



**OXFAM**

# INVITATION TO TENDER

**Tender Reference: TD 26/002/Vietnam-SIATS**

**Tender Title: Technical service provision for Digital Feedback Mechanism for Inclusive, Gender Responsive and Market Driven TVET Services for Ethnic Minority Women and Marginalized Women**

**Date: 03/03/2026**

Dear Sirs/Madam,

Oxfam is a global movement united in the mission of eradicating poverty, injustice and fighting against inequality. Working in 79 countries, we do this together with more than 2,000 partner organizations who have a leading role in driving localized responses, activities, solutions and influence. We believe that entrenched systems of oppression such as racism, patriarchy, caste and sexism sustain the multiple and interlinked forms of inequality that are the root causes of this poverty and injustice.

Oxfam in Vietnam believes that a reduction in poverty, injustice, and inequality will occur through the interaction between active citizens, accountable states and responsible private sector, and that it is fundamental to Vietnam's development. All our work is led by three core values: Empowerment, Accountability, Inclusiveness. To read more about our values please click [here](#).

With financial support from Global Affairs Canada (GAC), Oxfam in Vietnam has been collaborating with local partners to develop the project "Strengthened and Inclusive Access to Training and Skills (SIATS)". The SIATS aims to improve access to inclusive, gender-responsive, market-relevant, and environmentally sustainable technical and vocational education and training (TVET) services for ethnic minority women (EMW) and other marginalized women (MW) in Vietnam, with a focus on Hue, Can Tho, and Hanoi.

Within the TVET system, there is an increasing need for systematic collection and use of learner feedback, training data and labour market demands to improve training relevance, service quality, learner safety, and employment outcomes. However, existing practices for collecting data and using feedback remain fragmented and inconsistently applied, with limited integration of gender and inclusion considerations, particularly for EMW and MW.

To address these gaps, SIATS supports the adaptation and application of M-Score, a digital feedback mechanism developed by Oxfam in the health services and public administration services, for public TVET services. M-Score for TVET services is expected to be owned and operated by public Vocational Education and Training (PVET) institutions and/or relevant Provincial Departments of Education and Training (DOET) in Hue, Can Tho, and Hanoi; and built on existing IT infrastructure and websites of these institutions, while remaining adaptive to local contexts and levels of digital access of EMW and MW.

M-Score for TVET public services is envisioned as a real-time, digitalized information and feedback mechanism for inclusive, gender-responsive, environmentally sustainable and market-

driven TVET services. Using appropriate smart surveys and AI-supported features, the mechanism will enable:

- EMW and MW to access information on skills demands and job opportunities, register for TVET training, and provide post-training feedback on TVET services;
- Employers to provide information on skills demands, job opportunities and feedback on competencies of TVET graduates;
- PVET institutions in Ha Noi, Hue and Can Tho to collect feedback from trainees and employers, analyse training needs and service quality, update labour market trends, and design TVET programmes based on learner and employer feedback.

Within this framework, Oxfam in Vietnam is seeking a qualified technical service provider (including consortium partner) to design M-Score for TVET services and support PVET institutions and/or DOETs in Hue, Can Tho, and Hanoi in owning, operating and sustaining the mechanism.

The assignment includes system assessment, system design and development, pilot implementation in six PVET institutions, operational rollout, capacity strengthening, scaling, and light-touch maintenance and technical support through July 2029. The digital platform will be PWA-based, deployed on-premises, and integrate AI-supported features for automated collection, cleaning and summarization of public labour market information. Strong compliance with Vietnamese personal data protection regulations is required.

Interested service providers must:

- Be legally registered entities in Viet Nam, with valid business registration and legal capacity to enter into contracts in accordance with Vietnamese law;
- Demonstrate at least 7 years of professional experience in real-time digital system design and operation;
- Demonstrate experience in developing and operating digital systems in public service or development contexts;
- Demonstrate capacity in data protection and secure system deployment;
- Demonstrate experience integrating gender equality and social inclusion considerations into digital systems or public service delivery.

The detailed requirements are specified in the Tender Dossier.

Oxfam in Vietnam invites qualified service providers to submit a Letter of Interest for:

**TD 26/002/Vietnam-SIATS: Tender Package for Technical Service Provision for Digital Feedback Mechanism for Inclusive, Gender-Responsive and Market-Driven TVET Services for Ethnic Minority Women and Marginalized Women.**

Interested service providers are invited to request the Tender Dossier by contacting:

Ms. Giang Thi Hai Dang - Programme Administrative Officer  
Oxfam in Viet Nam  
Address: 22 Le Dai Hanh street, Hai Ba Trung Ward, Hanoi, Vietnam  
Between 9 am-5pm (Hanoi time), Monday to Friday.  
*Email: dang.giangthihai@oxfam.org*

The deadline for submission of tenders is 03 April 2026 5:00 PM (Hanoi time) upon conditions in the tender dossier.

Date of opening tender (tentative): 06 April 2026 at 2:00 PM at Oxfam office.

Oxfam does not bind itself to award the tender to the lowest offer and reserves the right to accept the whole or part of the tender.

We look forward to receiving a proposal from you and thank you for your interest in our invitation.

Yours sincerely,

**Vu Thi Quynh Hoa**

National Director