

REQUEST FOR EXPRESSIONS OF INTEREST/HIRING ADVERTISEMENT (INDIVIDUAL CONSULTANT)

COUNTRY: VIETNAM

PROJECT: PROMOTING INTEGRATED AND INCLUSIVE SOCIAL PROTECTION AND CARE FOR OLDER PERSONS (OP) IN RESPONDING TO POPULATION AGEING (UNFPA VIETNAM VNM10AGE)

Assignment Title/Position: Technical Consultant

HelpAge International is global network of organisations working towards a world where older people fulfil their potential to lead active, dignified, healthy and secure lives. The HelpAge global network is made up of 158 members in 86 countries working to support older people and promote their rights, with programmes managed by hubs in London, Africa, Asia and the Middle East.

Within the framework of the project, HelpAge International in Vietnam (HAIV) seeks to recruit an Individual Technical Consultant to undertake the tasks and responsibilities under the scope of the above-mentioned project.

The detailed Terms of Reference (TOR) for the assignment are attached to this request for expressions of interest.

Further information can be obtained at the address below during office hours.

Interested candidates are invited to submit a CV, including a description of relevant qualifications and experience demonstrating how they meet the required experience and skill set outlined in the TOR, to the email address below **by 16h00, March 9, 2026**. Please clearly note which position you are applying in your email title.

- Email to: halt@helpagevn.org; Cc: dathq@helpagevn.org
- Address: HelpAge International in Vietnam, 4th Floor, No. 17, Alley 167, Tay Son street, Phuong Lien ward, Hanoi city, Vietnam
- Attn: Le Thi Ha (Ms.) – Finance and Admin Officer (halt@helpagevn.org ; 024 32474145, 0985 142863)

Selection process: CV-based evaluation will be conducted for the selection. Only selected candidate(s) is contacted for next steps.

Contract type: after negotiation, selected consultant shall enter with HelpAge a consultation contract which is not an employment contract for staff.

TERMS OF REFERENCE (TOR)

For Technical Consultant on development of a standardized set of eight manuals for Intergenerational Self-Help Clubs (ISHCs) and support to development of an advanced set of two (2) manuals on the ISHC-based ICOPE model From March to September 2026

1. Background

Following the successful Thanh Hoa pilot (2023–2024), the Intergenerational Self-help Clubs (ISHC)-based Integrated Care for Older Persons (ICOPE) model was scaled up in Hanoi, Hung Yen, and Thua Thien Hue in 2025 through the HAIV-UNFPA and VAE partnership. This project has resulted in standardized and digitalized training materials and built capacity through Training of Trainers (ToT) courses for case managers, case manager assistants, and caregivers. Furthermore, the project provided strategic policy advocacy and technical inputs contributing to the drafting and approval of the National Masterplan for ISHC Replication through 2035 (Decision No. 1648, 2025). This Masterplan aims to ensure the quality and sustainability of approximately 9,000 existing ISHCs and 12,000 newly established clubs, while progressively developing a community-based care network for older persons.

Despite these milestones, reports from the Social Protection Administration (SPA) under the Ministry of Health (MOH), field visits, and provincial feedback indicate significant implementation gaps. Local Associations of the Elderly and grassroots ISHCs face difficulties in formal establishment and operation due to recent structural reforms, including the transition to a two-level local government structure and the merger of mass organizations, and especially a lack of formal guidelines on the establishment and operation of as well as the criteria for quality rating of ISHCs. There is also a critical need to align the implementation and operations with Master-plan No. 1648, Master Plan No. 379 (focused on employment, digital transformation, and green transition), and the newly passed Law on Population (Chapter IV on Population Ageing Adaptation).

In response, the SPA/MOH, the state agency overseeing elderly affairs, has requested technical support from UNFPA and HAIV to develop and standardize official national guidelines. This initiative includes integrating the long-term care (ICOPE-based) model into the ISHC framework to address the significant gap in home-based care, which currently falls disproportionately on women.

Consequently, UNFPA Vietnam and HelpAge International in Vietnam (HAIV) are collaborating with the SPA/MOH and VAE to develop and institutionalize two sets of guidelines:

- A standardized set of eight (8) manuals for Intergenerational Self-Help Clubs (ISHCs) based on 8 ISHC themes and requirement of the Masterplan 1648.
- An advanced set of two (2) manuals on the ISHC-based ICOPE model at the community level.

The project demands high-level technical expertise, multi-sectoral coordination, and extensive consultation, substantial technical inputs and multi-sectoral coordination with key stakeholders, including the SPA, VAE, and various provincial authorities and local AE. Particularly, this process includes rigorous consultation rounds, training activities to test and verify the draft manuals and go through the Government appraisal process. To ensure robust implementation, HAIV will

- **Designate a Senior Technical Staff member** who will be responsible for strategic leadership, technical direction, and providing substantive expertise for the development of all 10

manuals. This role includes leading training design and delivery, as well as chairing stakeholder consultations and the official appraisal process. The Senior Technical Staff member is primarily responsible for the development and completion of **the advanced set** of two (2) manuals on the community-level ISHC-based ICOPE model and for providing technical direction and review of the other 8 manuals for the basic ISHCs.

- **Recruit a Technical Consultant** to provide detailed and specialized technical inputs, conduct substantive consultations and consolidate stakeholder feedback to refine the draft manuals. This role provides support to HAIV's Senior Technical staff in project management and provides coordination throughout the WP 2026 implementation period and is primarily responsible for developing and finalizing **the standardized set of eight (8) manuals** for Intergenerational Self-Help Clubs (ISHCs), aligned with the ISHC eight themes and meet the requirement of Master Plan 1648. The Consultant operates under the leadership of the Senior Technical Staff to ensure all deliverables meet both Government and UNFPA requirements.

This TOR is to recruit the Technical Consultant who will work under the direction and leadership of the Senior Technical Staff to fulfill the following requirements.

2. Objective

The Technical Consultant will provide expert technical assistance, detailed data analysis, and intensive coordination to develop, consult upon, and finalize the standardized set of eight (8) manuals for Intergenerational Self-Help Clubs (ISHCs) based on ISHC 8 themes and requirement of the Masterplan 1648. Additionally, she/he will coordinate and support development and finalization of the advanced set of two (2) manuals on the ISHC-based ICOPE model at the community level (which is mainly in charge by the Senior Technical Staff).

The objective is to ensure these guidelines align with current government reforms and standards, are validated through stakeholder consultations and appraisals, and are supported by a strengthened capacity-building framework (ToT) for nationwide scale-up. The Technical Consultant will also support the Senior Technical Staff in the project management and implementation.

3. Roles and Responsibilities of the Technical Consultant

The Technical Consultant will coordinate with national and provincial stakeholders to ensure seamless execution of the project work plan. Working closely with HAIV's Senior Technical Staff, UNFPA, SPA, and VAE, the consultant will undertake the following:

3.1 Guideline Development

- Develop, update and finalize 08 Standard ISHC Guidelines/manuals. This includes ensuring full alignment with the two-tier government structure, mass organization mergers, National Master Plan No. 1648, Master Plan No. 379 regarding job creation and digital/green transformation and the newly passed Law on Population (Chapter IV on Population Ageing Adaptation).

- Provide technical support/inputs and coordination for development of the advanced set of two (2) manuals on the ISHC-based ICOPE model at the community level (which is mainly in charge by the Senior Technical Staff).

3.2. Consultation and Revision

- Draft agendas and technical content for national consultation meetings.
- Coordinate with relevant agencies to organize and facilitate these meetings to solicit expert feedback.
- Consolidate stakeholder inputs and perform comprehensive revisions of the guidelines.

3.3 Capacity Building

- Prepare technical content and presentations for Training of Trainers (ToT) sessions.
- Organize and deliver ToT sessions on the Advanced ISHC-based ICOPE guidelines for national and provincial stakeholders in Hanoi and Ninh Binh.
- Analyze feedback from ToT participants to further refine and improve the manuals.

3.4 Appraisal and Finalization

- Prepare technical materials and coordinate with stakeholders for national appraisal meetings.
- Facilitate the appraisal process to secure final technical clearance.
- Incorporate all final recommendations to produce government-compliant versions ready for official dissemination and national implementation.

4. Fee and Payment Information

4.1. Fee and duration

- Consultancy fee: USD 116.84 per working day;
- Total number of working days: 62.5 working days;
- Contract period: March 2026 – September 2026.

Activity	Timeline (tentative)	Number of working days	Unit cost (USD)	Total cost (USD)
4.1.1 Policy advocacy to develop and consult to finalize two sets of guidelines in line with the Government requirements and formats: (i) the standard ISHC guidelines and (ii) advanced ISHC-based-ICOPE guidelines				
<ul style="list-style-type: none"> - Develop and Refine Draft Outlines: Draft the structural outlines for 08 standard ISHC guidelines; present these drafts to key stakeholders and revise accordingly to incorporate technical inputs from UNFPA, SPA, and VAE (4 days). - Technical Support for Advanced Manuals: Provide specialized technical inputs and coordination support for the development of outlines for 02 advanced ISHC-based ICOPE manuals (led primarily by the Senior Technical Staff) (1 day). 	March to April 2026	5	116.84	584.20
<ul style="list-style-type: none"> - Develop the Standard Guidelines: Substantively update and refine the eight (8) standard ISHC manuals based on stakeholder feedback, consultation results, and the agreed-upon outlines (16 days – 2 day per manual). 	April to May 2026	18	116.84	2,103.12

<p>- Support Advanced Manual Development: Provide technical inputs and coordination for the development of the two (2) advanced community-level ICOPE manuals, ensuring alignment with the project's strategic goals (2 days).</p>				
<p>- Direct consultation and improvement: Lead wide-ranging consultations with key partners (UNFPA, SPA/MOH, and VAE) and refine 08 standard guidelines based on technical inputs from national and provincial stakeholders (9 days). - Support role: Provide technical and coordination support for consultations with key stakeholders to develop 02 advanced guidelines led by the Senior Technical Staff (2.5 days).</p>	<p>Jun to July 2026</p>	<p>11.5</p>	<p>116.84</p>	<p>1,343.66</p>
<p>- Finalization of Standard Manuals: Produce the final versions of the eight (8) standard ISHC manuals by integrating comprehensive feedback from both the national consultation meeting (Round 1) and the formal appraisal meeting (Round 2) (5 days). - Support for Advanced Manual Refinement: Provide technical support to refine the two (2) advanced manuals based on stakeholder inputs and recommendations gathered during the national consultation (Round 1) and appraisal (Round 2) processes (1 day).</p>	<p>August to Sep 2026</p>	<p>6</p>	<p>116.84</p>	<p>701.04</p>
<p>Coordination and Execution of National Consultation Workshop: Lead the planning, getting the Government's approval and organization of a one-day national consultation workshop on 10 draft manuals. This includes developing the technical specifications for event organization, managing logistics (agenda and invitations), drafting PPTs, facilitating stakeholder discussions,</p>	<p>August to September 2026</p>	<p>4</p>	<p>116.84</p>	<p>467.36</p>

and producing a comprehensive post-event report.				
<p>Coordination and Execution of the appraisal meeting: Lead the planning and organization of a half-day appraisal meeting. This includes developing the technical specifications for event organization, managing logistics (agenda and invitations), drafting PPTs, facilitating stakeholder discussions, and producing a comprehensive post-event report.</p>	August to September 2026	3	116.84	350.52
<p>4.1.2. Conducting TOT and specialized consultations on the two sets of Guidelines, focusing on the integrated long-term care for older persons via ISHCs for national and provincial stakeholders</p>				
<p>Conduction of 4-day TOT for selected stakeholders in Ninh Binh: Take lead in planning, coordination, securing necessary Government approvals, drafting and finalizing technical training materials and presentations, and developing an internal training plan. The consultant will act as a facilitator and lecturer, oversee training coordination, and produce a comprehensive post-event report (3.5 days for preparation and reporting and 4 days of implementation).</p>	June to July 2026	7.5	116.84	876.30
<p>Conduction of 4-day national TOT for selected stakeholders in Ha Noi: Take lead in planning, coordination, securing necessary Government approvals, drafting and finalizing technical training materials and presentations, and developing an internal training plan. The consultant will act as a facilitator and lecturer, oversee training coordination, and produce a comprehensive post-event report (3.5 days for preparation and reporting and 4 days of implementation).</p>	July to August 2026	7.5	116.84	876.30
Total		62.5		7,302.50

4.2. Payment information

The consultancy fee will be paid into 3 times within 7 working days upon the Consultant's submission of her/his timesheets (with review and acceptance/approval by HAIV) after finishing each group of activities/deliverables as follows:

a) Under Section 4.1.1.

The first payment

- Completed 08 Outlines of the Standard Manuals;
- Technical Support for the development of 02 Outlines of the Advanced Manuals;
- Completion of the first draft of the 08 standard manuals (under Activity: **Develop the**

Standard Guidelines)

- Technical support for the development of the first draft of the 02 advanced manuals (under Activity: **Support Advanced Manual Development**)

- **The third payment**

- Completed 08 Standard Manuals;
- Technical Support for the completion of 02 Advanced Manuals;
- Conduction of 01 National Consultation Workshop and 01 Appraisal Meeting.

b) Under Section 4.1.2.

The second payment

- Conduction of 01 four day National TOT and Consultation in Ha Noi;
- Conduction of 01 four day National TOT and Consultation in Ninh Binh.

Other costs (if any – e.g. travel, per diem, etc.) will be paid in line with the relevant policies.

The currency to be used in the consultancy contract (later on) and for the payments will be in VND. The exchange rate to be applied is 25,959 VND for one USD.

4.3. Other notes

- The number of days mentioned above is the maximum. HAIV will pay based on the actual number of days participated.

- The total value of the contract later on (consultancy fee and other costs) includes 10% personal income tax. HAIV will retain 10% of the personal income tax withheld at source to pay to the tax authorities as required.

- For the consultation workshop or ToT training, the Technical Consultant will be covered for transportation and per diem rate with UNFPA's approval and in compliance with EU-UN cost norms.

- It is noted that the consultancy fee established under EU-UN cost norms are inclusive of PIT. No additional tax gross-ups or supplementary payments shall be authorized. Reimbursable expenses are strictly limited to costs that are eligible, documented, and essential for the fulfillment of the TOR.

5. Expected Deliverables

The Technical Consultant will work closely with HAIV's Senior Technical Staff to complete the following direct and indirect deliverables:

a) Direct Deliverables

- **Standardized ISHC Manual Set:** A finalized set of eight (8) operational manuals for Intergenerational Self-Help Clubs (ISHCs), fully aligned with the eight ISHC strategic themes and requirement of Master Plan 1648.

- One-day National Consultation Workshop in Ha Noi.
- One-day technical appraisal meeting in Ha Noi.
- A 4-day ToT and Consultation Workshop in Ninh Binh.
- A 4-day ToT and Consultation Workshop in Ha Noi.

b) Supported and Coordinated Deliverables (Indirect)

- An Advanced ICOPE-based Manual Set: Substantive technical inputs, data updates, and coordination support for the development of two (2) advanced manuals on the community-level ISHC-based ICOPE model (supporting the Senior Technical Staff as the lead).

6. Experience and skill set required

The consultant demonstrates skills, expertise and experience in:

- At least a bachelor's degree or higher in public health, social policy, social work, gerontology, development studies, or a related field.
- At least 7 years of experience in ageing, community-based model (ISHC), policy development, preferably in Viet Nam.
- At least 2 years of experience in ISHC-based integrated long-term care.
- Proven experience in developing national guidelines, technical manuals, ISHC manuals/guidelines, community long-term care, etc.
- Strong experience in coordinating multi-stakeholder consultations and facilitating consensus-building.
- Experience in designing and delivering Training of Trainers (ToT) and capacity-building activities.
- Solid understanding of community-based care, long-term care systems, and/or ICOPE frameworks.
- Excellent technical writing, communication, and facilitation skills.
- Fluency in Vietnamese and English (written and spoken).

7. General Terms

- The Technical Consultant will work under the technical supervision of HAIV's Senior Technical Staff, and in close coordination with UNFPA, SPA and VAE.
- All outputs and materials produced under this consultancy will be the property of HAIV and UNFPA.
- The consultant is expected to adhere to HAIV's Code of Conduct, Safeguarding, Anti-Fraud and Bribery policies.