



## TERMS OF REFERENCE

### Review of Capacity of BSOs in Vietnam for management of virtual last-mile

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#### BACKGROUNDS

HELNETAS is a co-implementing partner with SwissContact to implement the Swiss Import and Export Program. Out of the 11 countries globally, the component in Vietnam will enhance the performance of associations, trade promotion offices and trade promotion management agencies (which are considered as BSOs) in Vietnam in order to enable them to provide export promotion services in two main sectors of Technical Wood (TW) and Outdoor Furniture and Value Added Textiles (VAT) in an effective, efficient and sustainable way. 1<sup>st</sup> phase of 2016-2021 is approaching the last few months to transit into the new phase.

Similarly to many other sectors, SIPPO's activities in general and the transition have been remarkably impacted by COVID-19 pandemic. Many international activities have been cancelled and transformed into virtual formats with requirements for new expertise. This is inducing SIPPO Vietnam for the need to update with new knowledge and tools. Besides, this new context also helped to reveal some BSOs with certain dynamics internally and externally.

Two BSOs demonstrated the same needs to update the situation are VECA (Vietnam Exhibition and Convention Association) and VIETRADE (Vietnam Trade Promotion Agency). These BSOs stand among important BSOs for SIPPO program in Viet Nam for their special roles as umbrella BSOs for trade promotion hub.

This TOR is for the service to join hands with VECA and VIETRADE to review the situation, then provide inputs for Capacity Building in the implementation and management of virtual Last-miles activities in Vietnam.

#### OBJECTIVES

The following objectives are set for the assignment:

- Leaders and key managers in VIETRADE and 5-7 interested BSOs updated with reflection and lessons from the organisation and participation in virtual last mile activities;
- Managers and technical staffs of VIETRADE, VECA and interested 5-7 BSOs are equipped with knowledge, skills and tools for virtual last-mile activities management.

#### SCOPE OF WORK

To jointly work with VECA & VIETRADE:

- Review, mapping of completed, on-going and incoming virtual last-mile activities of BSOs in Vietnam, particularly the ones from 2020 to end of 2021;
- Propose and work with VECA and VIETRADE for the agreement and development of assessment framework and

tools with clear criteria for assessment and for future capacity building;

- Assistance to VIETRADE and VECA staffs to arrange for interviews and Jointly conduct the interviews for the assessment;
- Preparation and presentation of the findings, to reach the objectives, including a training to VIETRADE and BSOs leaders and managers (likely 1<sup>st</sup> week of May 2021) to fit in the cycle of development of new last mile activities for 2022 whereby the knowledge from this training will be used;

## DELIVERABLES

Tentatively include, but not limited to, the followings

- A brief report with agreed template mapping out completed, on-going and incoming last-mile activities in 2020 & 2021 of BSOs in Viet Nam and related BSOs of SIPPO (for exchange and lessons learnt);
- 2 training workshops with VIETRADE, VECA, Helvetas, SIPPO management with presentations of on-going and coming activities; then training to executive staff of BSOs on knowledge and skills for virtual organisation and participation, for new last-mile project design, management and implementation;
- Coaching for 1-2 departments with new project designs and implementation regarding last-mile in 2021.

## IMPLEMENTATION

The consultant will carry out the activities in autonomy and in close cooperation with SIPPO Country Representative, HELVETAS Country Director, VECA and VIETRADE team as required.

No	Key Activity	Tentative timeline (to be confirmed upon inception with VECA and VIETRADE)
1	Inception with SIPPO, VECA & VIETRADE Agreement on methodology and assessment framework	15-20 Mar 2021
2	Training and jointly Development of Evaluation framework and tools with VIETRADE, VECA team and SIPPO	22- 29 Mar 2021
2	Arrangement for interviews, jointly conduct the interviews with VIETRADE, VECA team and SIPPO	22 Mar – 15 Apr 2021
2	Report preparation & findings presentation	5 – 15 Apr 2021
3	Training	1 <sup>st</sup> week of May 2021
4	Coaching 1-2 BSOs for plan (to be decided jointly with SIPPO, VECA, VIETRADE, team)	15 May- 15 June 2021

## LOGISTIC

By the project including air tickets, car transportation, accommodations and meals.

## **REPORTING/ DEBRIEFING**

With deadline of submission deliverables/documents electronically

## **DOCUMENTS**

List of project documents the consultant needs for the consultancy/mission:

- SIPPO mandate description

Interested candidates should send CV and proposal with proposed criteria and methodology for the review and assessment. Quotation for time input and fee rates should be also included to by 19 March 2021.