

Terms of Reference

Consultant Position Title	A medical expert team developing scripts for a set of 20 videos on care skills for people with disabilities for the Inclusion II-b project
Duty Station	Gia Lai province
Contract Duration	07/09/2026 - 30/10/2026
Project Title	“Improving the Quality of Life of Persons with Disabilities in Provinces Sprayed with Agent Orange” (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 persons with disabilities as well as associations of parents of children with disabilities.

CRS is currently implementing the project “Improving the Quality of Life of Persons with Disabilities 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 persons with disabilities and their families.

According to the 2026 annual plan, the project will develop 20 videos on care skills for persons with mental/neurological disabilities, persons with disabilities who have swallowing/eating difficulties, and persons with disabilities who are bedridden long-term and at risk of secondary complications. To effectively implement this activity, CRS seeks an expert team with experience in providing care and psychological support for individuals with physical, mental/neurological, and intellectual disabilities 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 develop scripts in compliance with medical procedures and provide technical feedback during the production of 20 AI-generated videos. These videos will provide basic home-based care skills and healthcare facilities, aiming to reduce the burden on caregivers and improve the quality of life of people with disabilities.

3. SCOPE OF WORK: DEVELOPMENT OF DETAILED SCRIPTS FOR 20 VIDEOS

- Developing 20 technical procedures for 20 specific skills, reviewed and approved by a senior expert team or hospital council in accordance with Ministry of Health guidelines.
- Developing 20 detailed scripts for the above skills, including narration, sign language content, description of images to be generated (for the AI team to produce), and sound/audio requirements (based on the provided template).
- Developing a set of 03 multiple-choice questions to assess knowledge at the end of each video. The script must include complete information on the message/content to be delivered and all technical requirements.
- Ensuring technical and professional quality: the medical expert team must play a supervisory role and closely coordinate with the AI technical team to review images and biomechanical movements of the virtual characters, ensuring absolute accuracy in medical and technical aspects.
- Coordinating with the video production team and providing technical inputs during the AI video development process. The final products must strictly comply with project guidance related to communication and copyright requirements.

4. Content:

4.1. Videos content:

Skill group for PwDs	Specific skill	Number of videos	Video Code	Estimated working Days	Supporting expert(s)
People with mental/neurological and intellectual disabilities	Guidance for caregivers/PwDs on medication management	1	V1	01	Mental health/neurology expert
	Guidance for caregivers on caring for PwDs during epileptic seizures (response and care)	1	V2	01	Mental health/neurology expert

Skill group for PwDs	Specific skill	Number of videos	Video Code	Estimated working Days	Supporting expert(s)
	Guidance for caregivers on recording seizures/psychotic episodes (recognition signs)	1	V3	01	Mental health/neurology expert
	General guidance for PWDs with mental/neurological disabilities to participate in social activities	2	V4 V5	02	Mental health/neurology expert
	Skills for detecting and providing emergency responses when a person has suicidal intentions	1	V6	01	Mental health/neurology expert
Persons with swallowing disorders	Guidance for health staff and caregivers on assessing swallowing disorders	1	V7	01	Speech therapist
	Guidance for caregivers on adjusting food for PWDs with swallowing disorders	1	V8	01	Speech therapist
	Guidance on exercises for PWDs with swallowing disorders	2	V9 V10	02	Speech therapist
Long-term bedridden PwDs	Early mobilization exercises for newly bedridden patients	1	V11	01	Physical therapist
	Exercises and positioning for long-term bedridden PWDs	1	V12	01	Physical therapist

Skill group for PwDs	Specific skill	Number of videos	Video Code	Estimated working Days	Supporting expert(s)
	Breathing exercises for long-term bedridden PWDs or those with COPD	1	V13	01	Physical therapist
	Techniques for sputum clearance	1	V14	01	Physical therapist
	Guidance for PWDs to identify and prevent secondary injuries/complications	1	V15	01	Physical therapist
Psychological support for PwDs/caregivers	Psychological support for newly injured PwDs and trauma cases	1	V16	01	Psychologist
	Communication and psychological support for caregivers when a patient is newly injured/traumatized	1	V17	01	Psychologist
Other	Key considerations for caring for PWDs before hospital discharge	1	V18	01	Occupational therapist
	Guidance on home environment adjustments suitable for PWDs	2	V19 V20	02	Occupational therapist
Total		20		20	

4.2 Deliverables:

No.	Activity	Deliverables	Total Working Days (Team)
1	Conduct expert team meeting	Minute of meeting Script template	3

2	Develop 20 scripts in compliance with medical procedures for video-making	20 first-round scripts	20
3	Review and provide feedback on scripts – Round 1	Review team provides comments on the 20 scripts developed by the expert team	6
4	Edit 20 scripts after being reviewed	Expert team revises the scripts based on the review team's feedback.	3
5	Content validation of the scripts	20 final scripts	6
6	Conduct meeting between medical expert team and video produce team	Minute of meeting	3
7	Provide feedback on narration writing and the product for 20 videos	20 scripts for video production developed by the technology team, with feedback provided	6
Total			47

4.3 Tentative Implementation Timeline

No.	Task	Time											
		September				October				November			
		W1 (week 1)	W2	W3	W4	W1	W2	W3	W4	W1	W2	W3	W4
1	Expert team meeting to develop scripts		x										
2	Script development		x	x									
3	Submit scripts for review – Round 1				x	x							
4	Submit scripts for review – Round 2					x	x						
5	Expert team works with AI video producer							x					
6	Provide feedback and finalize videos; technical validation							x	x				

5. BENEFITS

CRS will provide the following support to the consultants:

- Relevant documents related to the activity
- Meeting rooms arrangement at the CRS office for technical meetings (if necessary)

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 other relevant personnel.

7. GENERAL REQUIREMENTS:

- A team of Vietnamese experts, including one individual serving as team lead/coordinator, or a company/organization with a Vietnamese individual holding legal responsibility.
- The application must ensure a sufficient number of experts covering the required technical areas (e.g., experts holding a Bachelor's degree, medical doctor degree, Master's degree or higher in rehabilitation healthcare, mental health, or psychological support/intervention/therapy). Preference will be given to experts currently working in rehabilitation hospitals, psychiatric hospitals, hospitals with relevant departments, psychotherapy associations, or centers providing psychological support services.
- The individual serving as the team lead or technical expert of the proposing company/organization must have at least 3 years of experience in rehabilitation healthcare, mental health, or psychological support/intervention/therapy, and experience coordinating an expert team in developing technical procedures and scripts for the required content.
- The team lead must have strong teamwork skills, good interpersonal communication, observation ability, and the capacity for overall assessment, evaluation, planning, and delivering products on schedule.
- The expert team or company/organization must be able to coordinate with additional experts or specialized units to provide input on and validate the technical procedures and video products.

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 the program design and proposed implementation methodology/approach.
- Proposed work plan.
- Curriculum Vitae (CV) demonstrating the relevant qualifications and experience of the company/organization or team lead, including full CVs of all technical team members involved.
- 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: 13/09/2026.