiencies related to existing services to address violence against women and children, that in light of the current situation need immediate support and strengthening, and while at the same time contribute to a more structural reinforcing on the medium and longer-term. Viet Nam is at a critical phase to contain COVID-19 and minimize its direct and indirect impacts on its population and society, including children.

Together with other UN partner agencies, UNFPA, UNICEF and UN Women are supporting the government's ongoing efforts in the COVID-19 emergency, with the objective to build strong and more resilient national systems that can better respond to the social impacts of COVID-19 pandemic, especially to address Violence Against Women and Children (VAWC) in a holistic and systemic ways through a joint project ***“Supporting Interventions to Eliminate Violence against Women and Children in Viet Nam under COVID-19 emergency Context in 2020”*** funded by DFAT. In times of unprecedented crisis, ensuring that all women and children in Viet Nam, especially those most vulnerable ones, can live a life free of violence as per SDG5 to achieve Gender Equality and Goal 16 to end all forms of violence against children take more relevance than ever, and requires the unequivocal commitment of

¹ Report by women's organization in Viet Nam providing assistance to survivors of violence against women, in UN Women Asia and the Pacific, *The First 100 Days of COVID-19: A Gender Lens*, 10 April 2020.

all partners to work jointly under one common goal. The joint initiative put forward emergency crisis support in a relatively short period from June 2020 to May 2021.

Center for Women and Development (CWD) is an institution directly subordinated to the Viet Nam Women’s Union (VWU) operating the Hotline and three Peace House Shelters to support women and children survivors of domestic violence and trafficking victims in Viet Nam. CWD is a strategic partner of UN Women in the effort to improve the quality of available emergency services support for VAWC survivors in the COVID-19 context. Under the joint project, UN Women has supported CWD to conduct a capacity and service quality assessment. The preliminary findings of the assessment indicate that additional facilities and equipment should be provided to meet the increasing demand of VAWC cases during the COVID-19 surge. CWD also requests UN Women’s support on facilities and equipments to have more appropriate conditions of the 3 PHSs and related services to respond to a surge in cases of VAWC who visit and stay up to 6 months at the shelters. Therefore, UN Women is looking for a supplier to provide facilities and equipments for the three Peace House Shelters and related supported services managed by CWD.

2. Objectives:

- To provide facilities and equipment based on the emergency needs of CWD to respond to a surge in cases of VAWC and meet the appropriate standards of safe, women and child-friendly accommodations for women and children as survivors of violence

4. Deliverables:

- Facilities and equipment provided to meet the basic needs of women and children receiving services from Peace House Shelters, Counseling Office and Hotlines of CWD and meet the appropriate minimum standards of safe, women and child-friendly accommodation and services for women and children as survivors of violence.

5. Scope of work

UN Women and CWD are looking for a company/supplier who will be able to provide facilities for Peace House Shelters, Counseling Office and the Hotline of CWD in Hanoi and Can Tho and the detailed scope of work as follows:

- Attend the meetings with UN Women and CWD staff to agree on the scope of work
- Provide facilities and equipments for Peace House Shelters and related services in Hanoi and Can Tho as requested by UN Women

6. Detailed technical specifications of goods and facilities

No	Products-Technical specifications	Unit	Quantity (pax/pcs)	Timing (tentative)
1	Facilities and equipment provided for Peace House Center, Counseling Office, National Hotline of CWD in Hanoi			8 March 2021
1.	Baby pillow set (17X35X2 cm) of Lien A or equivalent	item	6	
2.	Air filled rubber cot sheet for baby (90 x 60 cm) Baby Q brand or equivalent	item	6	

3.	Multi-purpose factory pine crib for baby, Made in Vietnam	item	6	
4.	Crib bedding set for baby size 70 x130 / or 70 x 110cm / 70 x 140 cm, thickness 5cm, color for children	item	6	
5.	Window curtains. Material: Coarse, polyester woven fiber, sun protection, the 2.8m gauge (arbitrary height).	meter	20	
6.	Single sofa set for individual counselling (including 1 table, 4 single chairs, design to fit the area)	set	1	
7.	Sofa set by design (tape length 2000, single tape 950, table 500x 1000, 2 to 400)	set	1	
8.	Toshiba RWF-W 1664T water heater	item	2	
9.	Computer; 18 inch LCD Dell E 1916HU screen; 1TB contract; Ram 4G; Core i5-10400	set	2	
10.	Canon LBP 2900 printer	item	2	
11.	Juki industrial electronic single needle sewing machine Model: DL-8700B-7	set	1	
12.	ELECTRONIC WINDOWER JUKI MO-6814S	item	1	
13.	Chinese bedding set	set	10	
14.	Electrolux Inverter 10 -11kg washing machine EWF1024BDWA 5.0	item	2	
15.	Inverter Air Conditioner FTKM25SVMV - 1HP	item	4	
16.	Barber BG-52V leather-covered wooden shampoo bed, comes with a black ceramic sink	set	2	
17.	Professional nail maker Gel 5 plus or equivalent	set	4	
18.	Autoru wood dining chair -New Zealand pine	set	3	
19.	Treadmills -KINGSPORT BK-8000 UNITARY	set	2	
20.	SONY VPL-EX455 Projector	set	3	
21.	ACNOS MOBILE SPEAKER KBEATBOX KB82 + 2 mic	set	2	
22.	Cata oven CM 760 AS BK	set	2	

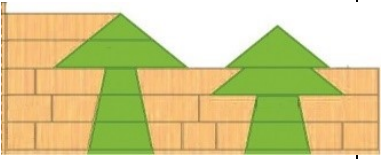
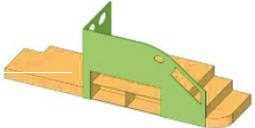

23.	Ribbon flowers Hand-made tools (sewing, knitting, crochet, knitting, embroidery ...), glue gun, pliers, sewing thread	set	4	
24.	Set of wooden and balanced games	set	1	
25.	Plastic moving set	set	1	
26.	Gimkids set	set	1	
27.	Toys for babies: Seahorse, chess board, chess (individual, pair play)	set	2	
28.	Tanita HD 661 electronic health Weigh scaler	item	2	
29.	Canon EOS 80D Camera, Kit EF-S18 55mm. F4 5.6 IS STM. 24.2 megapixels dual CMOS sensor	set	1	
Treatment areas for mothers and children (expanding therapy at 20 Thuy Khue to reduce psychological care costs for victims and not using referral services during isolation)				
30.	Main computer Set H410M Cpu i7-10700 SSD 120G Screen 18.5 ". Gigabyte H410M DS2V, Intel Core i7-10700 (2.9GHz turbo up to 4.8GHz, 8 cores 16 threads, 16MB Cache, 65W) - Intel LGA 1200, 8G / Socket ddr4 / buss 2666, 120 Gb standard SATA 3 - 6Gb / s SSD (Solid State) f, 1TB Sata 7200 rpm HDD (data storage drive), Real power source, viettech bark, HP monitor, Dell 18.5 inch (or equivalent configuration)	set	3	
31.	HP ProBook 440 G8 2Z6J6PA	set	5	
32.	1 working Tables and 2 chairs for counselors – Xuan Hoa/ Hoa Phat brand or equivalent	set	3	
33.	Toshiba RWF-W 1664T water heater	item	2	
34.	Seagate SkyHawk AI 10TB 3.5 inch 7200RPM, SATA3 6GB / s HDD - (ST10000VE0008)	set	1	
35.	Photocopier-Konica Minolta Bizhub 450i	set	1	
36.	Epson L850 Printer	set	1	
The hotline equipments				
	Switch cisco: WS-C2960L-24TS-LL	item	1	

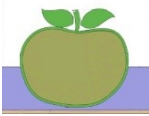







37.	Catalyst 2960L 24 port GigE, 4 x 1G SFP, LAN Lite, Asia Pac 1			
	AC Power Cord (Europe), C13, CEE 7, 1.5M.			
38.	Firewall : FG-60E-BDL-950-12	item	1	
	10 x GE RJ45 ports (including 7 x Internal Ports, 2 x WAN Ports, 1 x DMZ Port). Max managed FortiAPs (Total / Tunnel) 30 / 10			
	Hardware plus 24x7 FortiCare and FortiGuard Unified (UTM) Protection			
39.	Call center IP Xorcom CXE2000	item	1	
	Supporting 200 users, up to 85 concurrent calls.			
	Supporting many connection standards and protocols for FXS/FXO/PRI.			
	Supporting SIP / IAX. 04 x USB 2.0			
	Web administration interface for professional switchboard management (Elastix...)			
	+ System hardware:			
	Processor: Intel Atom D2500, Dual Core, 1.86GHz			
	RAM: 2 GB			
	Hard disk 320 GB SSD			
	+ Software:			
	Software version Xorcom CompletePBX 5 (64-bit)			
	Linux version CentOS 7			
	Framework Asterisk 13			
Security Intrusion protection software, firewall protection				
II	Facilities and equipment provided for Peace House Center of CWD in Can Tho			15 March 2021
40.	Motorola Walkie-talkie (Magone VZ-20)	item	2	
41.	Computer; 18 inch LCD screen Dell E 1916HU; 1TB HDD; Ram 4G ; Core i5-10400	set	2	
42.	Canon LBP 2900 printer	Item	2	

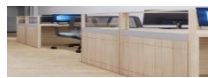



43.	Window curtains	Mét	8,1	
44.	Sofa set (2000 ribbon, 950 single tape, 500x 1000 table, 2 to 400)	set	2	
45.	Hikvision super HD 2K camera	set	2	
46.	Sony TV KD-55X7000G	item	1	
47.	Sony KDL TV- 43W800G	item	2	
48.	Speaker ACNOS KSNET445	item	1	
49.	GS2K2 W2030 x D457 x H2000 mm file storage shelf	item	4	
50.	The nameplate system according to the design of installation location	set	1	
51.	Casino Calculator MS-120FM	item	2	
52.	Industrial electronic needle sewing machine Juki brand Model: DL-8700B-7	set	1	
53.	ELECTRONIC Overlock Machine -JUKI MO-6814S	item	1	
54.	Sanaky oven 50 liters - 2000W VH-509S2D	item	1	
55.	Ribbon flower making tools/ embroidery / crochet kits, ...	set	4	
56.	Rinai double-faced gas stove	item	1	
57.	Wooden shelf for sandals- 3 floors – Uma brand or equivalent	item	1	
58.	Tabi Duy Tan plastic cabinet with 5 compartments, 2 drawers (60 x 48 x 124cm)	item	1	
59.	E303 wall clock	item	1	
60.	Toshiba RWF-W 1664T water heater	item	1	
61.	Industrial wooden bed 1m6 Uma brand or equivalent	item	1	
62.	Cotton Pressed Ozon Mattress (155 x 195 x 9cm)	item	2	
63.	Pressed cotton mattress (80 x 195 x 5cm)	item	6	
64.	Microfiber spirit Grap (160 x 200cm)	item	4	
65.	Grap (80 x 200)	item	12	
66.	Bow pillow, pillowcase Miro flower (40 x 60)	set	5	
67.	Thai blanket (150 x 240cm)	item	5	

68.	Square Duy Tan 65 liters	item	3	
69.	Plastic crate (29x 41.5 x 24cm)	item	1	
70.	Baby pillow set (17X35X2 cm) of Lien A or equivalent	set	2	
71.	Air filled rubber cot sheet for baby (90 x 60 cm) Baby Q brand or equivalent	item	2	
72.	Wooden crib for babies	item	1	
73.	Crib bedding set	set	1	
74.	Baby shower tub with valve	item	1	
75.	Auto Ru baby shower mesh frame	item	1	
76.	Plastic bucket (for baby tools)	item	1	
77.	Mosquito net for Baby-JiaDing	item	1	

Furniture for Therapy for children room at CWD in Hanoi, delivered by 8 March 2021

	Tên vật tư/ Items	Unit	Size, material	Quantity	Illustrations
	Furniture Design				
1.	G1 element	chiếc/ unit	D3598xR906xC1750 material: rubber wood, sharpened edges /L3598*W906*H17 50,	1	
2.	Board for activities	m2	D5376xR2186/ L5376xW2186	10,5	
3.	C1 Element	m2	Tree: 2600mm High Chair: 1684xR331xC259 Materials: MDF boards with moisture-proof blue core with Rubber wood	6,048	

4.	HD3 items of Board for activities	cái/ unit	detailed as designed	1	
5.	TV2 element	cái/ unit	Theo thiết kế/ detailed as designed	1	
6.	TI VI/ armoire	md	D1444xR317xC206 Materials: MDF boards with moisture-proof blue core	1,4	
7.	TV3 element	m2	D2804xR1771	4,05	
8.	G2-3 element/	m2	D1856xR1518xS300 D2111xR1092xS300 Materials: MDF boards with moisture-proof blue core	5,122	
9.	G4 element/	m2	D1405xR1094xS300 Materials: MDF boards with moisture-proof blue core	1,53	
10	HG element for thearapy area	md	R456xC2600xS230 Materials: MDF boards with moisture-proof blue core	10,4	
11	CHI TIẾT BT/ BT element Bàn chơi trị liệu trẻ	unit	R500xC400 Materials: MDF boards with moisture-proof blue core	1	
12	Chairs and tables for counselors	set	detailed as designed	2	
13	Counseling supervision table	unit	D1200xR600xC750	2	

14	Working areas divider for Hotline	unit	D1000xR500xC750 Materials: MDF boards with moisture-proof blue core	5	
15	Documents cabinet	m2	D2367xR2600xS400 L2367*W2600*H1400, Materials: MDF boards with moisture-proof blue core	6,15	
16	Sofa with cabinet	unit	D2100xR400xC332 Materials: MDF boards with moisture-proof blue core + covered by colorful felt cloth	1	
17	woodself under the window	md	D1800xR655 Materials: MDF boards with moisture-proof blue core	5,8	

Notes: The quotations should include the quotations for items and the delivery cost from the company to target locations in Hanoi and Can Tho.

7. Qualifications for Criteria Evaluation

- Technical proposal that fits to UN Women's requirements or proposal of alternative solution but not outside the technical requirement as set in Section 6 of this document;
- The Company should legally constitute a company with a valid registration;
- Minimum 3 years of experience in providing facilities and equipments for organizations;
- A profile demonstrating One and/or two evidences of previous experience in the related field;
- Working experience with UN Agencies/ CWD as a provider of facilities and equipment is an advantage.

8. Roles and responsibilities of the parties

UN Women and CWD will provide technical guidance where possible. The Supplier shall be required to bear all the related costs and work independently to successfully achieve the final results.

9. Communication and reporting obligations

The supplier will report to the UN Women Programme Analyst in Viet Nam and CWD staff.

10. Timing and payment

The payment will be provided in one installments as below

Time	Expected deliverables	Amount
15 March 2020	<ul style="list-style-type: none"> • Facilities and equipment meet appropriate standards as specified in the section 6 provided for Peace House Center, Counseling Office, the National Hotline of CWD in Hanoi and Can Tho • A handover notes between the supplier and CWD agreed and signed 	100% or based the invoices provided

UN Women and CWD will pay full after completion of all services based on the invoices provided after the services. All invoices must be sent to UN Women within two days after the service delivered.