



TERMS OF REFERENCE

Oxfam is a global movement of people who are fighting inequality to end poverty and injustice. Across regions, from the local to the global, we work with people to bring change that lasts.

OVERVIEW	
Title and brief description of the assignment	Consultancy Services for Trainings on Understanding Digital Platforms
Assignment location	Hanoi, Vietnam
Contract start date	15 April 2026
How to apply	Interested candidates are invited to submit: 1) A proposal describing how the trainings will be conducted (including a budget in a separate file) 2) CV (s) 3) A written example of at least one similar training already carried out <i>See section '5. Application Process' for further details</i>
Application deadline	24 March 2026 5:00 pm (GMT+7)

1. BACKGROUND AND CONTEXT

Oxfam is a global movement of people who are fighting inequality to end poverty and injustice. Oxfam confederation currently has 21 member organizations working in 79 countries. We share a vision of a just and sustainable world. A world where people and the planet are at the center of our economy. Where women and girls live free from violence and discrimination. Where the climate crisis is contained. And where governance systems are inclusive and allow for those in power to be held to account.

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. Oxfam in Vietnam contributes to a shift from the current growth-based development model to a Human Economy that cares about People and the Planet.

All our work is led by our core [values](#): Empowerment, Accountability, Inclusiveness, Courage, Solidarity and Equality.

Our commitment to safeguarding

Oxfam is committed to preventing any type of unwanted behavior at work including sexual harassment, exploitation and abuse, lack of integrity and financial misconduct; and committed to promoting the welfare of children, young people and adults. Oxfam expects all staff and volunteers to share this commitment through our code of conduct. We place a high priority on ensuring that only those who share and demonstrate our values are recruited to work for us.

In the digital era, digital platforms are not just tools – they shape how people experience, interact, and create value. Therefore, the course equips the participants with essential knowledge about digital platforms in a human-centered and effective way to apply in their development work. Oxfam is looking for consultant(s) to conduct two trainings on understanding digital platforms for Oxfam staff and its partners.

2. SCOPE OF WORK AND OUTPUTS

Based on grounded and credible research internationally, the training aims to provide the critical knowledge for Oxfam staff and its partners on the history and theoretical development of digital platforms, the transition/ transformation, and impacts of digital platforms internationally and in Vietnam; the role of stakeholders involved, and its implication to development work.

The training is required to apply diverse and flexible training methods, and appropriate experiential learning cycle (ELC) approach to ensure in-depth learning and meet the needs and characteristics of trainees.

The consultants will specifically deliver the following tasks:

- Planning, conducting need assessment and designing appropriate training agenda and methodology for training participants
- Selecting and developing relevant learning materials
- Conduct trainings for Oxfam staff and its partners' staff

3. DELIVERABLES AND TIMELINE SCHEDULE

- Deliverables: Two training events for Oxfam staff and its partners.
- Timeline: Within June 2026. The detailed plan will be discussed between Oxfam and the consultants.

4. PROFILE REQUIREMENTS

The company/ individual(s) should have the following competencies:

- International research experiences, and professional knowledge of digital platforms that are relevant to the training objective
- Experienced in providing diverse and flexible training methods, applying appropriate experiential learning cycle (ELC) approach.
- Committed and professional in ensuring work progress.
- Ensuring the principles and values of the Oxfam organization.
- Experience working with INGOs, development partners, social organizations, and community-based organizations.
- Good understanding of Vietnam's socio-economic and cultural context.

5. APPLICATION PROCESS

Submission deadline

Quotations and applications must reach Oxfam no later than 24 March 2026 5:00 pm (GMT+7). Applications being submitted after the deadline will not be considered.

Submission instructions

Responses must be submitted electronically to: hr.vietnam@oxfam.org

The subject of the mail should be: [ToR Reference – Proposal Submission + [Name of bidder]]

Clarifications

Any questions, remarks or requests for clarification can be sent up to 7 days before the submission deadline in writing. The (anonymised) questions will be answered to all applicants.

Administrative compliance (list of documents to be submitted)

Responses must be submitted and prepared in English and received by the deadline.

To be shortlisted for evaluation against award criteria, the following documents must be included in the application:

Administrative Criteria		Importance
1	Technical proposal outlining the content, implementation plan, methodology, and examples of similar work previously conducted.	Mandatory
2	Financial offer (price quotation) including consultancy fees, travel expenses, and any other costs required to complete the assignment, inclusive of personal income tax.	Mandatory
3	Curriculum Vitae(s) (CV) of the proposed consultant(s) , proving relevant experience and/or qualifications. If multiple people are involved, an outline of roles/ responsibilities also needs to be included.	Mandatory
4	Two relevant references (minimum) for previous comparable assignments	Mandatory

Evaluation and award criteria

Incomplete applications will not be assessed, only quotations that meet the administrative criteria will be assessed.

Award decisions will be based on *best value for money criteria covering both technical quality and price*.

Oxfam withholds the right to conduct interviews with one or more potential suppliers before an award decision is made. The purpose of the interview is to seek further clarification on the submitted quotations and learn more about the background and previous experiences of the potential suppliers and their teams.

6. OTHER CONDITIONS

Issuance of this Terms of Reference does not constitute an award commitment on the part of Oxfam, nor does it commit Oxfam to pay for costs incurred in the preparation and submission of a bid.

The attached Annexes are an integral part of this Request for Proposals – see section 10.

Oxfam may contact bidders to confirm contacts, addresses, bid amount and to confirm that the bid was submitted for this solicitation.

Quotation validity

If the bidder is awarded the contract, all information provided in the quotation and negotiation process is contractually binding.

Right to Select/ Reject

Oxfam reserves the right to select and negotiate with those firms it determines, in its sole discretion, to be qualified for competitive proposals and to terminate negotiations without incurring any liability. Oxfam also reserves the right to reject any or all proposals received without explanation.

Reserved rights

All applications and quotes become the property of Oxfam, and Oxfam reserves the right in its sole discretion to:

- Disqualify any offer based on applicant's failure to follow solicitation instructions.
- Waive any deviations by the applicant from the requirements of this terms of reference that, in Oxfam's opinion, are considered immaterial defects requiring rejection or disqualification; or where such a waiver will promote increased competition.
- Extend the time for submission of responses after notification to all applicants.
- Terminate or modify the process at any time and re-issue the request for quotation to whomever Oxfam deems appropriate.
- Issue an award based on the initial evaluation of offers without discussion.
- Award only part of the activities in the solicitation or issue multiple awards based on solicitation activities.

7. CODE OF CONDUCT

Oxfam is committed to integrity in its operations and supply chains and ensuring high ethical standards. Complying with all laws and regulations and ensuring fair competition are fundamental to this commitment. We actively promote these principles and standards, and expect all Oxfam suppliers to demonstrate commitment towards them.

All consultants/applicant are required to agree and adhere to the [Oxfam Supplier Code of Conduct](#), whereas individuals (including consultants) must sign the [Oxfam Non Staff Code of Conduct](#)¹. These Codes of Conduct set out the specific standards and principles in the areas of human and labour rights, environmental impact and anti-corruption that suppliers must follow.

Oxfam has the following requirements of its service providers, to ensure integrity in its supply chain:

Bribery and collusion

Oxfam does not tolerate fraud, including bribery or kickbacks, collusion among bidders, bribery or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement and barred from future procurement opportunities.

Employees and representatives of Oxfam are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange or as a reward for business.

False statements

Bidders must provide full, accurate and complete information as required by this solicitation and Annexes. False statements in bids constitutes grounds for immediate termination of any agreement with the supplier. OXFAM takes

¹ Non-Staff Code of Conduct applies for any self-employed individuals or contracted employees of suppliers who are working on Oxfam sites, or who have access to Oxfam materials, or who may represent Oxfam in any manner but are not part of Oxfam's legal entity)

misstatements, falsification, manipulation, alteration of facts and/or documents very seriously, has a zero-tolerance policy to such behaviours, and may choose to take legal action in a case of misrepresented disclosures by

Conflict of interest

Bidders must provide disclosure of any past, present or future relationships with any parties associated with the issuance, review or management of this solicitation and anticipated award. Failure to provide full and open disclosure may result in Oxfam having to re-evaluate the selection of a potential bidder.

Diversion of funds

Oxfam is determined that all its funds and resources should only be used to further its mission and shall not be subject to illicit use by any third party nor used or abused for any illicit purpose. Suppliers (and their affiliates/group companies, employees, officers, owners, agents and sub-contractors) may be subject to formal screening against global lists of individuals subject to designation or proscription under financial sanctions or counter terrorism regulations.

8. Monitoring

Due diligence : As a charitable organisation, Oxfam must take care to protect its assets and funds, as well as the communities that we work with. One of the steps that Oxfam takes to comply with this legal duty is to conduct adequate and proportionate due diligence on suppliers prior to entering into a contract. This includes checking legal registration and financial solvency, but may also include other checks, such as misconduct/performance reference checks and if working with children or vulnerable adults, a criminal records check.

Important note: Oxfam performs a regular screening check of all suppliers against international sanctions lists.

Audit : Any audit requirements are detailed in the terms and conditions of business

Data protection :Oxfam is legally bound to ensure that all personal details held by the organisation relating to any individual or entity are kept secure and according to international data protection standards.

9. MISCONDUCT REPORTING AND WHISTLEBLOWING

Oxfam’s reporting and whistleblowing mechanisms are available for Service Providers as well Oxfam employees, to ensure that Oxfam continues to operate under the highest ethical standards and principles.

You can use these reporting channels confidentially, anonymously, and in your own language to report any concerns involving fraud, corruption, waste, abuse or safeguarding concerns.



Speak up			
	Oxfam GB	Oxfam Novib	Oxfam Intermón
Email: 	SpeakUp@oxfam.org.uk	integrity@oxfamnovib.nl	buzon.etico@oxfam.org
Online: 	Oxfam Misconduct Reporting Webform (including possibility for anonymous reporting) https://oxfam.clue-webforms.co.uk/webform/misconduct/		
Phone: 	Global phone number: +44 1249 661808 Check https://speakup.oxfamnovib.nl for local numbers (you can request interpretation)		

10. ANNEXES

- Oxfam Supplier Code of Conduct: <https://oxfam.box.com/v/Oxfam-Supplier-CodeConduct>
- Oxfam Non-Staff Code of Conduct: <https://oxfam.box.com/v/Nonstaff-CodeConduct>
- Conflict of interest declaration form: <https://oxfam.box.com/v/Supplier-COI-declaration>
- [Safeguarding policy](#)
- [Oxfam child safeguarding policy](#)
- Example privacy notice : <https://oxfam.box.com/s/mo8artt9l8a2x0cnpqrqqrugt8k0r773>