



Terms of Reference

International consultant to support Accessibility Activities

1. Introduction and Background Information

1.1. Humanity and 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 30 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. HI Rehabilitation Project in Vietnam

The rehabilitation project, funded by the USAID, started in October 2015 and is expected to last for 8 years (until September 2023). The project's goal is to improve quality of life of people with brain lesions, especially those with brain stroke, traumatic brain injury, cerebral palsy and/or spina bifida/hydrocephalus, by improving access and quality of rehabilitation services. In order to do so, the project develops 4 main approaches:

- Strengthening of rehabilitation service delivery
- Building Human Resources' capacities and skills.
- Strengthening governance and networking
- Improving awareness among general population and local authorities on home accessibility and independent living

1.3. HI Rehabilitation project intervention in term of House Accessibility and Independent living

Since 2020, HI rehabilitation project in Vietnam has been acting to improve accessibility of the physical environment (house) of people with physical disabilities, in order to enable them, so far as possible, to carry out their daily activities safely and independently. Targeted beneficiaries are supported with improved accessibility of their house and provision of assistive devices in order to (re-)gain functionality and independence.

Through the project's sub-award ACDC (Action to the Community Development Centre), the beneficiaries benefit also from independent living skills training and peer support.

Over the past two years, more than 200 people with physical disabilities, both children and adults, have benefited from house accessibility.

For its final year, HI rehabilitation project in Vietnam aims at working on sustainability of its activities regarding "House Accessibility and Independent living", through the following modalities:

Modality 1 - Information, awareness-raising:

The focus will be on promoting collective awareness of the importance of accessibility, as part of the global picture concerning the recognition and respect of the rights of people with disabilities. Information and awareness-raising will target very diverse audiences, and in particular civil society (local organizations, national NGOs...), professionals or future professionals (practicing architects, engineers, technicians, project managers), and decision-makers (national and local authorities) who define and implement accessibility policies. Awareness-raising work will be carried out in collaboration with local stakeholders, in particular organization of people with disabilities. In the framework of this modality, IEC (Information, Education, Communication) materials, booklet and eLearning module on Accessibility will be produced.

Modality 2 - Stakeholders training:

In order to support local stakeholders, help them to understand the issues and accompany them in changing their practices, technical training based on local standards or, where these do not exist, international standards and the principles of Universal Design will be provided.

This training will address a wide range of stakeholders: local and national authorities; architects, civil and infrastructure engineers, etc.

2. Consultancy details

2.1. Technical training

The consultant supports HI's Rehabilitation project in Vietnam providing technical training on Accessibility to relevant professionals such as engineers, urban planners, architects, architecture professors, managers etc. **details in the attached Annex1: Terms of Reference (ToR) specific to this activity.**

2.3. eLearning module

The consultant supports HI's Rehabilitation project in Vietnam developing the contents of the training module on Accessibility **details in the attached Annex2: ToR specific to this activity.**

2.5. Expected service deadlines

1	Providing technical training	May-June, 2023
2	Developing eLearning	March 31, 2023

2.6. Responsibilities of consultant

He/ She engages to:

1. Respect the elements mentioned in the ToR related to each activity
2. Take responsibility for making effective use of time, and for the outcomes and actions taken as result.

2.7. Responsibilities of HI

HI technical advisor should:

1. Work closely with the consultant and provide him/her with needed information
2. Provide the necessary support for the smooth running of this consultancy.

2.8. Contact person

During the performance of the service, the consultant will be required to work in liaison with Handicap International's teams, and notably with Ms Wissal HEDHLI (w.hedhli@hi.org), who will be his/her contact person.

2.9. Deadline for submission

24 February, 2023



Vietnam mission

Annex1

Terms of Reference for International Consultant Providing Technical Training on Accessibility

1. Introduction and Background Information

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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.

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- Strengthening of rehabilitation service delivery
- Building Human Resources' capacities and skills.

- Strengthening governance and networking
- Improving awareness among general population and local authorities on home accessibility and independent living

1.3. Accessibility situation in Vietnam and HI actions

Since 2020, HI rehabilitation project in Vietnam has been acting to improve accessibility of the physical environment (house) of people with physical disabilities, in order to enable them, so far as possible, to carry out their daily activities safely and independently. Targeted beneficiaries are supported with improved accessibility of their house and provision of assistive devices in order to (re-)gain functionality and independence.

Through the project's sub-award ACDC (Action to the Community Development Centre), the beneficiaries benefit also from independent living skills training and peer support.

Over the past two years, more than 200 people with physical disabilities, both children and adults, have benefited from house accessibility.

The received feedbacks are very encouraging on the work that has been done in terms of accessibility of houses but the intervention of HI has been only at the level of beneficiaries. Yet, the urban landscape observed in Vietnam suggests that accessibility training of architects, urban planners, engineers etc. is strongly needed.

As consequence of signing the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) on October 22, 2007, Vietnam has internalized the provisions of UNCRPD into national legislation and issued new legal documents for PWDs inclusion. The Vietnamese law stipulates that all apartment buildings, working offices, public technical and social infrastructure facilities must ensure accessibility for PWDs. Despite the progress produced following the signing of the UNCRPD, there are gaps in the implementations of the regulations according to field observations and data gathered by specialists (further details will be provided).

2. Consultancy details

2.1. Overall objective

The consultant supports HI in providing technical training on accessibility for relevant professionals (architects, urban planners, designers, engineers, managers etc.) to enable them to have better understanding of accessibility and universal design or design for all.

Two categories of professionals will be targeted by this training, on one hand construction professionals (architects, urban planners, designers, engineers, etc) and on the other hand managers and policy makers.

2.2. Specific objectives and technical requirements

By the end of this training:

- Managers, decisions-makers are aware about the needs to improve the accessibility conditions, the need to raise awareness among the general public and are aware about the importance of including accessibility in the training curricula of professionals at a university level.
- Architects, urban planners, engineers etc., have better understanding of accessibility, master its technical requirements and have an action plan and necessary resources to be able to implement accessibility in their scope of work.

The training should include:

- Accessibility, universal design concepts and definition
- Accessibility mobility chain
- Legislation and policies of Accessibility in Vietnam
- Accessibility gaps in Vietnam (most common barriers in streets, sidewalks, intersection, bus stop, parking spaces...) → Documents on these gaps and the current situation in Vietnam in term of accessibility will be provided to the consultant.
- Technical criteria of accessibility, and universal design
- Resources and materials on the subject.
- Reflections on potential future actions to address the needs

2.3. Responsibilities of consultant

The consultant engages to:

1. Establish, based on the proposed elements included in these Terms of Reference, a work plan for the completion of the service. The work plan should give a clear description of how the consultant intends to approach the service's completion and the plan should indicate the rate of progress and/or level of completion of the service, including criteria and indicators for checking that it is proceeding as planned.
2. Send a draft, for HI validation, 4 weeks at least before starting the training, of the **training manual** including plan, topic, resources and methodology, in accordance with the training subject mentioned above
3. Make sure that the resources used are evidence-based practices
4. Communicate the final training materials to HI, 3 weeks at least before starting the training to be translated into Vietnamese.

(Considering the limited resources available for translation, the material that needs to be translated needs to be focused and specific (the project cannot translate a whole manual that will only be used partially or that will be used "as a reference").

5. Take responsibility for making effective use of time, and for the outcomes of the training.
6. Provide HI before the end of the mission, with soft copies of all training material used during the provision of training

7. Provide HI with a training report, including information on the training provided (number of participants, topics, used methodology), the pre- and post- test results, and, where applicable, recommendations for future training activities (in terms of organizations as well as in terms of content or methodology) at the end of the mission (within a week after the end of the mission),

2.4. Responsibilities of HI

The Technical advisor should:

1. Provide the consultant with relevant documents and information about the context of intervention
2. Validate the training plan
3. Provide the consultant with any related information about the context of intervention, or the participants
4. Provide the necessary logistical support for the smooth running of the training.

Additional information

1. Consultant Profile

Eligibility for consultant status: either being an individual consultant with consultancy registration document, either apply as an organisation with a registration number.

2. Service duration, period and location

Work days will be distributed between 5 days of on-site training, 6 days of preparation, 2 days for report finalization and 2 days for traveling. Total service duration will be 15 days.

Period: May-June 2023

Location: Hanoi-Vietnam

3. Resource person(s)

Within the scope of work the consultant will be asked to collaborate and coordinate with; Handicap International's teams, and notably with Ms Wissal HEDHLI (w.hedhli@hi.org), who will be his/her contact person.

4. Specific results-deliverables

- a. Initial training plan
- b. Training manual
- c. Final Report

5. Administrative and technical appendices to submit:

- Technical proposal including full training plan & outline of training content
- Financial proposal
- Consultant's CV
- Sample training materials
- References of past training undertaken on the topic

6. PROPOSAL

Proposals must remain valid for 30 calendar days after the proposal submission deadline, during this period; the Consultant shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price;

HI will make its best effort to complete the negotiations within the proposal's validity period. However, should the need arise, the Client may request, in writing, all Consultants who submitted Proposals prior to the submission deadline to extend the Proposals' validity;

The Consultant has the right to refuse to extend the validity of its Proposal in which case such Proposal will not be further evaluated.

The Financial Proposal shall list all costs associated with the assignment, including (A) remuneration for key additional trainers, if applicable, (B) reimbursable expenses as indicated below

- A per diem allowance, including hotel, for experts for every day of absence from the home office for the purposes of the Services; if applicable
- Cost of travel by the most appropriate means of transport and the most direct practicable route; if applicable
- Cost of office/training venue/accommodation, including overheads and back-stop support; if applicable
- Communications costs; if applicable
- Cost of purchase or rent or freight of any equipment required to be provided by the Consultants; if applicable
- Cost of reports production (including printing) and delivering to the HI; if applicable
- Other allowances where applicable and provisional or fixed sums (if any)
- The Consultant and its Sub-consultants and experts are responsible for meeting all tax liabilities arising out of the Contract
- The Consultant may express the price for its Services in the currency of the United States of America (USD).
- Proof that the Service Provider has paid social security contributions.

The consultant(s) will also provide any necessary materials (including their own laptops) required for the evaluation.

7. Submission

Humanity & Inclusion (Handicap International) in Vietnam

contact@vietnam.hi.org

8. Selection Criteria

Selection of contractor among the bidders will be based on series of criteria, among which (not following an order of importance):

- Activity costs (total budget and fees)
- Past experiences in developing similar material
- Proposal quality, activity planning and timeline
- Resources to be mobilized and consultant's expertise

HI reserves the right not to award the contract concerned by this tendering procedure should circumstances require, and is under no obligation to provide justification or compensation of any kind to the companies consulted.



Vietnam mission

Annex2

Development of E-learning module on Accessibility-Terms of Reference

1. Introduction and Background Information

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1.2. Rehabilitation Project

The rehabilitation project, funded by the USAID, started in October 2015 and is expected to last for 8 years (until September 2023). The project's goal is to improve quality of life of people with brain lesions, especially those with brain stroke, traumatic brain injury, cerebral palsy and/or spina bifida/hydrocephalus, by improving access and quality of rehabilitation services. In order to do so, the project develops 4 main approaches:

- Strengthening of rehabilitation service delivery
- Building Human Resources' capacities and skills.

- Strengthening governance and networking
- Improving awareness among general population and local authorities on home accessibility and independent living

1.3. House Accessibility and Independent living

In 2020, Humanity & Inclusion (HI) starts to provide supports with non-construction works for the people with disabilities in Quang Tri and Hue provinces. The aim of the supports is to enable, so far as possible, people with disabilities to carry out their daily activities safely and independently. Targeted beneficiaries are supported with improved accessibility of their house and provision of assistive devices in order to (re-)gain functionality and independence. Through a sub-award to ACDC (Action to the Community Development Centre), these people are also expected to benefit from independent living skills training and peer support.

Over the past two years, more than 200 people with physical disabilities, both children and adults, have benefited from house accessibility and the provision of assistive devices.

The project developed “house accessibility & assistive devices assessment tool”, with the support of an expert in this field.

This assessment tool has been developed to support identification of needs in terms of accessibility and assistive devices.

The tool is easy to be used by both professionals (for example occupational therapists and physiotherapists) and non-professionals (for example beneficiaries, family members, people from the general community, local community, or other people that have an interest).

The received feedbacks on the work that has been done in terms of house accessibility are very encouraging. However, according to field observations, the understanding of accessibility and its importance remains an area to work on.

1.5. Development of Online, Self-Learning Module

Over the past years, the project has developed several eLearning training modules for rehabilitation professionals, focusing on care for persons with stroke, traumatic brain injury, cerebral palsy and spina bifida.

As the e-learning format presents a sustainable alternative to face-to-face training and allows to target a wider audience based on our previous experience, HI would like to take the opportunity of developing a module on “Accessibility and Independent living” targeting people with physical disabilities, their caregivers, healthcare professionals and also general community, local community, or other people that have an interest.

The development of such module will rely mostly on 2 persons/consultants: one who will be developing the training (technical) content (the “trainer”); while the other one will turn that content into an appropriate self-learning and inter-active module (the “designer”). In order to

have successful results, these 2 persons will need to work together and coordinate – as the development of the content will be influenced by the shape of the module (movies, games, questionnaires, tests...).

2. Mission

2.1. Mission's Overall Objective

The consultant supports HI's Rehabilitation project:

- In developing the content of the training module based on the below proposed scope of training and materials.
- Taking into account requirements proposed by the “designer” to facilitate the graphic design of the module.

2.2 Proposed Scope of Training

The below pieces of information are only provided to frame the development of the training modules – the consultant will be in charge to confirm, rephrase and/or further develop the training curriculum.

2.2.1. Training's Objective

By the end of the training, participants whether there are non-professionals (persons with disabilities, family members, people from the general community, local community, or other people that have an interest) or professionals (physiotherapists/occupational therapists/speech therapists/nurses, etc.), will be aware of the importance of accessibility and have theoretical knowledge and practical resources for the appropriate understanding and implementation of accessibility solutions.

2.2.2. Training – technical development

The technical training content development will be the exclusive responsibility of the trainer. It is expected to cover the following specific objectives:

The participants will be able to:

- Define concepts and principles related to Accessibility and related to legislation and policies framework in Vietnam
- Understand disability, environmental barriers and accessible mobility chain
- Understand the importance and benefit of Accessibility for persons with disabilities and for **all**
- Understand the methodology for diagnosis of environmental barriers and accessibility needs
- Understand Accessibility standards and use Accessibility good practices to be able to implement simple, practical and sustainable solutions according to identified needs (this part needs to cover different areas related to household: getting in and out, moving inside, bedroom, bathroom, living room, kitchen, housework)

And the training should include Case Study.

2.2.3. Training- production

The training production will be the responsibility of the “designer”. However, the “trainer” will closely collaborate with the “designer” to provide advices related to developed technical content.

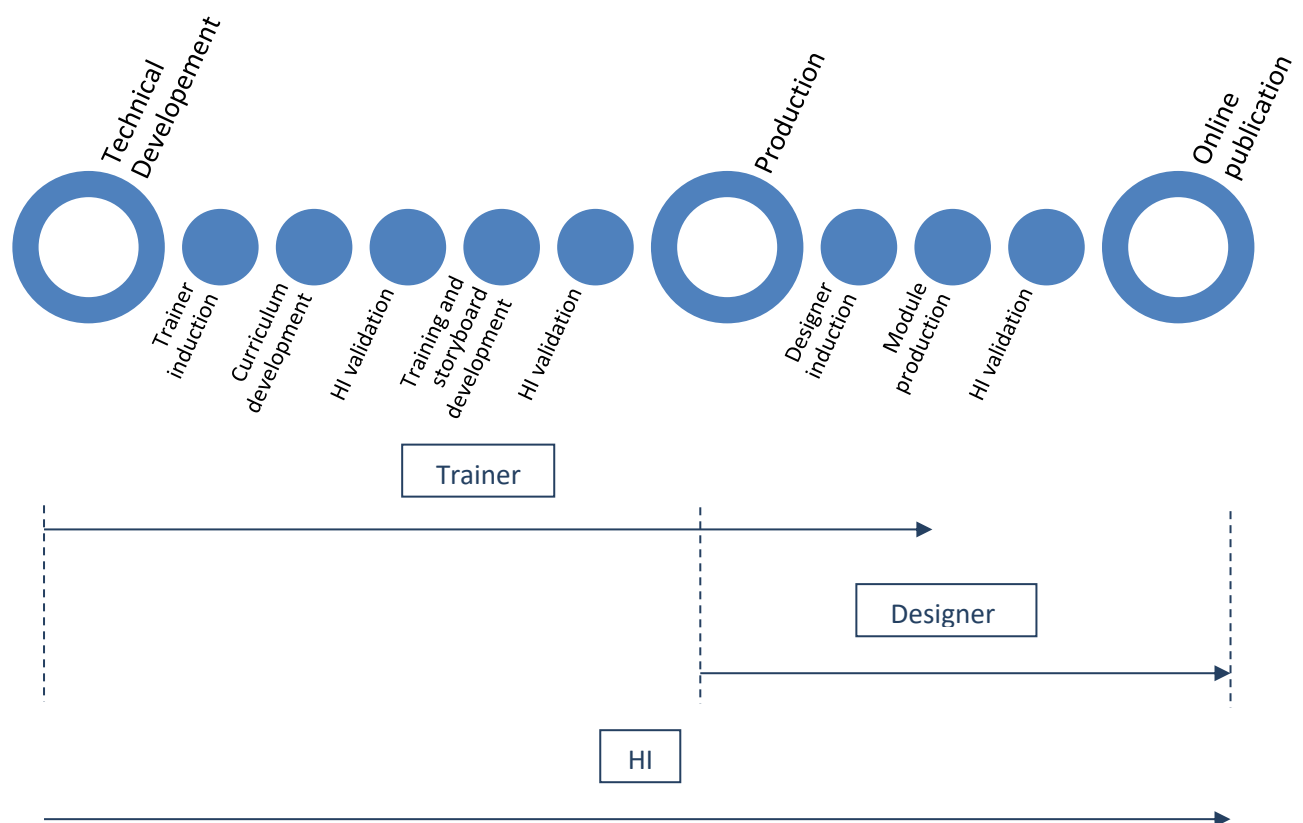
The trainer will therefore support the designer to produce interactive learning modalities such as:

- Inter-active infographics
- Voice off
- Short videos (demonstrations, good and bad practices...)
- Exercises and tests (multiple choice or fill in the blank questionnaires...)

- Content will need to respect the basic principles of multimedia learning and the principles of adult learning.

- Total duration of learning is expected to last 1 hour to 1 hour and half

2.2.3. Intended schedule of collaboration:



2.3. Deliverables

Deliverables include:

- Training curriculum: including objectives, key messages, detailed content and schedule, targeted audience, material to be produced, teaching and learning methods, evaluation methods... A standard template for curriculum will be provided to the consultant in order to ease validation of the training in Vietnam.
- Training material: including the “raw content” and agreed-upon “additional” material (illustrations, raw material for short movies, content for infographics, content for tests and exercises...)
- Storyboard: detailing the structure and content of each part of the module. This document will serve as the basis for the production of the eLearning by the developer. A standard template of storyboard will be provided to the consultant.

2.5. Consultant/Trainer’s and HI’s Responsibilities

The consultant:

- Develops the training curriculum (as per template to be provided by HI)
- Develops the training content and training material that will be used to produce the self-learning module.
- Transforms the raw sources of content into an effective and relevant learning solution by developing a storyboard
- Coordinates with the designer, at least at the start of the mission (handover) and when the material is produced(review).

HI:

- Identifies and hires the designer
- Validates the training curriculum, training material and storyboard, as well as the module design
- Translates the training content and storyboard
- Facilitates the collaboration between both consultants regarding the training

3. Additional Information

- The training content is to be developed from a distance – there is no field mission (in Vietnam) required
- The training content is to be developed in English
- The training content is expected to be developed by the end of March

3.1. Consultant Profile

Eligibility for consultant statue: either being an individual consultant with consultancy registration document, either apply as an organisation with a registration number.

3.2. Service duration, period

Work days will be distributed between 7 days of work on the training module, and 1 day to review the module produced by the designer. Total of 8 working days.

Period: March 2023

3.3. Resource person(s)

Within the scope of work the consultant will be asked to collaborate and coordinate with; Handicap International's teams, and notably with Ms Wissal HEDHLI (w.hedhli@hi.org), who will be his/her contact person.

3.4. Specific results-deliverables

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