



Consultancy Title	Service provider to produce a video on EORE SBC for farmers and community
Location	Hanoi
Contract duration	February – April 2026

1. BACKGROUND

Catholic Relief Services (CRS) is an international humanitarian agency with its headquarters based 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 began working in Vietnam in 1992 and established an office in Hanoi in 1994. CRS Vietnam assists local partners in the areas of Inclusion of People with disabilities, Mine Action, Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

For 20 years, CRS has been helping to ensure children in the most Explosive Ordnance (EO) contaminated and landmine (LM) areas in Vietnam are able to protect their lives from EO accidents.

EO and LM contamination in Vietnam covers over 18% of the country's land area,¹ affecting most provinces. An estimated 800,000 tons of bombs, landmines, missiles, artillery shells, mortar shells and other explosive materials remain, some buried as shallow as zero to five meters underground, posing grave risks to communities. Rainfall further compounds the peril, as displaced explosives can surface unexpectedly during farming or playing activities.

The *Reaching At-Risk Populations through EORE Targeting* (RAPPORT) project is a 4-year project funded by the U.S. Department of State – Bureau of Political-Military Affairs through its Office of Weapons Removal and Abatement, with the goal that farmers and their families in high-risk EO-contaminated areas in Quang Binh province and Hue city are able to protect their lives from EO accidents. The project consists of two strategic objectives (i) target groups experience reduced risk of EO accidents, and (ii) implementation of Explosive Ordnance Risk Education (EORE) is sustained at national and sub-national levels. The project started in October 2024 and will be implemented through September 2028 in 23 high-risk districts across Quang Tri province and Hue City where EORE and clearance activities are lacking due to their mountainous and remote locations. The total estimated direct beneficiaries in Hue and Quang Tri are 219,480 farmers and community members. In addition, there are participants outside of these communes who will benefit from mass media campaigns and create a spillover effect.

At the national level, CRS signed a Memorandum of Understanding (MoU) with the Vietnam National Mine Action Center (VNMAC) to implement different project activities at the national level. Under this partnership, the RAPPORT project team will collaborate with VNMAC to develop a video on EORE SBC to

¹ https://vnmac.gov-vn.translate.google/vi/tin-tuc/so-lieu-o-nhiem-bom-min-tren-ca-nuoc.t-61.html?_x_tr_sch=http&_x_tr_sl=auto&_x_tr_tl=en&_x_tr_hl=vi&_x_tr_pto=wapp, VNMAC, 2020

support the dissemination the information about EORE and promote EORE knowledge and safe practices to the farmers and people working in high-risk areas in the project provinces, as well as to other highly contaminated provinces in Vietnam. The Project is looking for a service provider to produce this video.

2. TIME FRAME

The service will be provided within the time frame of February – 15 April, 2026.

3. OBJECTIVES

To produce a video on EORE Social Behavior Change (SBC) that supports the dissemination the information about EORE and promotes EORE knowledge and safe practices to the farmers and people working in high-risk areas in the project provinces, as well as to other highly contaminated provinces in Vietnam - contributing to a reduction in local incidents and casualties.

4. TARGET AUDIENCE

Farmers and their families or people working in high-risk areas.

5. REQUIREMENTS

5.1 Video production

The selected service provider is expected to perform the following tasks:

- Desk study on the Mine Action Program, RAPPORT project, and similar EORE products
- Participate in meetings with the RAPPORT team and VNMAC focal person for detailed discussions on requirements, agreement on the way of working, and other issues that may come up.
- Consult with the project team, VNMAC and/or a landmine expert to ensure the content shown in the video be aligned with the EORE guidelines.
- Work in close collaboration with the RAPPORT team and VNMAC focal person to finalize the video script based on the initial draft (see **Appendix 1**).
- Develop and finalize the storyboard, which visually represents each sense of the clips.
- Based on the current developed script in Vietnamese, the service provider should review it and finalize the script in both Vietnamese and English. The final script and storyboard shall be validated by the CRS Mine Action Program Manager and VNMAC, and only after the approval the production can start.
- Produce the video using actor(s)/ actress(es)/ VNMAC representative(s) and/or 2D/3D animation technic and/or motion , graphic components of the video (drawing material, graphic design, key visualization content development, etc) where appropriated. All visuals must be created and owned by the service provider.
- Add appropriate music, sound, voice-over, and other required elements. The service provider should propose at least 3 options for voice-over actors for the RAPPORT team and VNMAC to select.

- The copyright of the music, images, and any elements used in the video should be clear and will not cause any copyright disputes when it is published on any digital platforms.
- In cooperation with CRS branding/co-branding elements appropriately in the production of the clip
- Maintain openness for revising video based on the feedback and commit to the agreed timeline
- The final products of the service will be 01 video clip. The video clip will have maximum 20 -25 min length with two versions:
 - One version in Vietnamese with Vietnamese subtitles
 - One version in Vietnamese with English subtitles

5.2 Formats of the video and hand-over of files

The final files should be rendered and exported with the following requirements for format:

Format SD Files	Format HD Files	Format Ultra HD (4K) files	Original files/editable files	AVI format files
<ul style="list-style-type: none"> • H264 MP4 Hip level 3 at 10Mb/s • Resolution: 720*576, 25 pictures / 50 fields per second ("PAL") • Aspect ratio: 4/3 or 16/9 (no letterbox, if transmission on EbS is intended) • Chroma 4.2.0 • Audio: Stereo 2.0 • 1 file for each product 	<ul style="list-style-type: none"> • MOV (DV100) file, H264 MP4 • Resolution 1050i25 • Audio: Stereo 2.0 • 1 file for each product 	<ul style="list-style-type: none"> • Resolution: 3840 x 2160 • Audio: Stereo 2.0 • 1 file for each product 	<ul style="list-style-type: none"> • Adobe Premier or other option which the consulting firm uses for the production process 	<ul style="list-style-type: none"> • Full resolution: 640x480 resolution • Contain both audio and video data in a file container that allows synchronous audio-with-video playback. • Support multiple streaming audios and video • 1 file for each product

If there are any other requirements for the file format to be published on digital platforms, the service provider should fully support delivering the qualified product.

6. COPYRIGHT

- The final product is the property of the CRS/Mine Action Program and should be handed to the CRS/Mine Action Program and VNMAC after the production is completed.
- All rights and copyrights of the final products lie with the CRS and VNMAC.
- Any results or rights thereon, including copyright and other intellectual or industrial property rights, obtained in the performance of the Contract, shall be owned solely by the CRS.

7. DELIVERABLES & TIMELINES

The service provider will deliver the following outputs:

Item	Deliverable	Deliverable requirements	Assignment Completion Percentage	Deadline
1	Final script in both Vietnamese and English with approval from CRS/RAPPORT Team and VNMAC	Based on the current developed script in Vietnamese, the service provider will review and finalize the script. The script in Vietnamese and English of the video clip finalized and approved.	10%	7 working days after signing contract
2	Final storyboard with approval from CRS/RAPPORT Team and VNMAC	The storyboard in Vietnamese and English of the video clip finalized and approved (with description on art treatment and visual demonstrations).	20%	15 working days after the script finalized
3	Edit and finalize video clips (with English subtitle and without English subtitle) with CRS/RAPPORT Team and VNMAC's approval	<ul style="list-style-type: none"> - All comments/feedback from CRS and VNMAC are cooperated well in the final clip - CRS, VNMAC, US DOS brand/co-brand integrated well in the clip - English subtitles are placed in the videos with the branding font and template -- Final video production (obtaining relevant footages, transcript, editing, processing color grading, music, digital effects, etc) 	50%	20 working days after the video story board were finalized
4	Handover of original/editable files, HD and SD files	Meets the requirements presented in Part 5.2.	20%	5 working days after the video clips finalized
	Total		100%	

- All final products are to be submitted in Vietnamese with Vietnamese and English subtitles (*please refer to the requirements in item 5.1. Production of Video clip*). It is also noted that the delivery time is tentative and might be changed within the timeframe January – March 2026 upon request from the CRS/RAPPORT team and VNMAC.
- The service provider is required to meet the deliverable deadline of the above items. Penalties for delay shall be subjected to CRS's regulations and will be stipulated in the contract.

8. COORDINATION AND REPORTING

The service provider will report to the CRS/RAPPORT Program Manager. During the assignment, the service provider will work and coordinate closely with:

- CRS/RAPPORT Program Manager and VNMAC focal person in terms of technical issues
- CRS's Procurement Officer regarding quotations/proposals and PO/contracts/agreements

All documentation is to be provided in English.

9. DESIRED QUALIFICATIONS

The selected service provider must demonstrate the following qualifications:

- Proven Experience: Minimum 3 years in professional video production, with a portfolio of Social and Behavior Change (SBC) or humanitarian communication projects.
- Technical Capability: Ability to manage full production cycle (concept development, scriptwriting, filming, editing, animation) and deliver high-quality outputs in HD/4K with Vietnamese and English subtitles.
- EORE/SBC Knowledge: Understanding of Explosive Ordnance Risk Education principles and capacity to translate safety messages into culturally appropriate, engaging visuals.
- Cultural Adaptation: Experience producing content for ethnic minorities and low-literacy audiences using image-led storytelling techniques.
- Language Skills: Capability to provide subtitles and voice-over in Vietnamese and English; local language adaptation is an advantage.
- Safeguarding & Compliance: Commitment to Do No Harm, child protection, informed consent, and data privacy standards throughout production.
- Field Logistics & Safety: Ability to develop a risk management plan for filming in rural areas and coordinate with local authorities to ensure safe locations.
- Project Management: Clear production timeline, quality assurance process, and flexibility to incorporate feedback promptly.
- Past Performance: Evidence of at least three relevant projects, client references, and samples demonstrating effective visual explanation of safety concepts.
- Rights & Deliverables: Provision of final video, editable source files, subtitle files, and granting full usage rights for EORE purposes.

10. APPLICATION REQUIREMENTS/SUBMISSIONS

Technical proposal: The technical proposal needs to be in English language and should include:

- Letter of expression of interest
- A copy of the business license (if any)
- Company detailed profile with at least 03 reference links of video clip produced by the company for its previous clients
- A work plan proposed the approach with brief ideas for the video clip and timeline for this assignment.

Financial proposal: Financial proposal should be submitted as a breakdown of costs. The price should be in Vietnam Dong with VAT included.

Method for submission: The application must be signed and emailed to: vn_rfp1@crs.org

Unsuccessful proposals should not and will not be used by CRS in any form under any circumstances without prior written permission by corresponding candidates.

Closing date for submission: by **February 1, 2026**

11. ETHICAL CONSIDERATIONS

All required activities will adhere to ethical standards, ensuring informed consent, confidentiality, and sensitivity to the needs of affected people and communities.