



## Terms of Reference

<b>Consultancy Title</b>	Technical consultant(s) on development of the “Manual for Proactive Prevention, Control, and Response to Floods”
<b>Location</b>	Hanoi, Vietnam
<b>Contract duration</b>	From signing date – August 2026

### 1. BACKGROUND

Catholic Relief Services (CRS) is the official international humanitarian agency of the Catholic community 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’ relief and development work is accomplished through programs of emergency response, HIV, health, agriculture, education, microfinance and peacebuilding.

CRS has been operating in Vietnam since 1994. In partnership with government and communities, CRS implements programs in 9 provinces/cities in Vietnam. The Vietnam Program has a diverse funding base in the sectors of Disabilities, Mine Action and Disaster Risk Reduction and Management, and Community-based Climate Change Adaptation.

#### Project Summary

Vietnam is a highly disaster-affected country. With the number of annual disasters increasing, losses in the housing and infrastructure sectors are growing and affecting the incomes and further contributing to the vulnerability and social exclusion of families who are most exposed to higher frequencies of disasters.

The Community-based Disaster Risk Management (CBDRM) Program – National Program 553 on “community awareness raising and community-based natural disaster risk management, with a vision to 2030” (Decision No. 553/QD-TTg dated 6 April 2021 by Prime Minister) (previously Program 1002) is considered one of the most important long-term programs in Vietnam addressing emerging needs to prepare for natural disasters.

From 2022 to 2025, CRS Vietnam, in collaboration with its partner, developed the Community-led Housing Preparedness, Recovery & Reconstruction Guidelines to help standardize shelter practices. Disaster-resilient safe housing models and related guidelines have been tailored to Vietnam.

CRS and its partners would like to recruit a team of expert consultants to develop a Manual for Proactive Prevention, Control, and Response to Floods for Community Emergency Response Teams (CERTs). The manual involves strengthening the vital roles of commune-level disaster risk reduction rapid response teams and local authorities in implementing the “4 on-the-spot” motto (command on the spot, forces on the spot, materials on the spot, and logistics on the spot).

### 2. OBJECTIVES/PURPOSES

The overall objective of this TOR is to develop comprehensive, practical and user-friendly “Manual for Proactive Prevention, Control, and Response to Floods” based on existing governmental guidance and good practices from humanitarian organizations. The manual will support community emergency response teams (CERT) and local government authorities at commune/ward level to carry out the safe shelter component before disasters occur.

The primary objective of this consultancy is to develop comprehensive manual that will:

- Guide CERT teams and commune officials in proactive prevention, response, and post-flood recovery support.
- Enhance local capacities in organizing evacuations, supporting search and rescue operations, and ensuring overall community safety.
- Strengthen the ability to coordinate and effectively handle disaster situations at the grassroots level.
- Support communication and community outreach efforts to guide proactive flood avoidance.

The developed manual will be utilized directly by:

- Commune-level officials.
- Commune-level disaster prevention and control rapid response teams.
- Village and neighborhood heads.
- Community organizations.

### **3. SCOPE OF WORKS/RESPONSIBILITIES**

The consultancy will focus on the following aspects:

#### **1. Desk Review**

- Review existing Community-Based Disaster Risk Management (CBDRM) frameworks, local legal documents, and relevant manual to ensure consistency.
- Consult with internal and external stakeholders.
- Document the finding matrix, including themes, and recommendations for the manual outline.

#### **2. Development of manual**

- Analyze the finding matrix to develop the outline.
- Coordinate and consult with experts and relevant agencies to develop a comprehensive, practical and user-friendly manual, which can be easily tailored to the diversified needs of varied activities with different awareness raising purposes, and target various types of audience with different interests and levels of understanding, and without overlapping with the existing materials that have been developed earlier. The developed manual is expected to be a highly actionable document with following content
  - General Principles and Pre-Flood Preparation (Focus on Safe Shelters): Emphasize core implementation principles, particularly the "4 on-the-spot" motto and the prioritization of vulnerable groups. This part should cover: Risk Identification, Household Shelters, Community Evacuation Centers, CERT Preparation & Outreach
  - Organizing Response During Floods: Outline the procedures for handling warning information and organizing safe, prioritized evacuations for vulnerable populations.
  - Support for Post-Flood Recovery: Provide instructions for post-disaster safety inspections, supporting environmental cleanup, and preventing disease outbreaks.
  - Annexes on pre-, during, and post-flood task checklists; Basic equipment and supplies list; manual for inspecting and reinforcing household shelters; manual for assessing and preparing community evacuation centers; Templates for force task assignments, evacuation plans, and rapid disaster reporting and visual illustrations demonstrating key safety skills.
- Conduct brief consultations with primary end-users (commune officials, CERT, village heads) to ensure the tone and language are accessible, practical, and aligned with actual local capacities.

- Revise and finalize the manual based on the collected feedback and findings.

#### 4. DELIVERABLES AND TIMELINE

- Inception Report & Outline: A brief proposed methodology, timeline, and flexible content outline to be agreed upon shortly after contract signing.
- Manual Outline covering above contents for technical feedback
- A finalized Guideline for Proactive Prevention, Control, and Response to Floods in Vietnamese

Deliverables in Vietnamese are outlined below in *Table 1*, along with their responsible party and the estimated working is around 35 days from signing date to August 2026.

Deliverable	Deadline
Inception Report & Outline	8 days after signing date
Final Guideline: The fully formatted final version in Vietnamese, incorporating all technical feedback and written in clear, concise, and professional language.	August 2026

#### 5. LOGISTICAL SUPPORT:

The following support will be provided by CRS:

- Access to relevant project documentation and background materials
- Logistical support for field visits, including
  - Arrangement of transportation and travel to project sites, where required
  - Coverage of associated costs, including domestic flights, accommodation, in-country travel, per diem and airport transfers (from/to the consultant’s place of departure)

#### 6. MAIN CONTACTS AND WORKING RELATIONSHIPS:

This consultancy will report to: Thi Nguyen, Program Manager II.

This consultancy will collaborate with CRS/ Vietnam Project Staff, MEAL staff, Deputy Head of Programs, Head of Programs.

#### 7. CONSULTANT QUALIFICATIONS:

The team of experts should consist of two members:

##### **(1) Flood Preparedness, Emergency Response and CERT Specialist – Team leader**

This expert will focus on Flood Preparedness, emergency response and Community Emergency Response Teams (CERT). The requirements include:

- Hold a Master degree in the fields of water resources, irrigation, disaster risk management, dyke management, natural resources and environmental management, hydro-meteorological, and/or related fields.
- Demonstrated experience in flood risk management, emergency preparedness, and emergency response planning and implementation.
- Proven experience in developing emergency response guidelines, SOPs, contingency plans, flood preparedness plans, and related technical documents.
- Demonstrated experience in reviewing and revising policies, legal frameworks, regulations, and administrative procedures related to disaster risk management and emergency response.
- Experience in developing and delivering training programmes for Community Emergency Response Teams (CERT), first responders, and local disaster management structures.

- Strong knowledge of flood risk assessment, flood early warning systems, evacuation planning, emergency coordination, and community preparedness.
- Experience leading multidisciplinary teams and coordinating stakeholder consultations with government agencies, development partners, and humanitarian organizations. Strong facilitation and interpersonal skills, with sensitivity to cultural and gender considerations.
- Experience working with NGOs and/or UN agencies is an advantage.
- Good analytical skills, including basic quantitative and qualitative data analysis.

## **2) CBDRM and Safe Shelter Specialist - Team member**

This expert will focus on Community-Based Disaster Risk Management (CBDRM) and safe shelter. The requirements include:

- Having a Master's degree in the fields of irrigation, DRM, dyke management, water resource management, hydrometeorology, sociology, development, economics, agriculture and rural development;
- Experience in natural disaster prevention and control in Viet Nam, including occasions working directly with natural disaster prevention and control agencies in Viet Nam
- Proven experience in CBDRM project cycle management.
- Experience in developing community-level training materials, particularly on disaster preparedness and safe shelter practices.
- Strong knowledge of safe shelter principles and community-based approaches to risk reduction.
- Strong technical writing skills, especially in translating technical concepts into accessible training materials.
- Strong facilitation and interpersonal skills, with sensitivity to cultural and gender considerations.
- Experience working with NGOs and/or UN agencies is an advantage.
- Good quantitative and qualitative data analysis skills.
- Excellent analytical and writing abilities.

## **8. EVALUATION CRITERIA:**

The selection of the consultant will be based on the following criteria:

- Relevant qualifications and experience:
  - ✓ Demonstrated academic background, technical competencies, and prior experience relevant to the assignment.
- Technical proposal:
  - ✓ Demonstrates a solid understanding of the Terms of Reference
  - ✓ Presents a coherent and context-appropriate approach aligned with the required consultation and approval processes
  - ✓ Includes a clear and detailed work plan with specific roles and responsibilities for all members of the consultancy team
  - ✓ Proposes a realistic and feasible timeline for completion
- Financial proposal:
  - ✓ Presents a budget that is reasonable and commensurate with the scope of work and consultant's experience
  - ✓ Cost-effectiveness of the proposal, including justification of key cost items
- Overall Value and Competitiveness:
  - ✓ The final selection will consider the combined quality of the technical and financial proposals and their overall value for money

## 9. ETHICAL CONSIDERATIONS:

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

## 10. APPLICATION PROCEDURE:

Interested parties are requested to submit the proposal in English/Vietnamese:

Applications should include:

- ✓ Letter of Expression of Interest.
  - ✓ A copy of the business license (if any)
  - ✓ Company profile (if any)
  - ✓ A concise technical proposal outlining key sections and contents of the manual, and tentative work plan
  - ✓ Financial proposal presenting a detailed breakdown of the daily rate in Vietnam Dong, inclusive of applicable taxes (VAT/PIT) and any travel-related expenses, where relevant
  - ✓ Curriculum vitae (CVs), demonstrating relevant capacity and experience.
  - ✓ Example of previous similar work {weblink or portable document format (PDF)}
  - ✓ Minimum 2 references
- Proposals should be duly signed, stamped (where applicable) and submitted to Catholic Relief Services (CRS) via email at: [vn\\_rfp2@crs.org](mailto:vn_rfp2@crs.org)
  - Submission deadline: by **12 July 2026**

For any clarification requests, please contact: [thi.nguyen@crs.org](mailto:thi.nguyen@crs.org), and Cc: [thuthuy.nguyen@crs.org](mailto:thuthuy.nguyen@crs.org).