

## TERMS OF REFERENCE

### *Consultancy service for:*

- ***Needs assessment for guidance to support persons with disabilities at health facilities.***
- ***Completion of the manual to guide persons with hearing impairments for medical examination and treatment at health facilities.***

**Location :** Hanoi, Vietnam

**Project:** Inclusion III-b

**Time :** From October to December 2024.

## I. INTRODUCTION

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### **I.A. Overview of the ToR**

Under the project "Improving the quality of life of persons with disabilities in provinces heavily sprayed with Agent Orange" (Inclusion Project) implemented in Dong Nai and Binh Phuoc provinces, to implement the Memorandum of Understanding between National Action Center for Toxic Chemical and Environment Treatment (NACCET) and Department of Medical Service Administration (MSA) - Ministry of Health (MoH) on implementation of the Inclusion project, Catholic Relief Services (CRS) and Department of Medical Service Administration - Ministry of Health collaboratively developed a cooperative action plan for the period 2024-2026. Within the action plan, CRS will support MSA-MoH to develop the Decision of the Ministry of Health on guidance for persons with disabilities for medical examination and treatment at health facilities.

### **I.B. Background: CRS and the Vietnamese Ministry of Health**

CRS is the official international humanitarian agency of the Catholic community 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 implements programs in 12 provinces/cities in Vietnam. The Vietnam Country Program has a diverse funding base in the sectors of Disabilities, Mine Action, Disaster Risk Reduction and Management, Emergency Response, and Community-based Climate Change Adaptation. Since 2024, within the Inclusion project, CRS has been cooperating with MSA - MoH on the development and implementation of policies supporting persons with disabilities.

Department of Medical Service Administration under the Ministry of Health performs advisory functions to the Minister of Health in the state management and implementation of legal regulations in various fields, including medical examination and treatment, rehabilitation, medical assessment, forensic examination, forensic psychiatric examination; capacity building of the medical examination

and treatment system nationwide; acts as a focal point to coordinate and provide direction to health facilities in the implementation of medical examination and treatment for the elderly; and medical examination, treatment and rehabilitation for persons with disabilities.

### **I.C. Background: Project Goal and Objectives**

CRS is implementing the Inclusion project to improve the quality of life of persons with disabilities in provinces of Binh Phuoc and Dong Nai.

Within the cooperative action plan 2024 – 2026 agreed by MSA-MoH and CRS, CRS will support MSA-MoH to develop the Decision of Ministry of Health on guidance for persons with disabilities for medical examination and treatment at health facilities.

Persons with disabilities (including the deaf and persons with hearing impairments) face challenges in their daily lives, especially in access to health services. Difficulties include effective communication, registration for medical examination and treatment, rehabilitation and expression of their illness to health staff and vice versa. These challenges can impact on resolving their health issues, receiving a full examination, diagnosis and decisions on treatment methodology and outcomes. Ensuring that persons with hearing impairments have the same right and equal access to medical examination and rehabilitation, it is necessary for MoH to develop a manual guiding persons with hearing impairments for medical examination and treatment at health facilities. Additionally, it is important for both persons with different types of disabilities and the health staff to understand the challenges as well as the need for support in medical examination and treatment. Therefore, it is necessary to conduct an assessment on the need to guide persons with disabilities (including other types of disabilities except persons with hearing impairments) in medical examination and treatment at health facilities. Based on the assessment's findings, MoH plans to develop a series of manuals guiding persons with disabilities for medical examination and treatment at health facilities.

## **II. PURPOSE AND SCOPE OF WORK**

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### **II.A. Purpose:**

The purpose of the consultancy is to support the Department of Medical Service Administration - Ministry of Health:

- To conduct an assessment on the need to guide persons with disabilities at health facilities.
- To complete a manual guiding persons with hearing impairments for medical examination and treatment at health facilities.

### **II.B. Scope of work:**

The consultant is responsible for close coordination with the CRS project team and the Department of Medical Service Administration - MoH to perform the following tasks:

- (1) To conduct an assessment on the need to support persons with disabilities (all types of disabilities) in medical examination and treatment at health facilities, including reviewing, data collection, data analysis and reporting, identification of challenges and the need, recommendations for guiding persons with different types of disabilities in medical examination and treatment at health facilities.

- (2) To complete a manual guiding persons with hearing impairments for medical examination and treatment at health facilities and the Decision of the Minister of Health for approval in close cooperation with MSA-MoH.
- (3) To support and coordinate with MSA to consult with experts, relevant ministries, agencies, provinces and partners to complete the manual guiding persons with hearing impairments for medical examination and treatment at health facilities.
- (4) To support MSA-MoH in all technical meetings and consultation workshops and manual assessment.

### **III. METHODOLOGY OF THE CONSULTANT MISSION**

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- The consultant shall develop a tool of data collection; conduct data collection, analysis and reporting; identify challenges and the need; and provide recommendations for guiding persons with different types of disabilities in medical examination and treatment at health facilities.
- The consultant shall review, revise and complete the manual guiding persons with hearing impairments in medical examination and treatment at health facilities.
- The consultant shall facilitate a participatory approach process to engage Governmental stakeholders (ministerial and provincial level agencies), experts, relevant units and other partners. It is expected that the consultant will involve the following participants in this process: provincial Departments of Health; National Hospitals under the Ministry of Health; Vietnam Rehabilitation Association; Vietnam Physical Therapy Association; Departments within Ministry of Health; Ministry of Labor, War Invalids and Social Affairs; Ministry of Education and Training; Vietnam Federation on Disabilities, Associations representing the deaf communities, individuals with hearing impairments, etc.
- The consultant will support MSA-MoH in the development, revision and completion of the manual guiding persons with hearing impairments in medical examination and treatment at health facilities and the MoH Decision on enactment of the manual.

### **IV. QUALIFICATIONS**

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The consultant will possess the following preferred qualifications and experience:

- Doctor of Medicine, higher education is preferred, especially qualifications in rehabilitation;
- Minimum of 10 years of experience and profound knowledge in management and technical aspect of rehabilitation and health care for persons with disabilities;
- Experience in working with Ministry of Health, in research and policy development ;
- Experience in developing and facilitating workshops, consultation processes and trainings, with a strong preference in the medical or disability sector;
- Ability to work independently, and in English;
- Teamwork, and facilitation skills, participatory approach;
- Experience in managing a research team;
- Excellent communication skills; ability to work and communicate effectively with stakeholders (central and local authorities; healthcare facilities; Associations/agencies delivering

rehabilitation services, associations representing the deaf communities or individuals with hearing impairments, etc.).

- Ability to analyze and write high-quality reports, documents/manuals in Vietnamese and English.

## **V. EVALUATION CRITERIA**

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- Relevant qualifications and experience
  - Technical proposal:

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    - Good understanding of ToR.
    - Appropriate approach aligns with requirements of MoH consultation and approval processes, including information on the research/data collection methodology.
    - Clear and detailed workplan, with clear roles and responsibilities identified of consultancy team (if not an individual consultant)
    - Satisfactory timeline.

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  - Financial proposal: reasonable and relevant to experience.
  - Combined technical and financial scores: Competitive.
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## **VI. DELIVERABLES AND TIMELINE**

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### **VI.A. Deliverables:**

The consultant will provide the following deliverables approved by CRS and MSA-MoH in a quality and timely manner as below:

- (1) A final tool for data collection to assess the need to guide persons with different types of disabilities in medical examination and treatment at health facilities.
  - (2) A final assessment report of the need to guide and support persons with disabilities (with different types of disabilities) in medical examination and treatment at health facilities; key findings; recommendations for guiding persons with different types of disabilities in medical examination and treatment at health facilities.
  - (3) A final manual guiding persons with hearing impairments in medical examination and treatment at health facilities.
  - (4) All technical meetings and consultation workshop are co-facilitated with MSA-MoH and the draft reports and manuals are presented to stakeholders/participants.
- All final deliverables mentioned above will be written in Vietnamese and English, ensure proper editing and clarity, meet the requirement and be approved by CRS and MSA-MoH to be shared internally and externally.
  - Each deliverable will be reviewed by CRS and MSA-MoH with feedback provided to the consultant prior to finalizing each deliverable.

### **VI.B. Schedule and timeline**

No	Activities	Deadline	Deliverables
1.	Sign a contract with the consultant	20/10	<ul style="list-style-type: none"> <li>• The contract is signed between CRS and the consultant.</li> <li>• Scope of work and deliverables are identified.</li> </ul>
2.	Conduct an assessment on the need to guide and support persons with disabilities (all types of disabilities) in medical examination and treatment at health facilities: <ul style="list-style-type: none"> <li>• Develop a tool of data collection.</li> <li>• Conduct an assessment (data collection, data process and analysis...)</li> <li>• Complete the report.</li> </ul>	21-30/11	<ul style="list-style-type: none"> <li>• A final tool for data collection to assess the need to guide persons with different types of disabilities in medical examination and treatment at health facilities.</li> <li>• A final assessment report of the need to guide and support persons with disabilities (different types of disabilities) in medical examination and treatment at health facilities; key findings; recommendations for guiding persons with different types of disabilities in medical examination and treatment at health facilities.</li> </ul>
3.	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> Technical meeting for reviewing the draft manual.</li> <li>• The consultant revises and updates the draft of manual.</li> </ul>	28/10-3/11	<ul style="list-style-type: none"> <li>• The contents of the 1<sup>st</sup> draft of manual need to be revised and updated are agreed by MSA-MoH.</li> <li>• Detailed plan for</li> <li>• The 2<sup>nd</sup> draft of manual is completed.</li> </ul>
4.	<ul style="list-style-type: none"> <li>• Consultation workshop</li> <li>• The consultant revises and updates the draft of manual.</li> </ul>	4-13/11	<ul style="list-style-type: none"> <li>• A workshop minute records ideas/comments/inputs contributed by participants.</li> <li>• The 3<sup>rd</sup> draft manual is completed.</li> </ul>
5.	<ul style="list-style-type: none"> <li>• Consult with technical experts for comments/inputs contribution.</li> <li>• Consult with relevant Government agencies (ministerial and provincial levels), associations, implementing partners of Inclusion project for</li> </ul>	14-24/11	<ul style="list-style-type: none"> <li>• Ideas/comments/inputs from technical experts in written documents are collected.</li> <li>• A minute records ideas/comments/inputs contributed by participants.</li> </ul>

	comments/inputs contribution.		
6.	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> Technical meeting for reviewing the draft manual.</li> <li>• The consultant revises and updates the draft of manual.</li> </ul>	25-30/11	<ul style="list-style-type: none"> <li>• The 3<sup>rd</sup> draft of manual is completed</li> </ul>
8.	<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Technical meeting for manual assessment and approval.</li> <li>• The consultant completes the final draft of manual.</li> </ul>	1-8/12	<ul style="list-style-type: none"> <li>• The final draft of manual is completed.</li> </ul>
9.	Support the approval process	9-15/12	<ul style="list-style-type: none"> <li>• The MoH's Decision on enactment of the manual.</li> </ul>

- Consultant will be responsible for protecting the privacy of the participants and maintaining the confidentiality of the data and information collected.
- The deliverables developed by the consultant must be approved by CRS and MSA and are copyrighted by CRS and MSA-Ministry of Health.
- The time for the consultant to complete the task is expected to be approximately 25 working days, expectedly from October 20<sup>th</sup>, 2024 to 31 December 2024.

**VII. LOGISTICS**

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- The following support will be provided to the consultant by CRS:
  - List of stakeholders and related work plans, policy documents, progress reports and technical deliverables necessary for the consultant.
  - Review and provide feedback on the protocol of the consultancy.
- The consultant will work closely with Inclusion III-b senior project officer and Management Board of CRS project and MSA-MoH to ensure consultancy activities remain fit for purpose with qualified results in a timely manner, and all the data collected is provided to CRS and MSA-MoH.
- The consultant may also be required to interact with other technical, advisory or management staff within CRS organization.

**VIII. APPLICATION PROCEDURE**

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Interested consultants or parties are requested to submit the proposal in English.

**Technical proposal:**

- A concise technical proposal, including an overview of the data collection methodologies and tools proposed.

- A work plan.
- Curriculum vitae (CVs) demonstrating relevant capacity and experience including minimum 02 references for similar assignment
- Example of previous similar work {weblink or portable document format (PDF)}

**Financial proposal:**

- Propose consultancy fee with a detailed breakdown of the daily rate in Vietnam dong, with number of actual working days including Personal Income Tax (PIT) or VAT
- Business license (if any)
- Company profile (if any)

**Method for submission:**

- Proposals, duly signed and stamped (if any) should be submitted to CRS's email: [vn\\_rfp2@crs.org](mailto:vn_rfp2@crs.org)
- Closing date for submission: by **30 September 2024**
- Only shortlisted applicants shall be contacted for an interview.