

TERMS OF REFERENCE

Title: Consultant(s) to conduct study on access to social security and protection among informal migrant workers in Hanoi and HCMC under the context of digitalization.

Location: Hanoi and HCMC

Duration: April- June, 2025

Reporting to: Research and Learning Specialist



Since 1989, CARE International in Vietnam has actively cooperated with many partner organizations to implement more than 300 projects in Vietnam. We recognize that the key to equitable and sustainable development lies in addressing the root causes of poverty, social injustice and inequality. We always work with our partners to support women smallholder farmers, workers, and women small and micro-enterprise owners in enhancing their capacity and confidence to participate in economic development activities, adapt to climate change, and increase resilience after natural disasters or major disasters. Together, we aim for a society that develops fairly and equitably for everyone.

Project information

The current situation of access to social security and protection (SSP) for migrant workers in Vietnam still has many challenges. Migrant workers, especially informal workers, often face difficulties in accessing social insurance policies and social security services. Some of the main barriers include: (1) Lack of information and awareness: Many migrant workers do not clearly understand the social security benefits and policies they may be entitled to; (2) Precarious working conditions: Migrant workers often work in unstable conditions, with low incomes and without formal labour contracts; (3) Restrictions on household registration: Social security policies often require workers to have permanent household registration, causing difficulties for migrant workers.^{1 2 3} In addition, several studies have shown that female migrant workers face many difficulties in accessing social security services, especially social insurance and health care.^{4 5}

In the context of digitalization in Vietnam, access to SSP for migrant workers has improved significantly, such as the government implemented the issuance of social security accounts and cashless payment of benefits, helping migrant workers receive benefits quickly and transparently; connecting the social security database with the national population database helps manage and monitor beneficiaries effectively, thereby ensuring that migrant workers receive the correct, sufficient and timely supports; e-government uses online platforms to provide information and public services so that migrant workers can easily access information on social security policies, register and track the status of their applications online.^{6 7 8}

Some specific applications on improving access to social security for migrant workers in Vietnam through digitalization include (1) VssID application: Vietnam Social Security has deployed the VssID application, helping migrant workers easily look up information on social insurance, health insurance and unemployment insurance. This application provides online services such as looking up insurance participation process, receiving notifications about insurance regimes, and registering for insurance services; (2) National Public Service Portal: The National Public Service Portal provides an online platform for people, including migrant workers, to conveniently access and use public services. Workers can register, look up and track the status of

¹ [Di cư lao động và các vấn đề an sinh xã hội](#)

² [Thực trạng tiếp cận chế độ bảo hiểm xã hội của lao động di cư phi chính thức | Tạp chí Quản lý nhà nước](#)

³ [Di dân từ nông thôn đến thành thị – Một số khuyến nghị chính sách | Tạp chí Quản lý nhà nước](#)

⁴ [Dân Sinh - Thúc đẩy quyền an sinh xã hội của lao động nữ di cư ở Việt Nam | Báo Dân trí](#)

⁵ [archive-1695386093.pdf](#) Social Security Policy for Domestic Migrant Workers in Vietnam

⁶ [Mỗi người dân Việt Nam sẽ đều có tài khoản nhân hỗ trợ từ Chính phủ - Tuổi Trẻ Online](#)

⁷ [Chi trả không dùng tiền mặt cho các đối tượng hưởng chính sách an sinh xã hội ngay trong năm 2022](#)

⁸ [Chính phủ điện tử – Wikipedia tiếng Việt](#)

their social security records online, saving time and effort.^{9 10}

Despite many improvements, migrant workers still face a number of barriers such as lack of information, limited technology skills, and differences in regulations between localities/provinces. This requires training and technical assistance programs to help migrant workers access digital services effectively, such as digital skills training programs for migrant workers, helping them grasp and use new technologies to access social security services. For example, courses on using mobile applications, accessing the internet, and online services have been organized in many localities.^{11 12}

In this context, CARE International in Vietnam (CVN) under supports from WODIMO project wants to conduct a study to better understand informal migrants' access to social security and protection under the context of digitalization in Vietnam, looking at different perspectives on key determinants related to digitalization enabling as well as challenging their access (and how similar or different it is between men and women informal migrant workers). The study is expected to suggest solutions/concepts to improve informal migrants' access to social security and protection; and enhance their quality of life. The study findings will be used to inform future programming on interventions for increasing informal migrants' access to SSP in light of digitalization.

Objectives

To meet above purposes, the study will aim to meet and answer following objectives and questions:

- The 1st objective is to **examine current situation of informal migrants' access to social security and protection** in the context of digitalization, as well as to explore informal migrants' perspectives on impacts of digitalization on their access to SSP.
- The 2nd objective is to **identify key determinants of SSP access in light of digitalization**, including drivers and prohibitors of informal migrants' SSP access under the context of digitalization.
- The 3rd objective is to **get insights of informal migrants' needs to support** their SSP access under the context of digitalization.

Tentative methods

This is formative research aiming to explore current situation of informal migrants accessing to social security and protection in the context of digitalization. Therefore, the study utilizes possible channels to reach stakeholders (migrants, government and non-government representatives) and employs quantitative and qualitative data collection tools using participatory techniques to get information and insights as much as possible, not representative information.

CVN is looking for a consultant or a group of consultants to work with CARE researcher for this study. The study will apply a combined qualitative and quantitative methods, in which the data collection aims to survey around 400 samples of informal migrants¹³ (at least 70% being women) and conduct other 10 focus group discussions with them in Hanoi and HCMC. The consultant is expected to propose a clear study analytical framework and methodology including data collection techniques and tools with high quality standards. In general, the data collection techniques will be participatory, gender and culturally sensitive and appropriate for informal migrants. Overall, the approach and work-plan will be discussed carefully between CARE researcher and consultant team.

Scope of work and key deliverables

⁹ [Bức tranh về lao động và di cư tại Việt Nam - Open Development Vietnam](#)

¹⁰ [World Bank Document](#) A VISION FOR THE 2030 SOCIAL PROTECTION SYSTEM IN VIETNAM

¹¹ [Digitalization and Social Protection: Macro and Micro Lessons for Vietnam](#)

¹² [An sinh xã hội ở Việt Nam: SOCIAL PROTECTION IN VIETNAM: Successes and obstacles to progressively](#)

¹³ Informal migrants are those who are working in informal sectors (without a labor contract, or a labor contract of less than 1 month, not paid health insurance, social insurance and other benefits from the employer) in Hanoi and HCM (regularly or seasonally) for at least 6 months, migrated from other provinces to HN and HCMC for at most 15 years, currently renting a house to work in HN and HCM, low income (under 15 million/month).

A consultant or a group of consultants will be recruited to work closely with the CARE researcher to develop study design, draft quantitative and qualitative data collection tools and workplan, conduct data collection (including training and coordination), clean and process collected data and information, and prepare the report, detail tasks below:

- Conduct desk-review to inform the inception report of key points on study design including clear study analytical framework, methodology, data collection techniques and tools, and workplan in closed discussion and consultation with CARE team.
- Draft quantitative and qualitative data collection tools and finalize based on inputs from CVN team.
- Work together with CARE researcher to conduct data collection in Hanoi and HCMC adhering strictly quality control plan and ethical research requirements agreed between CVN and consultants.
- Synthesize qualitative information and process quantitative data.
- Develop a brief of key findings and potential interventions (PPT format) to present to CVN team.
- Prepare a full report (max 30 pages in English).

Key deliverables

- Inception report: outline key points of research design including clear study analytical framework, methodology and workplan and data collection tools (no more than 7 pages in English)
- Qualitative and quantitative data collection tools
- Quantitative survey dataset and results in tables from data analysis process
- All field-notes and pictures from field-team and recordings (if have) and qualitative data synthesis: completed qualitative data matrix
- PPT presentation on key findings with CVN team in English
- Final report (no more than 30 pages in English)

Tentative Timeframe

No	Activity	Deliverable	Timeline of completion	Working days
1.	Consultant Recruitment	Qualified consultant	By end of Mar	
2.	Desk review and study design (including working with CARE researcher to finalize the study design and data collection tools)	Inception report (including clear research analytical framework, methodology and workplan and data collection tools)	By mid-Apr	5
3.	Data collection in Hanoi and HCM (including training and coordination of data collection)	Quantitative survey dataset and Qualitative notes	By mid- May	10
4.	Data and information processing	PPT presentation of key findings from quantitative and qualitative survey shared to CVN	By end of May	10
5.	Write the 1 st report (30 pages max.)	First draft report	By mid-Jun	8
6.	Gather feedback from CVN and refine the report)	Final report	By end of Jun	2
			Total	35 days

Number of days can be adjusted upon discussion with the consultant.

Selection criteria

- A master's degree in social sciences such as: Anthropology, Sociology, Human Geography or any other disciplines related to social and behavioural research;
- Experience in conducting applied research, field research in the community and applying qualitative information collection techniques, including: in-depth interviews and focus group discussions, using participatory facilitation tools (such as pictures, paintings, role-plays, games, etc.);
- Experience in documenting and skills in analysing information including information synthesis, interpretive analysis, and information generalisation based on research topics as well as case-study analysis;
- Practical understanding about migrants, especially those working in informal sectors including their characteristics, vulnerabilities, and challenges in accessing to social security and protection, as well as existing policies and benefits to support migrants;
- Ability to work collaboratively in a team environment, demonstrates flexibility, adaptability and initiative in fieldwork settings and strong verbal and written communication skills in both Vietnamese and English.

Application procedure

Interested candidates should submit the following documents in English, clearly stating the title of the Terms of Reference to email: Procurement@care.org.vn before 9AM on 26 March 2025.

Applications including: (i) CVs, (ii) a brief of study plan, (iii) proposed budget inclusive all associated consultant costs (including income tax), and (iv) an example of a previous similar piece of work

Only short-listed applicants will be contacted for interviews. Please do not make telephone contact after submitting the application.

CARE is an equal opportunity employer committed to a diverse workforce. Women, ethnic minorities and people with disabilities are strongly encouraged to apply.

Thanks for your interest in CARE! We are committed to each other and to the protection of the people we serve. We do not tolerate sexual misconduct within or external to our organisation and imbed child protection in all we do. Protection from sexual harassment, exploitation and abuse and child protection are fundamental to our relationships, including employment, and our recruitment practices are designed to ensure we only recruit people who are suitable to work with other staff and the people we serve. As well as pre-employment checks, we will use the recruitment and reference process to ensure potential new consultant/supplier understand and are aligned with these expectations. To find out more, please contact the Human Resources Team Leader.