

**National technical consultant on Digital Accessibility**  
**“Digital Learning and Accessible Technology for Improved Employability of Persons with Disabilities” project**

## **1. Introduction and Background Information**

### **1.1. Humanity & Inclusion**

Humanity and Inclusion (HI) – Legal name Federation 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. Project "Digital Learning and Accessible Technology for Improved Employability of Persons with Disabilities"**

HI has been implementing a 36-month project funded by the European Commission from August 2024 to July 2027. 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). The project will work with youth with disabilities who might benefit from digital rehabilitation services (e.g., Open Tele Rehabilitation and/or Alternative and Augmentative Communication (ACC) tools), facilitate their journey towards economic inclusion. At the same time, the project will work with government partners, employers, CSOs, digital service providers, ICT professionals, and OPDs in building their capacities to promote digital accessibility and economic inclusion of youth with disabilities.

#### Digital accessibility:

Per the World Wide Web Consortium (W3C), digital accessibility means that websites, tools, and technologies are designed and developed so that people with disabilities can use them.

In this project, digital applications and platforms relevant to job portals, job placement, job mentoring, financial literacy, and physical and functional rehabilitation for youth with disabilities will be selected and supported to adopt universal design and accessibility standards, adapted to the local language and context. The Web Content Accessibility Guidelines (WCAG) have been identified as the standard for digital accessibility.

## **2. Description of the Expected Services**

## 2.1. Objectives

The overall objective of the consultancy is to provide technical guidance and service to project team and project stakeholders (Government agencies, ICT providers and disability focus organizations) to ensure the accessibility of digital platforms on job portals, job mentoring, financial literacy and skill development through the adoption of universal design and accessibility standards.

## 2.2. Service Requested

**To achieve the objective, the consultant is expected to:**

1. **Translate and contextualize** the Easy checks page- a first review of Web accessibility (<https://www.w3.org/WAI/test-evaluate/easy-checks/>), WCAG glossary ([Web Content Accessibility Guidelines \(WCAG\) 2.2](#)) and other relevant ICT materials on web accessibility to develop a guideline document on digital accessibility in Vietnamese context and language.
2. **Conduct accessibility review** of selected websites/apps (at least 5) for job placement, job mentoring, skills training, financial literacy using easy check tool to identify the critical accessibility issues need to be improved.
3. **Facilitate a one-day workshop** with stakeholder including Department of Information and Communication, website service providers, ICT developers, disability-focused organizations, Persons with disabilities to consult for finalization of the web content accessibility guideline and share accessibility review result and recommendations for improvement of selected websites.
4. **Support** the identified website/app providers to develop improvement plan.
5. **Monitor** the adjustment process of providers and facilitate user acceptance test (UAT) after adjustment.

## 2.3 Methodology and approach

The consultant will participate in various online meetings with the project team, Department of Information and Communication, website service providers, and disability-focused organizations. Needs-based meeting also be organized, either online or offline, depending on the requirements.

The consultation workshop will be organized in person at selected project province while most of other tasks can be handle from remote. The consultant's dedicated working time will be documented in a timesheet.

## 3. Duration and Location of the Consultancy

Duration: The estimated duration is around 40 working days, including travel, from February to July 2025.

Location: The consultant will be primarily home-based, with needs-based visits to Quang Tri, Hue and Ha Noi.

## 4. Reports and Deliverables

The consultant is expected to deliver during the assignment:

- A guideline on digital accessibility in Vietnamese language
- Five accessibility review reports of 5 selected websites/apps analyzing the extent to which each website/app meets the Easy check accessibility criteria, identifying the critical issues need to improve and recommendation for proper adjustment.

- Consultation workshop agenda, presentations and workshop report.
- Workplan for supporting and monitoring the adjustments of the 5 websites / digital tools in order to improve their accessibility.
- Monitoring report measuring the progresses/adjustments made by the selected service providers and to show the improvements in accessibility.

Note: Copyright of deliverables under this consultancy should belong to HI. The consultant agrees to comply with HI's safeguarding policies and commit to upholding the standard of conduct required to support HI's values.

## 5. Profile and Experience

The ideal consultant should meet the following criteria:

- Hold at least a bachelor's degree in Informatic Technology.
- Have expertise and experience on WCAG; digital accessibility
- Be able to work effectively with ICT service providers and Ministry/Department of Information and Communication.
- Experience in digital technology for persons with disabilities would be an advantage.
- Be fluent in both Vietnamese and English.

## 6. Payment Modalities

The proposed payment modality is based on the deliveries as follow:

Payment	Deliverables
First payment – 30%	The guideline on digital accessibility in Vietnamese language is finalized
Second payment – 40%	<ul style="list-style-type: none"> <li>- Five accessibility review report of 5 selected websites/apps validated.</li> <li>- Consultation workshop organized and workshop report validated</li> <li>- Workplans for accessibility improvements of selected websites/apps approved for support.</li> </ul>
Final payment 30%	Monitoring report validated.

Please note that no travel allowance (per diem) will be paid on top of the consultancy fees. The consultant is responsible for their own security during the mission and no insurance fee will be covered during the consultancy period. Need based field trips will be discussed with consultant by project team and will be included in the activities plan.

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. (Please refer the attached "Conditions for the reimbursement of expenses incurred as part of service provision for HI")

Please note that 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 tentative workplan. Share a sample document/link of past work on accessible website development
- 3) A financial proposal in VND that includes the daily consultancy fee and associated costs to produce the identified deliverable services (personnel, translation, computer, printing questionnaires, specific tools/software, office materials, etc ) and any applicable taxes in the country (VAT, PIT or withholding tax).

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

Cover Letter, CV, Technical and Financial Proposal must be **submitted in separate files no later than 15:00 on 10<sup>th</sup> February, 2025** and should be **sent electronically** to [procurement@vietnam.hi.org](mailto:procurement@vietnam.hi.org).

(logistics and requester e-mail address) with the **subject line “Consultancy on Digital accessibility– Candidate’s full name”**.

## 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 CV/profile, 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.

Annex 1: Conditions for the reimbursement of expenses incurred as part of service provision for HI.