**Calling for expression of interest**

**Tender package 83456482**

**Provision of local CONSULTANCY SERVICE**

**Assignment: IMPLEMENTATION of a digital COMPLAINT MANAGEMENT SYSTEM AND CAPACITY BUILDING IN THE FIELD OF Labour RIGHTS FOR THE SECTOR PROGRAM (SP) SOCIAL ANd ECOLOGICAL TRANSFORMATION OF TEXTILE SUPLLY Chains.**

As a federally owned enterprise, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH supports the German Government in achieving its objectives in the field of international cooperation for sustainable development. On behalf of the German Government, GIZ provides advisory services to the Vietnamese Government in four priority areas: (1) Vocational training, (2) Environmental, (3) Energy, and (4) Sustainable Economic Development. For further information, please visit [www.giz.de/viet-nam](http://www.giz.de/viet-nam).

On behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ), GIZ is implementing the Sector Program (SP) Social and Ecological Transformation of Textile Supply Chains.

The SP aims to raise awareness and recognition of sustainable textiles among consumers. It also strengthens Germany's efforts to promote sustainable production and consumption patterns within the global textile industry. The sector project comprises three main components: The Partnership for Sustainable Textiles (PST), a multi-stakeholder initiative that combines the forces of various actors from politics, business and civil society to improve social, economic and ecological conditions along the global textile supply chain; The Green Button, a government-run certification label for sustainable textiles that ensures compliance with human rights and environmental standards; Siegelklarheit, a German government initiative that helps consumers navigate the multitude of labels and standards prevalent in the market, enabling them to make informed and sustainable purchasing decisions. Within these three subdivisions, various projects are developed and implemented to achieve the goals of the SP Social and Ecological Transformation of Textile Supply Chains.

The project "Digital Complaint Management and Capacity Building" is developed by members of the Partnership for Sustainable Textiles (PST) and has two objectives, first to raise awareness of national and international labour rights, and second to provide and/or improve internal and external factory grievance mechanisms. The project will be implemented in Vietnam (expected regions: Ho Chi Minh and Hanoi) and will target managers (including HR managers, factory managers, department managers), workers (including team supervisors, rank-and-file workers) and worker representatives.

On behalf of the Sector Program, the GIZ Office Hanoi is conducting a tender to seek qualified National Consulting Firm(s) (here after called as NC) for the assignment:

1. Tentative duration: from Feb.2024 until Feb.2025.
2. Place of assignment: Hanoi and Ho Chi Minh City, Vietnam
3. Requirements: The selected contractor is expected to have expertise and experience:

* In the technical field of capacity building in labour rights including grievance mechanisms in the textile industry with 02 reference projects (with minimum commission value of 7000 EUR) and at least 2 reference projects in Eastern Asia in the last 3 years.
* 8 years of experience in the field of development cooperation in the textile industry.
* Proven experience in providing on-site training on internal and external grievance mechanisms to workers and managers.

**Please send email to** [**Question-from-bidder-PoS-VN@giz.de**](mailto:Question-from-bidder-PoS-VN@giz.de)by **28.12.2023 to receive tender documents.**

**Interested NCs are requested to prepare the following documents in English:**

1. A logo with a red black and yellow flag

   Description automatically generated**Letter of interest** (with Director’s or authorised person’s signature and company stamp).
2. **NC profile** (incl. Business license (for firm) or Decision of establishment (for association), Tax code registration, organisational chart, references for the summary of experience as described in the c. Requirements).
3. **Audited financial reports** of the last 3 years. Important/key information in the audited financial reports or in **annual tax reports** must be translated into English if documents are in Vietnamese.
4. **Consortium** (if at least 2 entities join the assignment): Consortium contract and nomination of consortium leader.

LCs send Eligibility dossiers to [VN\_PoS\_Quotation@giz.de](mailto:VN_PoS_Quotation@giz.de) latest by 17:00 (Hanoi time) on **03.01.2024** with email subject: “Tender 83456482-Textile supply chains-Eligibility dossier”.

GIZ is obliged to ensure the confidentiality of all bidding documents submitted.

**Important notes:**

1. Request of tender documents to be sent to [Question-from-bidder-PoS-VN@giz.de](mailto:Question-from-bidder-PoS-VN@giz.de) by 28.12.2023
2. Eligibility assessment related questions to be sent to [Question-from-bidder-PoS-VN@giz.de](mailto:Question-from-bidder-PoS-VN@giz.de) by 28.12.2023
3. Eligibility dossier to be sent to [VN\_PoS\_Quotation@giz.de](mailto:VN_PoS_Quotation@giz.de) before 5 PM on 03.01.2024. Sending documents to wrong email address will lead to disqualification of the bidder.
4. A logo with a red black and yellow flag

   Description automatically generatedOnly selected bidders will be invited to present technical and financial offers.