



## TERMS OF REFERENCE

***Task: Consultancy service for review, revision and update  
the manual set “Guidance on Community-based Rehabilitation”.***

**Location :** Hanoi, Vietnam  
**Project:** Inclusion III-b  
**Time :** From November 2024 to September 2025.

### 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 Ministry of Health on revision and update of the manual set “Guidance on Community-Based Rehabilitation”. CRS is seeking an experienced and qualified consultant to lead the assessment, revision, and update of the manual set “Guidance on Community-based Rehabilitation” for MSA - MoH.

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

Catholic Relief Services (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 Program has a diverse funding base in the sectors of Disabilities, Mine Action and Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation. Since 2024, within the Inclusion III-b project, CRS has been cooperating with and supporting MSA - MoH in 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 supports MSA-MoH to develop the Decision of Ministry of Health on revision and update of the manual set "Guidance on community-based rehabilitation".

Since 2009, with technical and financial support from Medical Committee Netherlands -Vietnam (MCNV), MoH developed and issued a set of manuals "Guidance on Community-based Rehabilitation" including 4 books of program management and 20 books guiding rehabilitation on common diseases and disabilities. The manual set is guiding documents for provinces to implement the Community-based Rehabilitation Program. Pursuant to Decision No 1208/QD-TTg dated 4<sup>th</sup> September 2011 issued by the Prime Minister promulgating the National Health Target Program for the period 2012-2016 and Decision No. 1215/QD-TTg by the Prime Minister promulgating the Health Target Program - Population in the period 2016-2020, there is sufficient legal basis for provinces to effectively implement the Community-based Rehabilitation Program.

However, many of the legal documents have expired, and Community-based Rehabilitation models have changed to align with Community-based Rehabilitation models across the world. Providing rehabilitation services in the community as well as effective and proactive implementation of community-based rehabilitation for localities. Therefore, it is necessary to review and assess the community-based rehabilitation implementation in provinces and propose recommendations for revision and update of MSA-MoH manuals to reflect this new operating environment.

## **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 in leading the review and update of the manual set "Guidance on community-based rehabilitation".

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

The consultant is responsible for closely coordinating with the Inclusion III-b Project team of CRS and the Department of Medical Service Administration - MoH to perform the following tasks:

- (1) To review and assess the situation of community-based implementation by relevant agencies and provinces, including: data collection based on reports/documents from relevant agencies and provinces involving in community-based rehabilitation implementation, data analysis and reporting, challenges identification, recommendations for revision and update of community-based rehabilitation manual.
- (2) To review the manual set on community-based rehabilitation to identify the contents/issues that need to be revised and updated and provide direction/orientation for revision and update.
- (3) To support and coordinate with MSA to consult with experts, relevant ministries, agencies, provinces and partners involved in community-based rehabilitation implementation.
- (4) To complete the revision and update of the manual set "Guidance on Community-based Rehabilitation" and the Decision of the Minister of Health for approval in close cooperation with MSA-MoH.
- (5) To support MSA-MoH in all technical meetings and workshops for consultation and manual assessment.

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

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- The consultant shall collect and review data and documents (reports from provinces and partners on community-based rehabilitation implementation) for data/information collection, analysis and reporting.
- The consultant shall review a set of manuals "Guidance on Community-Based Rehabilitation" to identify contents/issues that need to be revised and updated, and direction/orientation for revision and update.
- The consultant shall draft a set of manuals revised and updated "Guidance on Community-Based Rehabilitation"; facilitate MSA to consult with stakeholders, including Governmental stakeholders (Ministries, ministerial and provincial level agencies), experts, relevant units and other partners engaging in community-based rehabilitation implementation; and complete revision and update of a set of manuals "Guidance on Community-Based Rehabilitation".
- Consultant shall facilitate a participatory approach process to engage Governmental stakeholders (Ministries, 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 Disability, private and not-for-profit partners (implementing partners under the INCLUSION project) , etc. in the revision process. The consultant will support MSA-MoH in the reviewing, revision and update of CBR manual set 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 in research and writing documents/manuals, especially documents/manuals in rehabilitation and community-based rehabilitation;
- Experience and profound knowledge in management and technical aspect of rehabilitation and community-based of rehabilitation;
- Experience in working with Ministry of Health, in research and policy development;
- Experience in organizing 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.
- Excellent communication skills; ability to work and communicate effectively with stakeholders (central and local authorities; health care facilities; Associations/units delivering rehabilitation services...).
- 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.
    - 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.
  - Combining 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 toolkit for data and information collection to review and assess the implementation of community-based rehabilitation by relevant agencies and provinces.
- (2) A final assessment report of community-based rehabilitation implementation by relevant agencies and provinces, with key findings, and suggestions/recommendations for revision and update of community-based rehabilitation manuals.

- (3) A final report on the review of the "Guidance on Community-Based Rehabilitation" manual to identify contents/issues that need to be revised and updated; and recommendations direction/orientation for revision and update
- (4) An updated "Guidance on Community-Based Rehabilitation " is approved, and the Decision is issued by the Ministry of Health.
- (5) 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 and feedback will be 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.	10/11/2024	<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> <li>• Detailed workplan is approved</li> </ul>
2.	Review and assess the the situation of community-based rehabilitation implementation by relevant agencies and provinces: <ul style="list-style-type: none"> <li>• Develop a tool for information and data collection.</li> <li>• Conduct a review (documents, reports, policies, ect)</li> <li>• Reporting.</li> </ul>	11/11/2024-30/1/2025	<ul style="list-style-type: none"> <li>• A final toolkit for data and information collection is approved by CRS and MSA to review and assess the implementation of community-based rehabilitation by relevant agencies and provinces.</li> <li>• A final assessment report of community-based rehabilitation implementation by relevant agencies and provinces, challenges identification; suggestions/recommendations for revision and update of community-based rehabilitation manuals.</li> </ul>
3.	Review a set of manuals "Guidance on	11/11/2024-30/1/2025	<ul style="list-style-type: none"> <li>• A final report on reviewing a set of manuals "Guidance on Community-Based Rehabilitation" to identify contents/issues</li> </ul>

	Community-Based Rehabilitation"		that need to be revised and updated; and direction/orientation for revision and update is approved by CRS and MSA-MoH.
4.	1 <sup>st</sup> Technical meeting for contents and directions/ orientation for revision and update of manuals.	3-4/2/2025	<ul style="list-style-type: none"> <li>• The contents of manuals that need to be revised and updated are agreed by MSA-MoH.</li> <li>• The directions/orientation for revision and updates of manuals are agreed by MSA-MoH.</li> </ul>
5.	Draft a set of updated manuals.	5/2-30/4/2025	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> Draft of updated manuals is completed.</li> </ul>
6.	- 2 <sup>nd</sup> Technical meeting for comments/ inputs to the draft of manuals. - The consultant revises and updates the draft of manuals.	1-11/5/2025	<ul style="list-style-type: none"> <li>• 2<sup>nd</sup> Draft of updated manuals is completed.</li> </ul>
7.	Consultation workshop	12-15/5/2025	<ul style="list-style-type: none"> <li>• A workshop minute records ideas/comments/inputs contributed by participants.</li> </ul>
8.	- 3 <sup>rd</sup> Technical meeting for comments/ inputs to the draft of manuals. - The consultant revises and updates the draft of manuals.	16-25/5/2025	<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Draft of updated manuals is completed.</li> </ul>
9.	Consult with technical experts for comments/inputs contribution.	26/5-8/6/2025	<ul style="list-style-type: none"> <li>• Ideas/comments/inputs from technical experts in written documents are collected.</li> </ul>
10.	- 4 <sup>th</sup> Technical meeting for comments/ inputs to the draft of manuals. - The consultant revises and updates the draft of manuals.	9-22/6/2025	<ul style="list-style-type: none"> <li>• 4<sup>th</sup> Draft of updated manuals is completed.</li> </ul>
11.	Consult with relevant Government agencies (ministerial and provincial levels), associations, implementing partners	23/6-10/7/2025	<ul style="list-style-type: none"> <li>• Comments/inputs are collected in written documents.</li> </ul>

	of Inclusion project for comments/inputs contribution.		
12.	- 5 <sup>th</sup> Technical meeting for comments/ inputs to the draft of manuals. - The consultant revises and updates the draft of manuals.	11-20/7/2025	<ul style="list-style-type: none"> <li>5<sup>th</sup> Draft of updated manuals is completed.</li> </ul>
13.	- 6 <sup>th</sup> Technical meeting for assessment and approval of updated manuals. - The consultant completes the final updated manuals.	21-31/7/2025	<ul style="list-style-type: none"> <li>Final updated manuals are approved.</li> </ul>
14.	Support the approval process of the final set of updated manuals to Minister of MoH for approval	30/9/2025	<ul style="list-style-type: none"> <li>The Decision of Minister of MoH on approval and issuing a set of updated manuals "Guidance on Community-based Rehabilitation".</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 33 working days, expectedly from November 10<sup>th</sup>, 2024 to September 30<sup>th</sup>, 2025.

**VII. LOGISTICS**

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- The following support will be provided to the consultant by CRS:
  - List of stakeholders and related work plans, progress reports and technical deliverables necessary for the consultant.
  - Review and provide feedback on the protocol of the consultancy mission.
- 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.
- 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
- A tentative 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 work day 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\\_procurement@crs.org](mailto:vn_procurement@crs.org)
- Closing date for submission: by **28 October 2024**
- Only shortlisted applicants shall be contacted for an interview before contracting.