



Terms of Reference

Consultancy Title	Consultancy on Disaster Resilient Tourism Linked with the Early Warning System in Hoa Chau Ward, Hue City
Location	Hanoi and Hue, Vietnam
Contract duration	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 one of the most climate-vulnerable countries in the world, with around 45 million people at risk from increasingly severe and unpredictable hazards such as typhoons, floods, droughts, heatwaves and landslides. Annual disaster losses average around USD 2.4 billion, equivalent to about 1.5% of GDP, threatening hard-won development gains achieved over decades of economic growth.

Against this backdrop, CRS is implementing the "Climate Resilient Cities in Vietnam" project, which seeks to enhance the adaptive capacity and resilience of urban communities exposed to climate-related shocks and stresses. The project focuses on Hue City, an important urban hub in central Vietnam and a strong reference point for replication and scale-up to other provincial cities with similar urban, socio-economic and environmental contexts. The project pursues three interrelated outcomes: strengthening climate information and early warning systems; implementing disaster resilience plans that are risk-informed and accountable; and promoting climate-adaptive practices at scale. The present consultancy contributes to the second and third outcomes by integrating tourism - one of Hue's most disaster-exposed economic sectors - into the broader effort to build a climate-resilient city.

Hoa Chau Ward has been selected as the pilot site because it lies in the lower Perfume River basin and regularly experiences flooding and riverbank landslides during the storm season, while also possessing distinct tourism assets including the ancient Cham citadel of Hoa Chau, the Bao Vinh old town quarter and riverside community-

based tourism products. The ward is large enough to generate meaningful evidence and focused enough to allow extraction of lessons and a replicable model for other wards of the city.

2. OBJECTIVES/PURPOSES

The consultancy aims:

- to assess gaps in disaster resilient tourism in connection with the early warning system (EWS) in Hoa Chau Ward, Hue City;
- to design mechanisms to support tourists during disasters that build on the operational EWS; and
- to develop a set of feasible, actionable to apply at the pilot site and to scale up across the city.

3. SCOPE OF WORKS/RESPONSIBILITIES

Geographical and population scope: Hoa Chau Ward, Hue City, is the sole pilot site. The population in scope includes tourism chain actors in the ward (accommodation, tour operators, guides, community-based tourism household businesses, riverside services and passenger transport), international and domestic tourists, tourism-dependent residents, and stakeholders with roles in EWS and disaster risk management at ward and city levels.

Hazard scope: River flooding and urban inundation are the primary focus. Riverbank landslides and storms with strong winds are secondary focus areas. Slow-onset risks such as salinity intrusion and long-term sea level rise may be referenced as context but are not the primary subject of analysis.

Content scope: Situation assessment - gap analysis - mechanism design - recommendations, delivered as a fully bilingual Vietnamese-English analytical report.

The consultancy aligns with Vietnam's international and national commitments, including the Sendai Framework for Disaster Risk Reduction 2015–2030, which emphasizes extending early warning coverage to all population groups, including tourists; Sustainable Development Goals 11 and 13; and the revised 2020 Law on Natural Disaster Prevention and Control, which calls for multi-sector engagement and shared responsibility across public and private actors. Specifically, the consultant is expected to:

1. Assess the current situation regarding the level of preparedness and disaster response capacity of the tourism sector in Hoa Chau Ward, including tourism chain actors (accommodation, tour operators, guides, household businesses, passenger transport) and their existing linkages with local early warning systems (Hue-S, IOC, hydrometeorological monitoring network).
2. Analyze the “last mile” gap between warning and concrete action, clarifying barriers related to language, communication channels, operational procedures and multi-stakeholder coordination that affect protection of international tourists, older travelers, travelers with disabilities, children travelling with families, and informal workers in the tourism chain such as boat operators and small riverside household businesses.
3. Design and validate mechanisms and procedures to support tourists in the event of disasters, covering the full cycle from warning trigger - dissemination - operational response at the establishment level - evacuation and sheltering - emergency assistance - recovery, designed to integrate with the existing EWS without creating a parallel system.

4. Develop a set of feasible recommendations that are prioritized and phased over short, medium and long-term horizons, with each recommendation specifying concrete actions, responsible parties, milestones, indicative resources and measurement indicators, together with an implementation roadmap and scale-up suggestions. The recommendations should also include options to diversify tourism products and strengthen local livelihoods. This may involve identifying climate-resilient tourism activities, promoting alternative income sources that are less exposed to seasonal hazards, and reducing reliance on a narrow set of high-risk tourism services. Such measures are expected to support both risk reduction and more stable income generation for local communities over time.

4. DELIVERABLES AND TIMELINE

- Inception Report & Outline: Includes the finalized analytical framework; detailed methodology aligned with EWS pillars and tourism sector specificities; work plan and implementation timeline; data collection tools (interview protocols, checklists, workshop designs); stakeholder engagement plan; and a risk analysis with mitigation measures for the consultancy itself.
- Consultation and Field Assessment Summary: Includes a summary of consultations undertaken (participants, locations, formats); key findings from stakeholder inputs; preliminary observations on system functionality and the "last mile" gap
- Draft Assessment and Gap Analysis Report: Includes assessment of the current state of disaster resilient tourism and EWS linkages in Hoa Chau Ward; system mapping (institutional, technical, communication flows); analysis of the gap between current state and good practice; key constraints and enabling factors; draft design of tourist support mechanisms during disasters; and initial recommendations
- Final Assessment Report and Recommendations: Includes an executive summary outlining key findings and priority actions; consolidated assessment findings incorporating workshop inputs; validated gap analysis; design of mechanisms to support tourists during disasters linked with the operational EWS; and a prioritized and actionable set of recommendations. Each recommendation must specify five elements: concrete action, responsible party, timeline, indicative resources and measurement indicator, together with an implementation roadmap phased into short-, medium- and long-term horizons where appropriate, and scale-up suggestions for other wards of Hue City. Where relevant, recommendations should also address diversification of tourism products and strengthening of local livelihoods, with attention to reducing dependency on highly climate-exposed activities and improving income stability over time.

Deliverables in Vietnamese are outlined below in *Table 1*, along with their responsible party and the estimated working is around 40 days from signing date to August 2026.

Deliverable	Deadline
Inception Report	Within 2 weeks after contract signing
Consultation and Field Assessment Summary	Upon completion of field work, per the agreed work plan
Draft Assessment and Gap Analysis Report	Prior to the validation, per the agreed work plan
Final Assessment Report and Recommendations	Aug 2026, per the agreed work plan

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
 - o Arrangement of transportation and travel to project sites, where required
 - o 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 must comprise at least three members, one of whom will serve as Team Leader with overall responsibility for technical quality and serve as the main point of contact with CRS and partners.

Overall, the team should cover the following areas of expertise:

- Disaster prevention, response and early warning: knowledge of the four pillars of effective early warning systems per WMO, forecasting and warning dissemination mechanisms, disaster risk assessment, and analysis of the last-mile gap between warning and action.
- Tourism, community development and community-based tourism: understanding of the tourism value chain, chain actors and their actual operating models, agricultural economics and rural community livelihoods, and the community-based tourism models developing in Vietnam.
- Economic and policy analysis, data synthesis: skills in collecting, synthesizing and analyzing qualitative and quantitative data, cost-benefit and risk assessment, stakeholder interviewing, and developing evidence-based policy recommendations.

Based on role allocation and coordination among members, the consulting team should meet the following requirements:

- Teams structure: The consulting team should consist of at least three members, including:
 - o At least one expert with demonstrated experience in tourism (preferably linked to community-based tourism or rural livelihoods); and
 - o At least one expert with demonstrated experience in disaster management or disaster risk reduction (DRR).
- Academic background: team members should hold a Bachelor's degree or higher in relevant fields such as Disaster Risk Management, Climate Change, Earth Sciences, Hydrology, Meteorology, Water Resources, Environment, Tourism Management, Community Development, Development Economics, Agricultural Economics, Public Policy or related disciplines. The Team Leader should hold a Master's degree or higher.

- Professional experience: the team should include at least one member with substantial experience in research, assessment or policy advisory in the fields noted above, having participated in consultancies of comparable scale and complexity. The Team Leader should have at least ten years of relevant professional experience.
- Practical experience: experience of working in central Vietnam, particularly with disaster prevention systems or the tourism sector in the region, is a significant asset.
- Research capabilities: skills in qualitative and quantitative data analysis; ability to interview stakeholders and synthesize information from multiple sources; ability to write in-depth analytical reports to international standards in both Vietnamese and English.
- Facilitation skills: ability to facilitate workshops and work with diverse target groups, from government officials and private sector actors to residents and tourists.
- Experience with international organizations: experience working with international non-governmental organizations or United Nations agencies is an asset.

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 with 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_rfp1@crs.org
 - Submission deadline: by **12 July 2026**

For any clarification requests, please contact: thi.nguyen@crs.org, and Cc: thuthuy.nguyen@crs.org