

TERM OF REFERENCE

ILO/ Better Work Viet Nam - Request for Proposal

Service provider to develop tailored materials and deliver training on disability inclusion awareness for enterprises

I. Background

According to the statistic, in Vietnam there are around 7 million of people with disability (account for 7,8% of the population). Better Work Viet Nam (<https://betterwork.org/vietnam/>) is working in the garment and footwear industry where there exists high risk of occupational safety and health issues. The Program supports the factories and their workers in reducing the working accidents and occupational health as well as committedly promoting the equality and inclusion of people with disability in our work and activities.

Better Work Viet Nam is seeking for a service provider to work closely with the Better Work Vietnam team to conduct a survey to understand the situation of people with disabilities at the workplace and to develop materials (a handbook) on raising awareness for enterprises to include people with disability to work in their factories. The materials are tailored to meet the specific needs of BWV-participating factories. Additionally, the service provider is expected to conduct training sessions for factory representatives on how to use the materials.

II. Objectives:

To enhance the knowledge and awareness of workers, managers and staff in the factories on disability inclusion.

III. Scope of works

The service provider will work closely with the Better Work Viet Nam team to complete the following tasks:

- Conduct a survey (with around 100 factories) and interviews with factories (5 factories) in BWV's programme to understand a disability inclusion situation and awareness level at the workplace to develop recommendations on the further support services. (Quarter 2- 2025)
- Develop and print out a handbook (2000 copies) on raising awareness on disability inclusion for enterprises. (Quarter 2 - 2025)
- Deliver a series of training on disability equality to raise awareness of the enterprises on disability inclusion. (Quarter 2, 3 - 2025)

Additional terms:

- The selected service provider is required to protect the Better Work materials as intellectual property and not to transfer the materials in any form (hard copy and soft copy) to any third party without consent from BWV.
- The selected service provider is required to respect and follow ILO/Better Work communication guidelines, especially using consistent image of Better Work, precisely using Better Work brand name, logos, promotional materials and introduction information.

IV. Expected outcomes and deliverables:

1. Survey

Conduct a survey and interviews to understand disability inclusion and awareness level at the workplace; analyse the current situation and propose the actions to address the challenges that people with disability encounter and make workplace environment more conducive for people with disability.

- Survey & Interviews: Specify the target participants (e.g., employees with disabilities, HR managers, company leadership, coworkers) and the expected number of participants.
- Analysis: Define key focus areas (e.g., accessibility, workplace policies, attitudes of employers and colleagues).
- Recommendations: Clarify the expected deliverables (e.g., a report with action points, training materials, policy recommendations).
- **Survey Format:** Online, in-person, focus groups, anonymous feedback, etc. (100 factories in BW program to conduct the online survey, 5 factories in the South of Vietnam person and 1 focus group (can be online)
- **Interview Approach:** Structured, semi-structured, case studies, or best practice benchmarking.

Expected Deliverables:

- Survey and interview findings report
- Data analysis and key insights
- Recommended action plan for workplace improvements
- Presentation of findings to stakeholders (if needed)

2. Handbook

A finalized handbook on raising awareness on people with disability inclusion. This handbook should include practical, easy-to-understand information on how to include disabled people to work in the factories. The handbook will be distributed to participating factories and workers to support knowledge and awareness on the issue.

The content of the handbook may cover the following points:

- Explain the importance of disability inclusion and its benefits to businesses.
- Offer step-by-step guidance on recruiting, integrating, and supporting workers with disabilities.
- Address common challenges and propose practical solutions.
- Provide real-world examples, case studies, and best practices from similar industries.
- Ensure that the language and design are simple, accessible, and engaging for a broad audience, including factory workers and management.

The different audiences of handbook may include:

- Factory management & HR teams (focusing on policy, recruitment, and workplace adjustments).
- Supervisors & team leaders (covering daily interactions, training, and support).
- Workers (focusing on awareness, inclusivity, and workplace collaboration).

Expected Deliverables:

- Draft and finalized versions of the handbook (editable and printable formats).
- Visuals and illustrations to enhance readability and engagement.
- Brief training guide (optional) for factories on how to use the handbook effectively.

3. **Training courses:**

The service provider will design and conduct interactive training sessions for:

- Factory managers & HR personnel: Focused on policy, recruitment, and workplace adjustments.
- Supervisors & team leaders: Covering inclusive management, communication, and daily workplace interactions.
- Union representatives: Supporting workers with disabilities and promoting inclusion.
- Workers: Raising awareness about inclusivity, workplace collaboration, and preventing discrimination.

Training Content Should Cover:

- Understanding disability and workplace inclusion
- Legal rights and responsibilities (Vietnamese laws & international standards)
- How to create an accessible and inclusive work environment
- Practical case studies and best practices
- Role-playing, Q&A sessions, and interactive activities

Training Format & Methodology:

- Sessions should be interactive, practical, and engaging.
- Use case studies, real-life examples, role-playing exercises, and group discussions.
- Training should be conducted on-site at factories or virtually (if necessary).
- Materials (slides, handouts, videos) should be provided for participants.

Expected deliverables:

- A detailed training program, including slides, handouts, and case studies.
- Training delivery for factory staff, managers, union representatives, and workers. (expectedly 3 1-day training courses in 2025 for BWV's factories both in the North and in the South of Vietnam). The service providers can propose the budget for organizing the whole training package with logistic arrangement.
- A final report summarizing training outcomes, participant feedback, and recommendations for further action.

V. Timeline

This work will begin from **Mar 2025** and must be completed by **31 December 2025**.

VI. Requirement for service provider:

The service provider should meet the following criteria:

- Experience in workplace disability inclusion, social research, HR consulting, or policy analysis.
- Strong writing and content development skills, with experience in creating guides, manuals, or training materials.
- Knowledge of disability rights frameworks and best practices in workplace accessibility.
- Familiarity with Vietnamese labor laws and international disability inclusion frameworks.
- Previous experience conducting similar assessments in corporate or industrial settings.

VII. Selection criteria:

ILO/ Better Work Viet Nam will select the service provider based on the following criteria:

- Proposed methodology and workplan
- Relevant experience in supporting people with disabilities
- Financial offer with detailed breakdown
- Sample of relevant previous experience/ services

VIII. Submission of expression of interest

ILO/ Better Work Viet Nam invites interested service providers to submit the following EoI documents by COB 14 March 2025 (Vietnamese time):

- Expression of interest outlining how the service provider offers the requested services.
- Financial proposal: The proposed budget should include all relevant costs, such as professional fees, travel, local transport etc.). including all costs and taxes, and in compliance with the latest UN-EU cost norm.

The EoI and any questions to the assignment should be directed to trampham@betterwork.org