



REQUEST FOR PROPOSAL (RFP)

From firms/institutes/organizations

Dear Sir / Madam:

We kindly request you to submit your Proposal for **conducting a review of grievance redress mechanisms GRMs (in Vietnamese: Cơ chế Thông tin, Hòa giải, và Khiếu nại Tố cáo trong REDD+)** and **propose design options of GRMs for implementation of REDD+ activities at national level and in six pilot provinces under UN-REDD phase II programme in Vietnam.**

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Monday, August 04, 2014** and via email, courier mail or fax to the address below:

United Nations Development Programme Viet Nam

72 Ly Thuong Kiet Street, Hanoi, Viet Nam

Procurement Unit

Email: procurement.vn@undp.org

(Maximum size per email: 7 MB. Bidders can split proposal into several emails if the file size is large)

Technical and Financial Proposals are to be submitted in separate envelop/email.

Your Proposal must be expressed in the English language, and valid for a minimum period of 120 days from the date of bid submission.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: <http://www.undp.org/procurement/protest.shtml>.

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Tran Thi Hong
Head, Procurement Unit
7/14/2014

Description of Requirements

Context of the Requirement	Please see information in the TOR
Implementing Partner of UNDP	Please see information in the TOR
Brief Description of the Required Services	Designing and implementing spot-check mechanisms for PAPI Survey
List and Description of Expected Outputs to be Delivered	Please see information in the TOR
Person to Supervise the Work/Performance of the Service Provider	UN-REDD phase II National Project Director (NPD) and UNDP officers
Frequency of Reporting	Please refer to the TOR
Progress Reporting Requirements	Please refer to the TOR
Location of work	<input type="checkbox"/> Exact Address: <input checked="" type="checkbox"/> At Contractor's Location and provinces
Expected duration of work	August 2014-May 2015
Target start date	August 2014
Latest completion date	May 2015
Travels Expected	Please refer to the TOR
Special Security Requirements	Not applicable
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars - for international bidders <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (Vietnam Dong) – for local bidders
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.

Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms	<p>As indicated in Point 9 of the TOR.</p> <p>Condition for Payment Release:</p> <p>Within thirty (30) days from the date of meeting the following conditions:</p> <p>a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and</p> <p>b) Receipt of invoice from the Service Provider.</p>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UN-REDD phase II National Project Director (NPD) and UNDP officers
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract or <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement: Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance of the Contractors <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p>Proposal shall be considered technically qualified if it achieves minimum 70% of total obtainable technical points.</p> <p>Weight of technical and financial point:</p> <p><u>Technical Proposal (70%)</u></p> <p><u>Financial Proposal (30%)</u></p> <p>Financial score will be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> <p>See detailed evaluation criteria in the below table.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One bidder

Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2a: Technical proposal; Annex 2b: Financial proposal; Annex 2-c: Submission check-list) <input checked="" type="checkbox"/> General Terms and Conditions (Annex 3) ¹ <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input checked="" type="checkbox"/> Institutional contract for service & Contract for Professional services (Annex 5) <input type="checkbox"/> Long Term Agreement (Annex 6)
Contact Person for Inquiries (Written inquiries only) ²	<p>Ms. Nguyen Thi Hoang Yen Procurement Associate, UNDP Vietnam Email: nguyen.thi.hoang.yen@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other information	

¹ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

² This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

EVALUATION CRITERIA:

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of Firm / Organisation submitting Proposal	20%	200
2.	Proposed Work Plan and Approach	30%	300
3.	Personnel	50%	500
Total			1000

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity				
			A	B	C	D	E
Expertise of firm / organisation submitting proposal							
1.1	Litigation and Arbitration history	10					
1.2	General Organisational Capability which is likely to affect implementation (i.e. loose consortium, holding company or one firm, size of the firm/ organisation, strength of project management support e.g. project financing capacity and project management controls)	40					
1.4	Team Composition: <ul style="list-style-type: none">- Extent to which the team has a sufficient number of qualified members that reflect the major focus of the exercise with good expertise, competence and experience.- Proven experience of team management supervision and delivery of good quality products for international development projects	70					
1.5	Relevant knowledge and expertise <ul style="list-style-type: none">- Proven records of similar assignments relating to reforming/reviewing (i)national administration system, (ii)local complaint/appealing procedures, (iii)related policies, regulations and procedures on land use, forest protection and development, rural development, and local democracy.- Adequate knowledge on GRMs of REDD+	30					
1.6	Relevant experience: <ul style="list-style-type: none">- Proven experience of delivery of good quality products for international development projects	50					
		200					

Technical Proposal Evaluation Form 2			Points Obtainable	Company / Other Entity				
				A	B	C	D	E
Proposed Work Plan and Approach								
2.1	To what degree does the Offeror understand the task?	20						
2.2	Is the scope of task well defined and does it correspond to the TOR?	80						
2.3	Have the important aspects of the task been addressed in sufficient detail?	30						
2.4	Is the proposal based on a review of the programme environment and was this input properly used in the preparation of the proposal?	20						
2.5	Does the detailed work plan identify specific timeframe with plans for travels, needed meetings, events, deliverables and other key points that will need coordination.	100						
2.6	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	30						
2.7	Does the proposal include a detailed list of relevant materials, reports and policy documents that will be referenced?	10						
2.8	Does the proposal include a detailed list of target groups and representative that will be engaged during the process?	10						
		300						

Technical Proposal Evaluation Form 3				Points Obtainable					Company / Other Entity				
									A	B	C	D	E
3.1	Team leader			300									
			Sub-Score										
	Postgraduate degree in environmental laws, economic laws or related fields		50										
	Suitability for the Project		210										
	At least 10 years of experience in legal advices, legislation reviews in the field of forestry, rural development and community legal services	100											

	Proven knowledge on Vietnam administration system; local complaint/appealing procedures; related policies, regulations and procedures on land use, forest protection and development; and/or local democracy	40							
	Experienced in conducting similar assignments in the past (as a team leader).	40							
	Experienced in REDD+ related processes.	30							
	Team leadership and facilitation experience	30							
	Used to write similar reports in English	10							
		300							
3.2	National Expert/team member			200					
			Sub-Score						
	Graduate degree in environmental laws, economic laws or related fields	40							
	Suitability for the Project	130							
	At least 7 years of experience in legal advices, legislation reviews in the field of forestry, rural development and/or community legal services	80							
	Proven knowledge about state administration system; complaint/appealing procedures; related policies, regulations and procedures on land use, forest protection and development; and regulations on local democracy	40							
	Knowledgeable about REDD+	10							
	Team work and facilitation experience	20							

	Used to use English as a professional working or studying language	10						
		200						
	Total Part 3		500					

FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL³

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁴)

[insert: Location].

[insert: Date]

To: Procurement Unit - UNDP Vietnam

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating among others the following with appropriate supporting documents:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

Important Notes: Please refer to the detailed evaluation criteria in the above table for proving appropriate information and supporting documents to demonstrate the bidders' capacity

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

³ This serves as a guide to the Service Provider in preparing the Proposal.

⁴ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

The Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

We agree to abide by this Proposal for 120 days from the date of proposal submission deadline.

*[Name and Signature of the Service Provider's Authorized
Person][Designation]
[Date]*

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL⁵

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁶)

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

A. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3		
	Applicable taxes		
	Total	100%	

B. Cost Breakdown by Cost Component *[This is only an Example]:*

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				

⁵ This serves as a guide to the Service Provider in preparing the Proposal.

⁶ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				
Applicable taxes				

We agree to abide by this Proposal for 120 days from the date of proposal submission deadline.

[Name and Signature of the Service Provider's Authorized Person]

[Designation]

[Date]

CHECK LIST OF DOCUMENTS SUBMITTED BY BIDDERS

Note: Bidders are required to review carefully this checklist before submission to ensure complete submission

Item	Documents	To be completed by bidders		
		Doc submitted Y/N	Number of pages	Remarks
A	Fully filled Technical proposal (Following template in Annex 2-a) including:			
1	Company profile – describing the nature of business, field of expertise, licenses, certifications, accreditations			
2	Business Licenses			
3	Track Record – list of clients for similar services indicating description of contract scope, contract duration, contract value, contact references			
4	Quality control systems to ensure quality of the required service			
5	Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.			
6	Proposed methodology			
7	CVs of key personnels			
B	Dully signed Price Schedule (following template in Annex 2-b)			
C	This duly filled, checked, certified submission checklist to be attached to the submission			

[Name and Signature of the Service Provider's Authorized Person]
[Designation]
[Date]

TERMS OF REFERENCE

SERVICE:	A service provider to conduct a review of <i>grievance redress mechanisms GRMs</i> ⁷ (or in Vietnamese: Cơ chế Thông tin, Hòa giải, và Khiếu nại Tổ cáo trong REDD+)) and propose design options of GRMs for implementation of REDD+ activities at national level and in six pilot provinces under UN-REDD phase II programme in Vietnam.
Duty Station:	Ha Noi and Provinces (including <i>Lam Dong, Ca Mau, Binh Thuan, Ha Tinh, Bac Can and Lao Cai</i>)
Duration of Appointment	10 months (August 2014-May 2015)
Reporting	UNDP and National Programme Director of UN-REDD phase II
Project code	00085319

1. GENERAL BACKGROUND

Viet Nam is among the countries most vulnerable to climate change. Although Viet Nam's greenhouse gas (GHG) emissions are still relatively low, emissions per capita were just 1.46 metric tons CO₂ equivalent in 2008, they are growing at a faster pace than many other countries and will continue to rise rapidly due to rapid economic growth and industrial expansion. The Government has made significant efforts in responding to climate change, including adoption of a National Climate Change Strategy, National Target Programme to Respond to Climate Change, National Green Growth Strategy, and National Action Programme on reducing emission from deforestation and forest degradation, conservation and sustainable management of forest resources and enhancing carbon stock (REDD+), etc. The agriculture and rural development sector, including forestry, pioneered to adopt a plan to reduce emissions by 20% from forecasted levels by 2020.

Under the programme cycle 2012-2016 , UN provides substantial support to the Government of Viet Nam to respond to climate change, including REDD+. The support is mainly provided through the UN-REDD Vietnam Programme. The UN-REDD Vietnam Phase I Programme has been completed with some key results regarding to the capacity building at national and local level in Lam Dong province, including the design of 17 principles for benefit distribution system (BDS) and the R-factor for benefit sharing. The UN-REDD Vietnam Phase II Programme aims to pilot eligible activities and provide positive incentives for local people who are directly involved in REDD+ activities in 6 pilot provinces, including *Lam Dong, Ca Mau, Binh Thuan, Ha Tinh, Bac Can and Lao Cai*. The REDD+ process is likely to fuel existing and new conflicts about land use and benefit distribution. A recourse mechanism is therefore critical for all Cancun-defined REDD+ phases and for designing and implementation of REDD+ programs/policies, including designing BDS. It is necessary for ensuring appropriate monitoring of the progress, prevention and mitigation of adverse impacts and risks of conflicts during the implementation of UN-REDD Vietnam Phase II Programme in particular and of REDD+ in general. The purpose of developing a recourse mechanism or also called grievance redress mechanism (GRM) is to help countries strengthen their capacity for grievance prevention and resolution in order to respond to problems, complaints and disputes. It will contribute to the Programme with a system of feedback and questions on REDD+ policies, programs, projects in order to build necessary capacity and readiness for Viet Nam to benefit from future results-based payments for REDD+ and undertake

⁷ A grievance redress mechanism is a process for receiving, evaluating, and addressing project-related queries and grievances from affected communities or stakeholders at the level of the community or project, region, or country. More reference information can be found through:

[FCPF/UN-REDD Guidance Note for REDD+ Countries: Establishing and Strengthening Grievance Redress Mechanisms](#)

transformational changes in the forestry sector.

The GRM needs to be effectively available, and if necessary strengthened, as part of the country's REDD+ institutional arrangements. Such a mechanism needs to be available to REDD+ stakeholders from the earliest stages of REDD+ preparation in order to facilitate handling of any request for feedback or complaint by any REDD+ Readiness stakeholders, with particular attention to providing access to geographically, culturally or economically isolated or excluded groups.

GRMs are defined as organizational systems and resources established by national government agencies and other REDD+ implementing partners to receive and address concerns about the impact of their policies, programs and operations on external stakeholders. The stakeholder input handled through these systems and procedures may be called “grievances,” “complaints,” “feedback,” or another functionally equivalent term.

GRMs are intended to be accessible, collaborative, expeditious and effective in resolving concerns through dialogue, joint fact-finding, negotiation, and problem solving.

They are generally designed to be the “first line” of response to stakeholders’ concerns that have not been prevented by proactive stakeholder engagement. GRMs are intended to complement, not replace, formal legal channels for managing grievances (e.g. the court system, organizational audit mechanisms, etc.). If they are not successful in resolving the issues raised, then stakeholders still have the option to use other, more formal and potentially more complex, costly and time consuming alternatives, including legal remedies.

GRMs act as recourse for situations in which, despite proactive stakeholder engagement, some stakeholders have a concern about the organization’s actual or potential impacts on them. Not all complaints about an implementing partner’s impacts should be handled through a GRM. For example, grievances that allege corruption, coercion, or major and systematic violations of rights and/or policies, are normally referred to organizational accountability mechanisms for formal investigation, rather than to GRMs for collaborative problem solving.

In order to identify existing grievance mechanisms, potential grievances and capacities in Viet Nam and recommend options suitable for piloting under the Programme, a service provider will be hired to assess the current status or baseline of recourse mechanisms in Vietnam and come up with sets of recommendations for both national and local levels. The recommendations will provide inputs for piloting GRMs in the UN-REDD programme in 2014. At the end of the process, the lessons learnt from this testing will be used to develop a full recourse mechanism for REDD+ implementation in the result-based payments phase of REDD+.

The service provider will work mainly under the supervision of the NPD of UN-REDD Vietnam Phase II Programme and UNDP programme staff and have adequate discussion to get the strategic guidance of VNFOREST during conducting their assignment. They will work also with technical experts of the programme, for ensuring the highest possible quality of the outputs.

2. OBJECTIVES OF THE ASSIGNMENT

This assignment is designed to support the development of an accessible, accountable and effective recourse mechanism adapted for REDD+ principles in Viet Nam to achieve the following objectives:

1. Assessing the potential disputes and conflicts in REDD+ activities and capacity of current mechanisms for resolving it.
2. Recommend the design options for GRMs suitable for REDD+ at national level and in the 6 pilot

provinces of the UN-REDD programme.

3. Conduct the review of tested mechanisms in at least 2 sites to document the capacity gaps, if any, for improvement and to finalize the design of GRMs for the six provinces.

3. SCOPE OF WORK AND SPECIFIC TASKS

The service provider will complete the following tasks:

A. Assessing the potential disputes and conflicts in REDD+ activities and capacity of current mechanisms for resolving it.

- Working closely with other related team/partners/contractors involving in Participatory Governance Assessment (PGA), site-level planning, PRAP development, MRV/REL or RL development, BDS design, National REDD+ Fund formulation, safeguard component, and stakeholders analysis and engagement under the programme to undertake extensive consultations with national, provincial and local REDD+ stakeholders, in order to identify potential disputes and conflicts that may arise among stakeholders groups during REDD+ activities.
- Reviewing experiences on recourse mechanisms dealing with conflicts over forest management, resource use (including PFES), and land use and ownership, including disputes over conversion of forest land to other land uses in Viet Nam;
- Reviewing the legal framework for recourse mechanism in Vietnam at national and local level, including customary laws of marginalized and ethnic minority groups;
- Studying several case studies of past and current conflict resolution related to natural resource management in Viet Nam, including formal and informal channels; (should be linked with the second point above)
- Assessing the legal, institutional and staff capacity in addressing the identified disputes and conflicts in REDD+ activities in 6 provinces, through review of examples of past and current disputes and how they were addressed, and through interviews with stakeholders to understand their views on the capacity and credibility of existing and potential mechanisms.

B. Recommend the design options for GRMs in the UN-REDD pilot provinces

- Developing options of suitable, culturally appropriate mechanism for REDD+ that addresses grievance, complaints and recourse related to REDD+ planning and implementation in the 6 UN-REDD provinces in compliance with FPIC and PGA as well as Cancun safeguards requirements.
- Ensuring highest quality of the technical inputs and outputs in the piloting of GRMs development.
- In coordination with PMU and PPMUs, organizing consultations with concerned stakeholders to make sure that their views are taken into account in the design of proposed mechanisms, to make them effective, accountable and well accessible.

C. Conduct the review of the recommended mechanisms in at least 2 sites, and finalize the design options

- Working closely with PMU and PPMUs to provide advices for testing the designed options of GRMs in one or more of the 6 provinces
- Monitoring the use and effectiveness of the pilot GRM(s), by organizing regular reviews to draw

- lessons for revision of the recommended GRMs design
- Presenting the monitoring report to stakeholders for comments
- Revising the design of GRMs and refining the associated provisions of capacity improvement for 6 pilot provinces in consultation with stakeholders

Methodology:

The service provider should combine various approaches including undertaking documentary research, field observations and consultation.

For consultation, FPIC guidelines⁸ will be used to ensure full and effective participation of stakeholders.

Related theoretical frameworks guiding risks assessment, organizational capacity assessment and stakeholders consultation should be employed to understand and analyze the situation of existing GRMs in Viet Nam.

In addition, the guidance note for national GRMs jointly established by UNDP-World bank FCPF (version 2013⁹) should be followed to explore steps to be taken and aspects to be review throughout the research and system design process.

4. DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL

Duration: Estimated 8 months during August 2014- May 2015.

Duty Station: Hanoi and 6 pilot provinces. Travel costs associated with the detailed work-plan must be included in the total financial offer of the proposal. However, the cost for all workshops incurred during the course of the assignment should not be a part of financial offer, but to be covered separately by the PMU.

5. FINAL PRODUCTS

The expected outputs from this assignment include:

Product 1: A report on the identification of potential conflicts and disputes in REDD+ activities and capacity assessment of related formal and informal recourse mechanisms in the Viet Nam, with specific chapters covering:

- Findings from an assessment of potential conflicts and disputes in REDD+ activities.
- Findings from the study on existing legal framework and experiences in conflicts and disputes resolutions or recourse mechanisms available in natural resource/forest management and land uses.
- Findings from a capacity assessment of involving mechanisms used to resolve grievances and disputes over planning, implementing and distributing benefits from forest management, forest resource use and extraction, and forest land use and land conversion

⁸

http://www.google.com.vn/url?sa=t&rct=j&q=&esrc=s&source=web&cd=4&ved=0CDgQFjAD&url=http%3A%2F%2Fwww.unredd.net%2Findex.php%3Foption%3Dcom_docman%26task%3Ddoc_download%26gid%3D8717%26Itemid%3D53&ei=q6- U7OrClvI8AXstoCAAw&usg=AFQjCNFWDUYQN9Hx1Mny0sMwiKISatHMFQ&bvm=bv.70810081,d.dGc

⁹ <http://www.undp.org/content/dam/undp/library/corporate/compliance-and-dispute-resolution/Joint-FCPF--UN-REDD-Programme-Guidance-Note---Establishing-and-Strengthening-Grievance-Redress-Mechanisms-EN.pdf>

- Strengthening forest sector/REDD+ dispute resolution mechanisms: options and design issues

The contractor will circulate a draft report with PMU and UNDP, and the project international specialist, and will address all comments received for preparation of a final report.

Product 2: Proposed design parameters for a workable GRMs of REDD+ in 6 pilot provinces and national level.

Product 3: A report summarizing results of tested design parameters including lessons learnt for improving capacity and the design of proposed GRMs.

Product 4: Final design of GRMs for pilot provinces and national level

The timeframe for submission of the products are as follow:

Products	Suggestions for scope of field work	Expected deadlines for submission
Product 1: A report on the (i) identification of potential conflicts and disputes in REDD+ activities and (ii) capacity assessment of related formal and informal recourse mechanisms in the Viet Nam	First round of field work in 6 provinces. In each province, - Meeting with related stakeholders at provincial level, - Meeting with related stakeholders at district level of 2 districts. - Studying two sites where the site level planning is undertaken (mostly at commune level)	Month #2 (after 2 months since the contract signed)
Product 2: Proposed design parameters for a workable GRMs of REDD+ in 6 pilot provinces and at national level	Second round of field work to consult about the proposed design parameters and the plan of the test.	Month 3
<i>Break time while waiting for the test is conducted in the sites</i>		About 3-5 months
Product 3: A report summarizing results of tested design parameters including lessons learnt for improving capacity and the design of proposed GRMs	A workshop with the two/three sites for lessons sharing and consideration of revising the proposed GRMs	Month 9
Product 4: Final design of GRMs for pilot provinces and national level	No field work is required, but presentation with national stakeholders are needed	Month 10

6. PROVISION OF MONITORING AND PROGRESS CONTROLS

- The service provider will report to the UN-REDD phase II NPD and UNDP officers.
- Regular briefing and updates on new progress and results.

- The service provider, with support from PMU, will also work closely with Provincial PMU for field research in the pilot provinces.

7. DEGREE OF EXPERTISE AND QUALIFICATIONS

The ideal service provider should have:

- Proven records of similar assignments relating to reforming/reviewing national administration system, local complaint/appealing procedures, related policies, regulations and procedures on land use, forest protection and development, rural development and local democracy.
- Extensive experience of engaging local stakeholders on natural resource management issues, in designing and implementing GRMs or similar mechanisms on forest management, village/commune development, in co-management of forests and community forestry.
- Adequate knowledge on GRMs of REDD+
- Proven experience of delivery of good quality products for international development projects

Team composition and specific requirements are divided by team members:

It is suggested that the Service Provider is constituted by a team of one international consultant and one or two national consultant(s) as field assistants. Each team member will have distinct roles, to include, but not limit to the following minimum aspects:

- Team leader/Senior international expert will lead the team and have the overall responsibility for all the outputs of the assignment. She/he will provide overall substantive guidance, methodological advice to other team members.
- Senior national expert(s) will provide substantive inputs to the team for the review, design and test of GRMs.
- Also, the Senior national expert (s)) acted as field assistants will provide support to coordination and conduction of consultative meetings and field visits.

Senior international expert (team leader)

- Postgraduate degree in environmental laws, economic laws or related fields;
- At least 10 years of experience in legal advices, legislation reviews in the field of forestry, rural development and community legal services.
- Proven knowledge on Vietnam administration system; local complaint/appealing procedures; related policies, regulations and procedures on land use, forest protection and development; and/or local democracy as an asset.
- Experienced in conducting similar assignments in the past.
- Experienced in REDD+ related processes.
- Strong leadership skills, communication, facilitation, and working in multi-cultural team;
- Proficiency in both spoken and written English.

Senior national expert(s)- (Team members)

- Graduate degree in environmental laws, economic laws or related fields;
- At least 7 years of experience in legal advices, legislation reviews in the field of forestry, rural development and/or community legal services.
- Proven knowledge about state administration system; complaint/appealing procedures; related policies, regulations and procedures on land use, forest protection and development; and regulations on local democracy.
- Knowledgeable about REDD+ ;

- Strong inter-personal skills of team work, communication, facilitation, and working in multi-cultural team;
- Proficiency in both spoken and written English and Vietnamese.

8. ADMIN SUPPORT AND REFERENCE DOCUMENTS

Logistical support:

- Arrangement of Contract and payments will be provided and supported by UNDP.
- The PMU will provide necessary logistical support for implementation of the work at both national and local levels.

Documentation/secondary information

- All relevant project documents, publications, and materials available at PMU and UNDP relating to the work will be made available for reference.

9. REVIEW TIME REQUIRED AND PAYMENT TERM

The payments for the contract will be divided into 3 installments:

- The first installment of 30% of the contract value will be paid upon submission the draft work-plan with satisfactory acceptance by UNDP and the NPD.
- The second installment of 30% of the contract value will be paid upon submission PRODUCT 1 and PRODUCT 2 with satisfactory acceptance by UNDP and the NPD.
- The final payment of 40% will be paid upon the completion of PRODUCT 3 and PRODUCT 4 under the contract, with satisfactory acceptance by UNDP and the NPD.