



Terms of Reference

National Consultancy for Women Development activities

Strengthening the People's Credit Funds Network (STEP)

May 2024



Overview of the Assignment

Objective:	Consult and provide trainings workshop in capacity building for CBV's women officers and managers.
Start Date (tentative):	June 2024
End Date (tentative):	September 2024
Location(s):	Hanoi, with domestic travel.

1. DID and STEP Project

Created in 1970, Développement international Desjardins (DID) is a Desjardins Group Développement International Desjardins (DID) is a Canadian non-governmental organization founded in Quebec, Canada in 1970 as a non-for-profit arm in the Desjardins Group – a biggest financial group in Quebec, Canada. The goal of DID is to share the expertise and experience of the Desjardins Group with emerging and developing countries to successfully replicate its cooperative model in other countries within their specific contexts. The mission of DID is to increase empowerment among disadvantaged populations by facilitating access to a diverse range of financial services and by developing individual and community assets. For over 50 years, DID has many projects in developing countries in Africa, America and Asia. In Vietnam, the most current project of DID is “Strengthening the People’s credit fund network – STEP project” which was started since 2017. For more information about DID, please visit website: www.did.qc.ca.

Strengthening the People’s credit fund network – STEP project was launched in November 2017 and was implemented in cooperation with the Cooperative Bank of Vietnam (CBV). STEP project was funded by Global Affairs Canada with the goal to strengthen the capacity of CBV and its network of financial cooperatives, the People's Credit Funds (PCFs) in Vietnam. The overall mandate is to support and advise the CBV and PCFs network in their process of transformation and modernization in order to increase their level of integration and performance. The ultimate outcome of STEP project is to "increased financial security for Vietnamese men and women in targeted rural and agricultural areas by a more integrated and better performing CBV and PCF network". The project aims to strengthen selected PCFs across Vietnam and, upon completion, transfer methodologies and tools to CBV, allowing it to continue deployment of the strategies throughout the entire PCFs network. For more information about STEP project, please visit website: www.did-step.com.

The project adopted a gender strategy at the beginning of its activities that includes 8 approaches: 4 of them specifically concern increasing Co-opBank commitment to provide

gender advisory services to PCFs, 2 of them aim at increasing the PCFs capacity to generate sex disaggregated data and gender specific products and services, and the last two approaches aim to develop greater capacity among rural women to make informed financial decisions.

In this context, the project wishes to organize a training program for women employees of Co-opBank which will strengthen their capacity in the implementation of their action plan for gender equality and the advancement of women.

2. Objective(s)

The objective of this mandate is to provide necessary knowledge, skills and tools for women of CBV to empower them through enhancing soft skills for better professional performance in terms of personal, social, methodological and work-life balance skills at workplace.

Training method: The training program should be done with an interactive and practical method that allow learners embrace quickly the techniques and apply them easily in their daily lives.

- 1 full day training / group of 30-45 trainees.
- Training workshop with interactive activities to equip learners with practical tools to initiate changes in their approaches and attitudes.
- Measure their ability to apply the changes, for example with self-assessment to evaluate their changes, challenges, and monitoring.

Tentative training topics: (could be changed after consultation)

- Personal skills: Personal image and branding; Pro-active; Determine.
- Social skills: Leadership; Teamwork; Negotiation; Communication
- Methodical skills: Problem identification and problem solving; Presentation; Decision making, especially difficult decisions; Communicating properly in difficult situations, giving constructive feedback...
- Work-life balance: How to manage your time and create work-life plan.

3. Scope of Work

The consultant firm is expected to analyze the needs, develop, and conduct trainings for CBV women employees and officers with the tentative tasks as below:

No.	Time period	Activity	Location	Note
1	June 2024	Analyze training needs and consult on training plan	Hanoi	
2	June 2024	Develop 2 set of training materials for: - Women officers - Women managers	Hanoi	With consultation and validation of CBV leaders
3		Conduct training workshops:	Hanoi	Online

	July – August	- 1 launching event		
4	2024	- 7 onsite workshops for employees	National wide	Nghe An: 1 session Can Tho: 1 session Nha Trang: 1 session Quang Ninh: 4 sessions in 2 weeks
5		- 1 onsite workshop for manager	<i>TBD</i>	Nha Trang (tentatively)
6	September 2024	Evaluation report	Hanoi	

4. Deliverables

The consultant will provide the following deliverables in English and Vietnamese languages:

- Identify and consult CBV on the training program for women employees and managers.
- Provide a detail plan for the trainings with: agenda, activities and content, budgets (including travelling fee of consultants to training sites, hotel logging will be provided)
- Develop 2 sets of training content for 2 groups of beneficiaries of Employees and Managers (in English and Vietnamese)
- Conduct 7 training sessions (1 day/session) for employees and 1 training session (1 day) for managers.
- Evaluation report on the training program.

5. Qualifications

5.1 Eligibilities

- Consulting firms with the following requirements:
 - a. Be enterprises, research organizations or other organizations which are professionally capable, established, and experienced in the consultancy domains, as well as registering their operation according to the provisions of law.
 - b. Have working offices and facilities.
 - c. Have at least 01 qualified persons as prescribed bellow:
 - + Possess college, university, or higher degree in the domains where they practice consultancy, or consultancy practice certificates in the cases prescribed by law;
 - + Have good moral qualities;
 - + Have full civil act capacity;
 - + Not be currently examined for penal liability or be subjected to administrative measures in the domains where they practice consultancy;

- Officials and public employees hired by the Consulting firms shall be permitted to participate in providing consultancy services provided that such participation is not contrary to the Ordinance on Officials and Public Employees.

5.2 Sufficient Conditions

- Experiences with gender equality activities in Vietnam for at least 5 years.
- Experiences planning workshop and designing content material.
- Its personnel proposed for this mandate must be proficient in English language (written and oral) and strong writing and data analysis skills.
- Experiences working with banking & finance institutions shall be an advantage.

6. Recommended Timeline and Effort Allocation

The following table depicts the provisional time frame and application guideline of the tender process:

Topic	Time and Details
Main content of tender proposal	Cover page Presentation of the company profile Qualification for the assignment Similar projects conducted Approach and methodology Proposed work plan and time schedule Complete financial breakdown
Submission of proposal	Deadline: June 16 th , 2024 at 17:00 Local Vietnamese Time Consultancy firms shall submit the tender proposal (both in English and Vietnamese) <u>by email only</u> to Ms. May TRAN – GEFI Advisor – via may.tran-thi-ha@did-step.com <i>Note: Any proposal received by any other means than email will not be considered. Any proposal received after this deadline shall be considered late, non-responsive and will not be evaluated.</i>

Language of the tender proposal documents	The tender proposal, contractual documents and any correspondence, and all the documents relating to it shall be written and submitted in both English and Vietnamese.
Currency of the financial proposal	All financial information shall be given in VND & USD

Développement international Desjardins (DID) is a world leader in the deployment and strengthening of the inclusive finance sector in developing and emerging countries.

Our expertise is based on over one hundred years of experience accumulated by the Desjardins Group, the leading cooperative financial group in Canada and fifth largest in the world.

We draw on the best practices tested in collaboration with our numerous partners to support the setup, growth and strengthening of financial institutions as well as the development of individual and collective wealth.

Consulting expert, investor and operator of financial institutions, DID provides its specialized expertise in the following fields:

- Mobilization of savings
- Agricultural Finance
- Technological Solutions
- Financing for entrepreneurs
- Investments
- Social Performance
- Training
- Surveillance
- Gender Equality
- Governance
- Green Finance

Focused on the future, DID makes use of all its resources in order to increase access to financial services for communities in developing and emerging countries. Together, we create the future. It is the ultimate reason for our existence.

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 **Desjardins**
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