



Terms of Reference for Consultant on ‘Orientation of Open Tele Rehabilitation (OTR) application’

1. Introduction and Background Information

1.1. Humanity & Inclusion

Humanity and Inclusion (HI) – previously known as Handicap International- is an independent and impartial aid organisation working in situations of poverty and exclusion, conflict and disaster. We work alongside people with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights. HI is working in more than 60 countries over the World.

HI has been working in Vietnam for 32 years, mostly in the fields of health and prevention (mother and child health and road safety), rehabilitation (rehabilitation care for people with spinal cord injury and brain lesions), education (access to inclusive education for children with disabilities) and livelihoods (access to decent work for people with disabilities).

1.2. Digital Learning Project

The project "Digital Learning and Accessible Technology for Improved Employability of Persons with Disabilities" is European Commission funded project. The project aims to empower youth with disabilities and improve their employability through enhanced access to digital learning, telerehabilitation, and accessible technologies as well as increased engagement of disability-focused Civil Society Organizations (CSOs) and Organizations of Persons with Disabilities (OPDs) in Hue, Quang Tri and Hanoi.

The project intends to recruit a consultant to introduce Open Tele-Rehabilitation (OTR) application at Different Hospitals.

Bach Mai Hospital (BMH) is a leading comprehensive general hospital, the highest level of the healthcare system, with more than 100 years of history with many leading specialists and staff with high qualifications. The hospital is the primary practice facility of Hanoi Medical University in the training of doctors, specialist training for medical doctor level 1 and 2, MD, PhD, and other specialties. The hospital has an

important role in all professional operations of the health sector, especially the training of human resources and supportive missions. Humanity & Inclusion is collaborating with its Stroke Center Unit and Rehabilitation Center.

Open Tele Rehabilitation (OTR) application: HI has been implementing the USAID-funded ADMIRE project (Advancing Medical Care and Rehabilitation Education) since 2015. This project developed an Open Tele Rehabilitation application to promote digital and remote rehabilitation services and currently supporting Bach Mai Hospital.

OpenTeleRehab (OTR) is an open-source, multidisciplinary telerehabilitation software designed to provide an intuitive exercise prescription tool and video telehealth services. Developed by experts for rehabilitation service providers, including physical therapists (PT), occupational therapists (OT), and speech therapists (ST); OTR supports seamless and effective remote care.

Since its deployment, HI has consistently worked to enhance the application and improve its usability. HI is now gearing up to launch OTR services at the Rehabilitation Unit of Bach Mai Hospital, aiming to further strengthen rehabilitation care delivery.

In that framework, HI is currently receiving applications from consultants with specific expertise and experience on orienting Open Tele Rehabilitation (OTR) application at Bach Mai Hospital.

2. Description of the Expected Services

2.1. Objectives

The overall objective of the consultancy is to deliver training and provide ongoing mentoring (both online and offline) to the staff at Bach Mai Hospital and other Hospital, enabling them to deliver rehabilitation services effectively using the OpenTeleRehab (OTR) application.

2.2. Service Requested

To achieve the objective, the consultant is expected to:

- 1. Conduct Needs-Based Training:**

Organize tailored training sessions and refresher courses for rehabilitation professionals at Bach Mai Hospital on the effective use of the OpenTeleRehab (OTR) application.

- 2. Provide Ongoing Mentoring:**

Offer regular mentoring to rehabilitation professionals through online platforms and conduct in-person sessions at Bach Mai Hospital when necessary.

3. Participate in Management Meetings:

Engage in meetings with the project management team, including the Project Manager, OTR Manager, and Rehabilitation Unit Managers at Bach Mai Hospital, to address and support the management aspects of OTR implementation.

2.3 Methodology and approach:

The consultant will participate in various online meetings with the project team, Bach Mai Hospital staffs, and HI's OTR focal person at HQ.

The initial training for rehabilitation professionals will be conducted in person at Bach Mai Hospital and other Hospitals. This will be followed by one-to-one mentoring sessions to support the use of the application. Needs-based refresher training will also be organized, either online or offline, depending on the requirements.

The consultant will provide ongoing remote mentoring to rehabilitation professionals as needed.

The consultant's dedicated working time will be documented in a timesheet.

3. Duration and Location of the Consultancy

Duration: The consultancy contract will involve a needs-based engagement from **20th January 2025 to 27th September 2025**, an estimation of around 30 working days (tentatively up to 7 days for the in-person training/coaching sessions, and up to 184 workhours for the remote mentoring) in total during this period.

Location: The consultant will be primarily home-based, with needs-based visits to Bach Mai Hospital in Hanoi, Vietnam.

4. Reports and Deliverables

The consultant is expected to deliver during the assignment:

Training Report: A training completion report, training evaluation after organizing in-person training or refreshers, summarizing the key topics discussed during the sessions, next steps, and recommendations for the ADMIRE team to successfully launch OTR services at Bach Mai Hospital.

Mentoring report: Quarterly mentoring report, summarizing the number of days supported and detailed what support are provided and its outcome.

5. Profile and Experience

The ideal consultant should meet the following criteria:

- Hold at least a bachelor's degree in physical therapy (PT) or Occupational Therapy (OT).
- Have a minimum of 2 years' experience using the OTR application.
- Be fluent in both Vietnamese and English.

6. Payment Modalities

The proposed payment modality is as follows:

Monthly payment basic on presentation of timesheet, relevant confirmed deliverables, payment request and invoice.

The consultant is responsible for organizing his or her own travel under this consultancy with priority given to hotels/ travel agency/ car rental company with which HI has framework agreements. The travelling expenses will be reimbursed on presentation of receipts and must be included in invoice. HI will not cover any insurance fee during the consultancy period.

The final payment is conditional on the validation of the final delivery and not solely on its submission report. Validation means ensuring that the delivery tasks meet the expected service that were stated in the ToR and the signed contract.

7. Application

Proposals from interested consultant must include the following documents (compulsory documents in English):

1. A cover letter and CV, including how the skills and competencies described in the Terms of Reference are met.
2. A technical proposal defining the methodology and workplan.
3. The consultant should submit HI a financial proposal in Vietnam Dong. The financial proposal includes a) daily rate for the in-person training/coaching sessions, and b) hourly rate for the remote mentoring. Please include applicable taxes (VAT or withholding tax) based on national regulations.

Cover Letter, CV, Technical and Financial Proposal must be submitted no later than 15:00 on **16th January, 2025** and should be sent electronically to procurement@vietnam.hi.org.

Questions related to this assignment; it is recommended to send email procurement@vietnam.hi.org 3 days before the date of bid submission.

8. Evaluation Procedure

Evaluation of proposals will be made by a Selection Committee in two phases:

1. Administrative selection: The committee will first check for completeness of the application and verify that all compulsory items listed above are included. Incomplete applications will not be considered for technical selection.

2. Technical and commercial selection: The best application will be selected based on the quality of the technical proposal, the competitiveness of the financial proposal, the skills and previous experiences of the consultant, the delivery lead time, the payment terms, and the demonstrated expertise of the applicant to successfully undertake the assignment.

Only candidates who pass the administrative selection will be considered for the technical assessment. Shortlisted applicants may be invited for an online interview (or offline interview).

HI reserves the right to contact the applicants for additional information or clarification before the final selection by the selection committee. After interview only selected candidate will be contacted.