



**International Labour Organization  
NIRF Programme (VNM/16/02/USA)**

**TERMS OF REFERENCE**

**Request for quotations from interested suppliers for < 20 laptops and scanners to support Ministry's Labour Inspectorate to roll out the application of electronic labour inspection case management system (ECMS) (*this activity is to support the project outputs 3.5 &3.6*)**

**I. BACKGROUND**

**1.1. ILO's NIRF project**

1. The ILO Country Office for Vietnam is implementing a technical co-operation project entitled Developing and Implementing a New Industrial Relations Framework in respect of the ILO Declaration on Fundamental Principles and Rights at Work ("NIRF Project"), funded by USDOL. The aim of the NIRF Project is to assist Viet Nam to reform and improve its industrial relations framework consistent with the ILO Declaration on Fundamental Principles and Rights at Work (1998). It also aims to engage employers, workers and their representative in legal and institutional reform and enable them to realise their rights and responsibilities.
2. Long term Objective 3 of the project is that Labour inspectorate effectively enforces and promotes compliance with national labour laws in industrial relations. The ILO NIRF team is collaborating closely with the Inspectorate to achieve this objective.

**1.2. Labour inspection system and the case management application**

3. In recent years, the labour inspection system has undergone changes and innovations, and now anticipates introduction of the use of technology to improve the inspectorate's efficiency and impact through better data collection and planning and monitoring of inspection action. Currently, labour inspection actions are mainly processed and recorded using a manual paper-based system. The information recorded is not organised and the inspection cases are not standardised between different inspectors or offices. The information is also not always in line with the recommended guidelines from the central level.
4. With support from the ILO, a computerised case management system for labour inspectors (ECMS) has been developed, as a means to digitize inspection work processes in order to contribute to increase in labour inspection work's efficiency, service quality and data driven. The system

includes a web-based software. The ECMS is expected to be in place by July 2021, and in the first phase, rolled out first in MoLISA's Labour Inspectorate and three provincial department of Labour, Invalids and Social Affairs (DoLISA) (Ho Chi Minh, Dong Nai and Ha Noi).

5. With the ECMS, the Labour Inspectorate's practice will switch from paper-based to computer-based, which demands to some extent IT capacity and end-user's IT devices. A survey on the readiness in terms of IT capacity and equipment in those agencies shows that there is a gap in IT devices (laptops and scanners, particularly), in either quantity or quality.
6. Therefore, ILO is looking for reliable, high quality service providers to supply IT devices for ECMS application roll out in those places.

## **II. OBJECTIVE**

7. Objective:

To provide IT devices (laptops, and scanners) to Labour Inspectorate agencies, through ILO, to assist the application of ECMS in conducting labour inspection mission successfully.

## **III. EXPECTED GOODS/SERVICES**

8. With this TOR, ILO is looking for the quotations from reliable and good profile providers. The exact number of each device will be decided later, after the provider is selected.
9. **Devices:** The supplier will provide laptops and scanners with the technical specifications as follows:

### **Laptops:**

- CPU: at least Intel Core i3
- RAM: at least 8GB
- Storage: at least 256 GB
- Licensed OS: Windows 10
- Browser: Latest version of Chrome
- Licensed Microsoft Office: quotation for two options (1) Office 365 and (2) Office 2019
- Weight: 2kg or less
- Screen: 14 inch
- Brand: Dell, HP or other brands that support countrywide warranty service

The supplier should provide bidding price per batch of 10 laptops, and price for single laptops added to the batch.

## Scanners

- Two-sided scanning
- Speed: 20 - 30 pages per minute
- Maximum paper-size: A4
- Resolution: 200-400 dpi
- Network connectivity: need quotations for two options: (1) USB (2) Wifi
- Flatbed handler
- Duplex Automatic document Feeder (DADF)
- Brand: Canon, Epson and HP

The supplier should provide bidding price for a batch of 5 scanners or less

10. **Laptop skins:** laptop skins should be provided for all laptops and their reference prices should be included in the quotations. Once selected, the provider will work with the ILO team to sort out type, design, color of the laptop skins.
11. **Warranty service:** at least 12 months after delivery. Also please describe in detail the warranty service you will provide. It is expected that the warranty service is provided onsite (particularly in three provinces/cities: Ha Noi, HCMC and Dong Nai), which should be fast and convenient to the clients.
12. **Delivery:** The selected provider, in collaboration with ILO team and IT focal points of recipient agencies, is expected to provide the devices directly to the following agencies. Type and quantity of device for each agencies will be decided by ILO, but is expected to total less than 20.
  - Ministry of Labour, Invalids and Social Affairs – 2 Dinh Le, Hoan Kiem, Ha Noi
  - Hanoi Department of Labour, Invalids and Social Affairs/Labour Inspectorate – 75 Nguyen Chi Thanh, Dong Da, Ha Noi
  - Ho Chi Minh Department of Labour, Invalids and Social Affairs/Labour Inspectorate - 159 Pasteur, Ward 6, District 3, HCMC
  - Dong Nai Department of Labour, Invalids and Social Affairs/Labour Inspectorate – 05 Phan Dinh Phung, Bien Hoa.
13. **Installation:** The selected provider need to install the OS as well as the other necessary programs (such as Chrome, Vietnamese encoding for Windows) to make sure that the devices are ready for the users to use; the supplier is also expected to set up functions to disallow installation of other unauthorized software on these computers. They computers need to be delivered with such software installed and operational.

14. **Set-up:** Up-on delivery, the supplier is to provide on-site set up to connect the provided laptops with the organization's equipment, such as Wifi, printers, scanners, or other IT related equipment, working in collaboration with a DOLISA IT focal point.

#### IV. INDICATIVE TIMELINE

15. Below is the indicative time estimated for each implementation stage

Tasks	Tentative timeline (by date)
Contract signed (ILO and the supplier)	15 June 2021
Device delivery (the supplier)	16 - 30 June 2021

#### V. ADMINISTRATION AND PAYMENT

16. The contract for this assignment will be issued by ILO CO-Hanoi. The Contractor will work closely with ILO's NIRF project staff and the project focal points of MOLISA' Labour Inspectorate and three DoLISAs in Hanoi, HCMC and Dong Nai;
17. The contractor will report directly to the Project Manager of the NIRF USDOL Project in CO-Hanoi.
18. The contractor will work closely with the IT focal point at ILO CO-Hanoi and in collaboration with IT focal points of Ministry's Labour Inspectorate and three DoLISAs.
19. Payment will be made in one or more than one installations, based on the actual delivery of the service and device, to the satisfaction of the ILO and submission of VAT bill.

#### VI. REQUIREMENT FOR QUOTATION SUBMISSION

20. Signed and stamped quotation
21. The quotation should include the below information:

	Goods/service	Quantity	Unit price	Amount	Note
1	Laptops (incl. configuration and brand information)				List down all accessories attached.
2	Office license				
3	Window license				

4	Scanners (incl. configuration and brand information)				
5	Laptop skin				
6	Delivery (paragraph#12) and set up services (paragraph #14)				
7	Installation service (paragraph #13)				

#### Details about warranty service

*Note: The supplier, who can provide all goods and services listed above, is highly expected. However, if the supplier can provide only a portion of the required package, they can still participate in the bidding by providing quotation for services/goods that they can supply.*

22. Interested suppliers should send the quotation in a sealed envelope to: Ms Nguyen Thu Quynh - ILO/NIRS office - A Tower, Floor 6<sup>th</sup>, Handiresco Building, 521 Kim Ma, Ba Dinh, Hanoi.

23. For further administrative information, please contact via this email address: [quynhn@ilo.org](mailto:quynhn@ilo.org)

24. Deadline for quotation submission: 17:30 GMT+7, 04 June, 2021.