



Scope of Work

Service Provider to develop an Explosive Ordnance Risk Education digital library package on VNMAC's website

1. Introduction

Catholic Relief Services - CRS is an international humanitarian agency based in the United States. CRS works to save, protect, and transform lives in need in more than 100 countries, without regard to race, religion, or nationality.

CRS began working in Vietnam in 1992 and established an office in Hanoi in 1994. CRS Vietnam assists local partners in the areas of inclusion of people with disabilities, Mine Action, Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

The project “Towards Sustainable Mine Risk Education for Primary and Secondary School Children” (SMRE) under Mine Action Program is being implemented from 2020 – 2024 in 5 provinces in Central Vietnam, including Quang Binh, Quang Tri, Quang Nam, Da Nang, and Thua Thien Hue (TTH) with the cooperation of Vietnam National Mine Action Centre (VNMAC), provincial Departments of Education and Training (DOETs) in these five provinces, and the Primary Education Department of provincial Universities (TTC) in Quang Binh, Quang Nam and Thua Thien Hue provinces.

To ensure the long-term impact of the project and strengthen Explosive Ordnance Risk Education (EORE) operation and coordination at national and provincial levels, under the signed Memorandum of Understanding (MoU) between VNMAC and CRS, CRS collaborates closely with VNMAC to conduct different key project activities to promote the EORE implementation at the national level, including supporting the development of the national EORE Strategy and Standards, EORE communication materials, organizing EORE communication activities, capacity building for VNMAC staff, and supporting exchange visits.

Under the agreed work plan between VNMAC and CRS, from February 2023, CRS will collaborate with VNMAC to develop an EORE digital library. This content will be added to VNMAC's website at vnmac.gov.vn.

This digital EORE library aims to:

- (1) strengthen EORE material development capacity of VNMAC to fulfill its function on EORE implementation at both national and local levels. The digital library will support the work of VNMAC in disseminating information about EORE and promoting safer behavior in affected communities;
- (2) provide convenient and cost-effective digital access to a wide range of information resources related to EORE, including documentaries, videos, and images, with the aim of supporting teachers and students, and the community in raising awareness of EORE, this will be a resource that can be accessed by a wide range of people and related agencies that working on EORE.

In general, the digital library will include but not be limited to the following content:

(1) Virtual Gallery on EO/LM Images and Information:

The digital library will include a virtual gallery featuring images and information related to landmines and their impact after war. This section will serve as a mine risk educational resource for related agencies, and citizens to seek information on this topic.

- (2) The digital library will feature images, video clips, and documentaries that showcase the EORE program in Vietnam. These materials will be sourced from CRS, VNMAC, and related agencies that work on EORE in Vietnam. The digital library will be regularly updated to ensure that it remains relevant and useful to its users.

All of these aforementioned contents will be organized in a user-friendly manner to facilitate easy access and navigation.

CRS is looking for a service provider to develop a platform that can store, present and share relevant photos, videos, documents, reports, and training materials... related to EORE, as well as design the dashboard with interactive features of the digital library which will be used effectively on VNMAC's website.

2. Time frame

The consultancy service will be provided from 01 April 2023 – 31 July 2024.

3. Objective

The service provider will be recruited to develop this aforementioned digital EORE library with full function as required.

4. Scope of work, requirements of the product, deliverables, and timelines

4.1. Scope of work

The selected consultancy is expected to perform the following tasks but not limited to:

- Join the kick-off meeting with VNMAC and the Mine Action Program team/CRS for detailed discussions on requirements, and agreement on the way of working. Join in the regular meeting with CRS and VNMAC to update the progress and issues.
- Work together with VNMAC to categorize and make a list of materials and information to prepare for digitization on the library.
- Develop the proposal describing the design for the library.
- Develop the design for an Explosive Ordnance Risk Education digital library package on VNMAC's website with full function and contents. The library content will include the following information but not limited to:

1. Homepage

- Develop an introduction video on the library
- Develop and design full introduction information, such as a banner logo, library functions, etc.

2. The sections and tools for the online library include:

2.1. Section 1: Landmines and EO virtual gallery

Section 1 will be developed and designed to present detailed information on landmines and EO remaining after the war in Vietnam, details as:

- Present the pictures of the landmines and EO remaining after the war in Vietnam, the pictures will be provided by VNMAC.
- Present 3D, 2D pictures of the landmines and EO with detailed descriptions of parameters (material, size, weight, properties, and features) and locations of those landmines and EO, the resources will be provided by VNMAC.

2.2. Section 2: Image, video, and documents on the landmine and EO clearance in Vietnam

- The content in section 2 is to present images, video clips, and documents about the landmine and EO clearance in Vietnam, the resources will be provided by VNMAC.
- The content will be designed for user convenience to click on each video or image for further detailed information of each item.

2.3. Section 3: digital EO risk education library

- The content in section 3 is to present related documents on EORE materials which will be contributed from VNMAC, CRS and other national and international agencies.
- The content will be designed to users' convenience to view information or download the materials.

- Upload, launch, and run the digital library on VNMAC’s website with full function and content.
- Provide training on digital library usages such as the management of documents/ videos/ images/ etc. and hand over it to VNMAC.
- Support VNMAC in launching the digital library for effective usage throughout the community in Vietnam.
- Maintain the digital library and submit the report on new users and the number of people visiting the library by the end of each quarter to VNMAC and CRS.

4.2. Requirements of the product

- The digital library is a creative design, a user-friendly interface, and is easy to access by any user.
- The digital library should be compatible with multi-device and Platform Compatibility- The e-content should have cross-platform compatibility (i.e. Android, Windows, Blackberry, iOS, etc.) and compatibility with major browsers (i.e. Internet Explorer, Mozilla Firefox, Google Chrome, etc.). It should also be accessible on an open User Interface (UI)
- Required log-in account for users who need to download and upload materials.
- The system where the registration data would be stored, should protect the Personal Identifiable Information in the database by encryption, which ensures:
 - Participants’ agreement to provide personal information
 - Participants’ agreement with the host organizer in data collection
 - The system will inform the users of the objectives of data collection: 1) to count the number of accessors to the library and the number of users who need to download and upload materials; 2) the reporting data will support VNMAC and CRS to understand the number of people who can access the library for EORE knowledge increasing; 3) the data will contribute to the future action plan and interventions on EORE nationwide.
- A function for VNMAC to access, upload materials, and manage the users’ database. The system enables access-control-logs so that it is reviewable as to whom accessed this data and when (at what dates/ times).
- Provide contact information (VNMAC focal person) – Public.
- Language: all information is presented on VNMAC’s website in Vietnamese for the most convenience of the users.

- CRS brand/co-brand integrated well in the library.
- Service provider will explore and finalize the hosting options for this digital library including ensuring compatibility to fully host it on VNMAC’s website. It is preferred to use it along with the current services used by VNMAC and in case it is not then there needs to be seamless integration and compatibility.
- The service provider would ensure that the website and technologies used are highly scalable and highly available.
- The vendor will have an adequate firewall, DDOS, and other protection measures in place and maintained until 31 July 2024. The maintenance service will be contributed by VNMAC from 1 August 2024.
- The vendor will ensure that the design considers accessibility features, to ensure more inclusive access to all users trying to access this page.

4.3. Deliverables and time frame

The Service provider will deliver the following outputs between the timeframe of 1 April 2023 to 31 July 2024:

Item	Deliverables	Deliverable requirements	Assignment Completion Percentage	Deadline
Phase 1				
1	Developing ideas, implementation plans, and preliminary scenarios	The proposed ideas, implementation plans, and preliminary scenarios in both Vietnamese and English are finalized	40%	30 Apr 2023
2	Developing a preliminary design plan of the interface and digitizing all types of landmines and explosives	A preliminary design plan of the interface and digitizing all types of landmines and explosives in both Vietnamese and English are finalized		30 Apr 2023

3	Categorizing and making a list of collected materials and information to prepare for digitization	A list of collected materials and information to prepare for digitization are submitted to VNMAC and CRS for approval		30 Apr 2023
4	Designing and introducing preliminary layouts of the digital library on 2D software	Preliminary layouts of the digital library on 2D software are submitted to VNMAC and CRS for approval		30 Apr 2023
5	Selecting the list of used materials for approval	A list of used materials is submitted for approval		30 Apr 2023
Phase 2				
6	Completing the graphic design of interfaces of the digital library on 2D graphic software	The graphic design of interfaces of the digital library on 2D graphic software is finalized	40%	1 May – 30 Jun 2023
7	Programming the basic interface framework modules of the digital library based on the 2D design for web	Interface framework modules of the digital library based on the 2D design for the web are programmed		1 May – 30 Jun 2023
8	Digitizing collected data, such as video clips, pictures, photos, documents, and books. Transferring digital data to the web	Collected data, such as video clips, pictures, photos, documents, and books are transferred to the VNMAC's website		1 May – 30 Jun 2023
9	Completing 2D and 3D graphic design featuring	2D and 3D graphic designs featuring		1 May – 30 Jun 2023

	detailed information for each type of explosives according to the list on 2D graphic software	detailed information for each type of explosive are submitted		
10	Transferring 2D and 3D designs on 2D and 3D graphics software into the web platform	2D and 3D designs on 2D and 3D graphics software are transferred into the web platform		1 May – 30 Jun 2023
11	Finalizing the graphic design of the interfaces of the digital library	The graphic design of the interfaces of the web-based digital library is finalized		1 May – 30 Jun 2023
Phase 3				
12	Synchronizing all the contents completed in phase 2 on the online platform	All the contents completed in phase 2 are synchronized on the online platform	20%	1 – 30 Jul 2023
13	Piloting and formatting interfaces and contents for the final design of the digital library	Interfaces and contents for the final design of the digital library		1 – 30 Jul 2023
14	Managing, updating content, and operating the digital library as planned	The digital library is managed, updated contents and operated as planned		1 – 30 Jul 2023
Maintenance				
15	Maintain the digital library from the operating period until 31 August 2024	The digital library is maintained	10%	Until 31 July 2024

16	Submit the report on new users and the number of people visiting the library by the end of each quarter to VNMAC and CRS	The report on new users and the number of people visiting the library submitted to VNMAC and CRS by the end of each quarter		By end of each quarter until 31 July 2024
17	Maintain the digital library after 31 July 2024 with support from VNMAC	The digital library is maintained		Will be contributed by VNMAC from 1 Aug 2024

5. Copyright

- The final products are the property of CRS and VNMAC.
- All rights and copyrights of the final products are in accordance with CRS and VNMAC's standards.
- Any results or rights thereon, including copyright and other intellectual or industrial property rights, obtained in the performance of the Contract, shall be owned solely by CRS and VNMAC.
- The vendor agrees to use any Confidential Information obtained from CRS/VNMAC (or from a third party on our behalf) only for carrying out its obligation and exercising its rights under this scope and for no other purpose.
- The vendor shall not publish any articles or make any presentations or communications (including any written, oral, or electronic manuscript, abstract, presentation, or other publication) relating to the Services, CRS's Confidential Information, or the Results, in whole or in part, without the prior written consent of CRS and VNMAC.

6. Coordination and reporting

The Service provider will report to VNMAC's focal person. During the assignment, the

Service provider will work and coordinate closely with:

- CRS/Mine Action Program team in terms of technical issues based on the agreement between CRS and VNMAC
- CRS's Procurement Officer regarding quotations/proposals and PO/contracts/agreements.
- All documentation is to be provided in Vietnamese and English.

7. Desired qualifications

In order to develop this digital library package on VNMAC's website, it is required that the Service provider should form a team of experts including a website design expert and a programming expert, and other team members within the defined timeframe that meet the following requirements:

7.1. Website design expert

- Qualification: At least a bachelor's degree in graphic design/branding design/digital media production or a similar degree
- Work Experience (technical): at least 03 (three) years of experience in web design, developing digital design and public awareness or similar projects, etc.
- Experience in providing web design to international organizations, and federal companies.

7.2. Programming Expert

- Qualification: At least a bachelor's degree in website programming or a similar degree;
- Work Experience (technical): at least 03 (three) years of experience in web programming, digital programming, or similar project, etc.;
- Experience in providing web design to international organizations, Government agencies, and international companies.
- Language skills: good at English and Vietnamese.

8. Application requirements/submissions

The application should include the following items:

- A copy of the business license

- Company profile with at least 03 reference links of website development produced by the company for its previous clients.
- The technical proposal should include:
 - The proposal on the design of the digital library with a detailed timeline proposed for this assignment
 - Experts' CVs with a clear indication of the role of experts in the team
- The financial proposal should be presented as a cost breakdown. The price should be in Vietnam Dong, including VAT.

Note: The technical and financial proposal needs to be in English and Vietnamese.

Method for submission:

Proposals should be duly signed, stamped and sent to this email address:
vn_procurement@crs.org

Closing date for submission: by March 15, 2023