Terms of Reference

Consultant Position Title	AI Video Production Team for the Inclusion II-b Project
Duty Station	Gia Lai Province
Contract Duration	30/7/2026
Project Title	"Improving the Quality of Life of PWDsin Provinces Sprayed with Agent Orange" in Binh Dinh and Kon Tum (Inclusion 2b Project)

1. BACKGROUND

CRS is an international non-governmental organization that has been operating in Vietnam since 1994. Through cooperation with the government and communities, CRS implements projects in 10 provinces/cities in Vietnam. The CRS Vietnam Program receives diverse funding in the areas of Disability, Disaster and Mine Risk Reduction, and Community-Based Climate Change Adaptation. The Disability Program focuses on supporting persons with disabilities (PWDs) in developing support models, promoting inclusive education, and strengthening the capacity of organizations of PWDs as well as associations of parents of children with disabilities.

CRS is currently implementing the project "Improving the Quality of Life of PWDs in Provinces Heavily Sprayed with Agent Orange" in Gia Lai and Quang Ngai Provinces (Inclusion II-b Project). The project is funded by the U.S. Department of State. The National Action Center for Chemical and Environmental Remediation (NACCET) serves as the project owner. HI is the project management agency, and CRS is responsible for implementing Objective 2, focusing on supporting home-based care models for persons with disabilities, pre-discharge care for patients with disabilities, and psychological and social support for PWDs and their families.

According to the 2026 project plan, the project will develop 20 videos on care for persons with mental/neurological disabilities, PWDs who have swallowing/eating difficulties, and PWDs who are bedridden long-term and at risk of secondary complications. To effectively implement this activity, CRS seeks an expert team with experience in physical therapy, occupational therapy, speech therapy, sign language, nursing, mental health/neurology/psychiatry, and psychology to support the development of scripts and provide technical inputs during the production of AI-based videos. The scope of work is detailed below.

2. OBJECTIVES

To produce 20 finalized AI-generated videos based on the provided medical scripts, in order to provide guidance on basic caregiving skills at home and in healthcare facilities, reduce the burden on caregivers, and improve the quality of life of PWDs.

3. SCOPE OF WORK

- Receiving 20 detailed scripts, including narration and image description requirements, from the project's medical expert team.
- Using AI tools and software (image generation, video generation, AI voice generation) to transform the scripts into 20 complete videos.
- Ensuring that AI-generated characters accurately simulate biomechanical movements in accordance with guidance from the medical expert team.
- Ensuring that the final products (including AI-generated images and audio) do not violate commercial copyright and comply with CRS communication principles. All AI tools/software used must be legally compliant.

4. CONTENT

4.1 Instruction videos content:

No.	Criteria	Requirements
1	Duration	5–7 minutes/video
2	Resolution & File Format	- Minimum resolution: 1920 x 1080 pixels (Full HD). - File format: MP4. - Compatible for multi-platform use (YouTube, website, Facebook) and easy sharing in online groups and forums.
3	Lighting & Sound	- Lighting must allow viewers to clearly observe all content, not too bright and not too dark. - Sound must be clear without echo or reverberation.
4	Language	- Vietnamese voice-over. - Sign language. - Use common language, minimizing specialized technical terminology as much as possible.
5	Methods of Content Presentation	- Skills demonstrated by realistic AI-generated avatar characters. - One avatar will demonstrate sign language. - Use text/subtitles to summarize key points and use illustrations/motion graphics to support explanation. - Graphics must reflect local context and be culturally appropriate.
6	Content Delivery	Each video provides guidance on one specific skill. Each video must be accompanied by a written skill guidance document, concise, easy to read and understand, including: - Purpose - Target audience - Required preparation - Step-by-step instructions

No.	Criteria	Requirements
		- Key notes - 3 multiple-choice questions for knowledge assessment.
7	Key Messages and Knowledge	- Use keywords and/or subtitles. - Graphics should reflect local context. - Each video must end with a summary section using narration combined with images and text to emphasize key messages.

4.2 Deliverables

No.	Contents	Deliverables	Estimated working days
1	Meeting with expert team to agree on scripts, written content, and production approach	Agreed production template/format	1
2	Production of draft AI videos	20 draft videos produced	10
3	Finalization and deployment	20 finalized videos ready for use	4
4	Handover of AI videos	20 finalized videos delivered	1
Total			**16**

4.3 Tentative Timeline

No.	Task	Time											
		May				June 6				July 7			
		W1 week 1)	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4
1	Meeting with expert team and video production team to agree on plan		x										
2	Video production with expert feedback						x	x	x				
3	Submit draft videos for expert review									x			
4	Revise and finalize videos										x		
5	Complete all videos and put into use											x	

5. BENEFITS

CRS will provide the following support to the consultants:

- Relevant documents for the activity.
- Technical support and supervision provided by experts in physical therapy, occupational therapy, speech therapy, nursing, mental health/neurology, and psychology.
- Arrangement of transportation to project sites, if applicable (including hotel accommodation, local transport, and daily per diem).

6. CONTACTS AND WORKING ARRANGEMENTS

During the assignment, the consultants will work and communicate directly with:

- Project team members including the Project Manager, project officers, and relevant staff.
- Other stakeholders such as project-invited experts and other local consultants for technical coordination and professional exchange.

7. GENERAL REQUIREMENTS

- Individual or company legally represented by a Vietnamese person/entity.
- Bachelor's degree, Master's degree or higher in IT/technology-related fields.
- At least 3 years of experience in software development and AI video production.
- Experience working with communities, especially PWDsand ethnic minority groups, is an advantage.
- Strong teamwork and interpersonal communication skills; good observation, overview, and assessment capacity.

8. APPLICATION PROCEDURE:

Interested candidates/organizations are requested to submit proposals **in English or Vietnamese**.

The application package includes:

- A brief technical proposal, including a summary of methodology, proposed AI tools/software, and video production approach.
- Organizational profile, including links to AI video products previously developed.
- Proposed work plan.
- Curriculum Vitae (CV) demonstrating relevant qualifications and experience.
- Financial proposal specifying daily rates in Vietnamese Dong (VND), inclusive of applicable taxes (VAT/PIT).

Submission method:

Please send the application via email to CRS: **vn_rfp2@crs.org**

Deadline: 05 May 2026