

Request for Quotations (RFQ)

Master instructor trainer for Swiss EHT program under the ST4SD Project

Helvetas invites interested parties to provide goods /services or works as described below.

1. Contract description

The Swiss Tourism for Sustainable Development in Vietnam (ST4SD) Project, funded by the Swiss State Secretariat for Economic Affairs (SECO), aims to support the development of Vietnam's tourism sector in a more sustainable and inclusive manner. The Project is jointly implemented by Helvetas Vietnam and CRED Tourism and Agriculture Solutions Consulting Company Limited (CRED), with the Vietnam National Authority of Tourism (VNAT) as the Project Owner.

As part of its Swiss Executive Hospitality Training (Swiss EHT) Programme, ST4SD has supported the training and certification of 30 Master Instructors from seven pilot partner training institutions. In 2026, ST4SD intends to establish a pool of **up to 40 qualified EHL-certified Master Instructors** to support the continued delivery and expansion of Swiss EHT courses in Vietnam.

The selected Master Instructors will be mobilised on an as-needed basis, depending on the requirements of each training module and course. Further details are provided in the attached Terms of Reference (TOR).

2. Timetable

	DATE	TIME – ICT
RFQ submission to companies/organisations via email	From 25 September to 7 October 2026	-
Inquiries from invited companies/organisations to email	02 October 2026	23:59
Answers to inquiries via email	03 October 2026	23:59
Deadline for submitting offers to email account ¹	05 October 2026	23:59

3. Nature of the contract

Purchase Order / Framework Agreement.

4. Negotiations

Helvetas reserves the right to enter into negotiations with all or part of eligible companies/organisations in order to amend and/or complete their original offers.

Negotiations may concern the technical, financial, legal and other aspects of the contract.

5. Eligibility

Invited companies/organisations should be legally registered in Viet Nam.

6. Costs for preparing offers

No costs incurred by the company/organisation in preparing and submitting the offers are reimbursable. Such costs fall under the responsibility of the company/organisation, including the costs incurred during negotiating and interviewing process.

7. Sub-contracting

Sub-contracting to another legal person is not allowed.

¹ Any application received after this deadline will not be considered.

8. Provisional commencement date of the purchase order/ contract

10 September 2026

9. Initial period of execution and possible extension of the purchase order/ contractGoods/Services or works are to be provided between *September 2026 to March 2027***10. Evaluation of offers**

Each offer will be evaluated in accordance with the criteria and the weighting as detailed below.

The entire evaluation procedure is confidential. The Purchasing Panel (PP) decisions are collective and its deliberations are held in virtual session. The members of the PP are bound to secrecy. The evaluation reports and written records are for official use only and may be communicated neither to the companies/organisations who submitted the offer nor to any party other than *Helvetas*.

Eligibility criteria

Only the companies/organisations that provide signed Eligibility Documentation Form (See ELIGIBILITY DOCUMENTATION part below) will be processed for evaluation.

Evaluation criteria of eligible offers*Criteria for evaluation of the Technical offer*

Requirements	Documentary evidence
EHL Train the Trainer Certificate: Holds a certificate of Train the Trainer by EHL	Copy of EHL Train the Trainer Certificate
Teaching experience: Minimum of 5 years of teaching experience at the partner training institutes	CV and/or supporting documents evidencing relevant training and professional experience.
Hospitality industry experience: At least 10 years of professional experience in the hospitality sector	CV and/or supporting documents evidencing relevant training and professional experience.
English proficiency: Demonstrates professional proficiency in English (written and verbal)	CV in English and relevant English language certificate (if available).

The bidders that achieve a minimum of 50% of the technical evaluation scoring will proceed for further evaluation

Criteria for evaluation of the financial offer:

Requirements	Documentary evidence
Financial offer provided by supplier: The applicant shall indicate the proposed daily rate, inclusive of all applicable taxes, and the estimated number of working days required to complete the assignment.	Financial offer in VND

The weighting of the criteria for evaluation of technical and financial offers are as follows:

Criteria	Max points
Technical offer*	100
EHL Train the Trainer Certificate	50

Teaching experience:	20
Hospitality industry experience:	20
English Language Proficiency (Written and Verbal)	10
Financial offer	
Reasonable value for money regarding the proposed financial proposal and input days.	
Total maximum score	100

Candidates who hold a valid EHL Train the Trainer Certificate and achieve a technical evaluation score of more than 80% will be considered for the establishment of a Framework Contract. The proposed daily rate will be reviewed against the applicable project rate..

Submission of offers

Offers must be submitted via email in electronic format only in two separate files.

The Technical Offer file shall contain:

1. Technical offer – as per Criteria for evaluation of the Technical offer table above –

The name of the file should have the bidder's name, Reference No: RFQC2-250926-SWISSEHT-MI and the text 'Technical offer documents' (*for example Nguyen Van A-RFQC2-250926-SWISSEHT-MI - technical offer documents*). and

The Financial Offer file shall contain:

1. Financial offer – as per Criteria for evaluation of the financial offer table above.

The Financial Offer must be presented in VND. The fees proposed in this offer shall be all-inclusive. The supplier/contractor shall cover all costs required to perform the assignment, including office accommodation, internet access, equipment, administrative and secretarial support, interpretation, delivery and transportation of materials (if any), and other incidental operating costs. Approved travel expenses of the consultant/personnel, if applicable, will be reimbursed separately in accordance with the contract. The supplier/contractor shall be responsible for all applicable taxes and duties in accordance with the laws and regulations of Viet Nam.

The name of the file should have the bidder's name, Reference No: **RFQC2-250926-SWISSEHT-MI** and the text 'Financial offer documents' (*for example Nguyen Van A-RFQC2-250926-SWISSEHT-MI - financial offer documents*).

Electronic files should be password protected, different password for each file². The bidders will be informed in advance once the evaluation date is confirmed so they can stay reachable on that date in order to provide the passwords. During the evaluation process the entitled purchasing panel member will call the bidder and ask for the passwords at the spot³.

The subject of email should contain only the RFQ reference number (*for example RFQC2-250926-SWISSEHT-MI*).

The body of the email should contain bidder's official name, address and telephone number.

Offers must be submitted in English language exclusively to the following email address: procurement@st4sd.vn and assist3@st4sd.vn. Offers submitted after the deadline mentioned under point 2 Timetable of this RFQ will not be considered. The counted official receipt time is the time showing on the

² Offers received without password will not be considered for evaluation

³ If the bidder is not reachable on the phone during the evaluation process, the offers will not be considered for evaluation

email received from the bidder to procurement@st4sd.vn and assist3@st4sd.vn.

12 Alteration or withdrawal of applications

Candidates may alter or withdraw their offers by written notification prior to the deadline for submission of offers. No offer may be altered after this deadline.

Helvetas retains ownership of all offers, which have not been withdrawn. Consequently, companies/organisations do not have the right to have their offers returned to them.

13 Validity of offers

Companies/organisations are bound by their offers for 90 days after the deadline for submitting them. In exceptional cases, before the period of validity expires, Helvetas may ask bidders to extend the period of validity for a specific number of days, which may not exceed 40.

14 Signature of the purchase order/ service or works contract(s)

Within 05 days of receipt of the purchase order/contract already signed by the Helvetas, the selected company/organisation shall sign and date the purchase order/contract. Failure of the selected company/organisation to comply with this requirement may constitute grounds for annulling the decision to award the purchase order/ contract. In this event, Helvetas may award the RFQ to another bidder or cancel the RFQ procedure.

15 Terms of payments

Prices in the application must be submitted, taking into account all expenses.

The payment will be made via bank account transfer to the winner of the tender in VND within a maximum of 30 working days from the date of acceptance of goods or execution of services or works. Cases of non-performance of obligation and their legal consequences will be separately indicated in the contract.

16 Terms of cooperation

In the case of a contracting, the parties will have to perform according to the established time and in accordance with Helvetas – Supplier purchase order or Helvetas – Service provider contract. Helvetas has the right to increase or decrease the number of ordered items. Helvetas has the right to choose a supplier/ implementer on the given offer according to its own discretion. Helvetas has the right to re-formulate the Request for Quotation (RFQ), Invitation to Bid (ITB) or Request for Proposal (RFP) to its own discretion, if any additional items are needed. In case of failure or non-compliance with contractual obligations, Helvetas has a unilateral right to terminate the contract without incurring any legal obligation.

The Applicant has to be familiar with all instructions, forms and requirements mentioned in the RFQ, ITB or RFP documents. The responsibility for the submission of the offer in accordance to these requirements lies entirely with the Applicant.

Helvetas signs a purchase order/contract with the winning bidder. The contract will come into force upon signature by both parties.

17 Ethics clauses/Corruptive practices

Companies/organisations making false declarations may be subject to financial penalties representing 10% of the total value of the purchase order/contract being awarded. This rate may be increased to 20% in the event of a repeated offence. Any attempt by a company/organisation to obtain confidential information, enter into unlawful agreements with competitors or influence the PP or the Helvetas during the process of examining, clarifying, evaluating and comparing offers will lead to the rejection of its offer and may result in penalties as described above. Companies/organisations must not be affected by any conflict of interest with other bidders or parties involved in the project. Helvetas reserves the right to suspend or cancel the RFQ procedure and/or purchase order/contract if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract.

Companies/organisations will be rejected or purchase order/contracts terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a payee who is not clearly identified or commissions paid to a company/organisation which has every appearance of being a front company/organisation. Contractors found to have paid unusual commercial expenses related to this project are liable, depending on the seriousness of the facts observed, to have their contracts terminated and/or be penalised. Helvetas reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the purchase order/ contract, Helvetas may refrain from concluding the purchase order/contract and/or terminate the purchase order/ contract.

18 Operational language

All written communications for this RFQ procedure and purchase order/ contract must be in English.

19 Additional information

The conclusion of the RFQ and the award of any purchase order/ contract are subject to the availability of funds.

Helvetas reserves the right to annul this RFQ procedure at any time, without any liability on its side.

20 Annexes

Annex 1: Term of Reference

Annex 2: Financial form