

TERMS OF REFERENCE (TOR)

Recruitment of a Consultant/Consultancy Group to develop and support the pilot implementation of the "Integrated One-Stop Shop Model for Healthcare, Support, and Gender-Based Violence Intervention for Gender and Sexual Minorities in Ho Chi Minh City"

Project: Connecting and providing support services towards ensuring the rights of children in special circumstances in Ho Chi Minh City.

Donor: Save the Children International (SCI) in Vietnam.

Location: Ho Chi Minh City.

Expected Timeline: June 2026 – August 2026.

1. Background

Within the framework of the project funded by Save the Children International (SCI), the Ho Chi Minh City Association for Children's Rights Protection is implementing activities to enhance access to protection, care, and support services for children and youth in special circumstances, including those vulnerable due to gender and gender identity.

In Ho Chi Minh City, although several "one-stop shop" models supporting women and children experiencing violence have been established at hospitals and social work facilities, there is currently no specialized, integrated, and friendly model tailored specifically for gender and sexual minorities (LGBT).

Recent studies and consultations indicate that:

Access to LGBT-friendly medical services remains limited.

- The rates of depression, anxiety, and gender-based violence within the LGBT community are higher than average.
- Uncontrolled self-administration of hormones and unsafe access to medical services are still prevalent.
- There is a lack of an inter-agency coordination mechanism among healthcare, social work, and legal protection sectors.

On this basis, the Ho Chi Minh City Department of Health, the City Association for Children's Rights Protection, and relevant partners propose to pilot the LGBT One-Stop Shop Model. This model will be built upon the foundation of the Gender Health Clinic under the Department of Andrology at Binh Dan Hospital, connecting with the social work system and inter-agency services.

To ensure the model is systematically designed, legally compliant, feasible, and scalable, the project needs to recruit a qualified consultant/consultancy group to support its development and piloting.

2. Objectives of the Consultancy Package

Overall Objective: Support the development, finalization, and piloting of the "LGBT One-Stop Shop" model following an integrated, inter-agency, and beneficiary-centered approach.

Specific Objectives:

- Build a complete legal dossier to submit to the competent authority for model approval.
- Design the operational model (including workflows and inter-agency coordination mechanisms).
- Support the preparation of operational conditions at the pilot site. Formulate coordination regulations and an inter-agency management mechanism after the model is approved.

3. Beneficiaries

- Gender and sexual minorities (LGBT), specifically:

- Transgender individuals.
- LGBT children and youth.
- Individuals experiencing gender-based violence.
- Service providers (healthcare, social work, education, legal) participating in the model.

4. Scope of Work and Main Tasks

The consultant/consultancy group will perform the following groups of tasks:

4.1. Phase 1: Development of Legal Dossier (Prior to the issuance of the Decision)

- Review documents, survey the current situation, and assess the capacity of relevant units.
- Develop the following contents:
 - Submission Proposal to the City People's Committee.
 - Draft Decision on the establishment of the model.
- Support the consultation process with departments and sectors:
 - Synthesize, analyze, and clarify feedback.
 - Revise and finalize the dossier (through multiple rounds).
- Finalize the dossier for submission to the City People's Committee for approval.
- Advise Binh Dan Hospital on preparing operational conditions for the model.

4.2. Phase 2: Post-Decision Issuance

- Develop Inter-agency Coordination Regulations:
 - Workflow for intake – screening – support – referral – follow-up.

- Coordination mechanism among healthcare – social work – and relevant units.
- Draft the Decision to establish the Advisory/Professional Council.
- Finalize dossiers to submit to the City People's Committee for the issuance of relevant documents.

4.3. Phase 3 (Linked phase, not part of the main package but requires technical support)

- Advise on operational preparations for the model:
 - Internal workflows.
 - Professional guidelines.
 - Propose training contents.
- Orientation for monitoring and evaluation (M&E) of the model.

5. Deliverables

- A complete legal dossier for submission to the City People's Committee, including:
 - Submission Proposal.
 - Draft Decision on the establishment of the model.
 - Feedback explanation and justification report from departments and sectors.
- Inter-agency Coordination Regulations (complete draft).
- Draft Decision on the establishment of the Advisory Council.
- Operational Model Proposal Report (including diagrams, workflows, and coordination mechanisms).
- Short-term operational support and development plan for the model.

6. Qualifications and Requirements

- For the consultant/consultancy group: Master's degree or higher with at least 7 years of experience in the following fields:
 - Social work.
 - Gender equality.
 - Prevention and response to gender-based violence.
 - Child protection service systems or vulnerable groups.
 - Experience in developing policies, public service models, or inter-agency models.
- **Preferences:**
 - Prior experience in developing "one-stop shop" or similar models.
 - Experience working in Ho Chi Minh City.
 - Understanding of the LGBT community.
- Capability to work with governmental agencies and navigate administrative procedures.

7. Timeline: To be completed before August 30, 2026.

8. Budget and Payment

Budget: Based on the financial proposal of the consultant (lump-sum).

Expected Payment Schedule:

- 1st Installment: 40% upon completion of the dossier for submission to the HCMC People's Committee.
- 2nd Installment: 40% upon completion of the Coordination Regulations.
- 3rd Installment: 20% upon completion of all deliverables.

9. Application Dossier

- Profile/Capacity Statement (CVs or organizational portfolio).
- List of similar projects/experiences.
- Technical proposal (approach and methodology).
- Financial proposal (based on man-days).
- Supporting documents proving relevant capacity.

10. Deadline and Submission Information

Applications must be submitted in a sealed and stamped envelope to the following address:

- **Ho Chi Minh City Association for Children's Rights Protection**
- **Address:** No. 85/65 Pham Viet Chanh Street, Thanh My Tay Ward, Ho Chi Minh City.
- **Deadline:** Before 17:00 on May 27, 2026.

For related inquiries, please contact: Ms. Ha Thi Truc Mai – Project Assistant (Phone: 0985 182 420) or Ms. Le Minh Huong – Project Officer (Phone: 0866 853 264).