

TERMS OF REFERENCE

Consultancy Title	Selection of a Training Institution or a Team of Trainers (led by a designated team leader) to Deliver the Capacity Building Program on Mental Health Care for Healthcare Workers in Gia Lai and Quang Ngai Provinces
Duty Station	Ha Noi, Gia Lai and Quang Ngai
Contract Duration	27/08/2026 - 30/12/2026
Project Title	Improving the Quality of Life of Persons with Disabilities in Provinces Heavily Sprayed with Agent Orange (Inclusion IIb Project)

1. BACKGROUND

Catholic Relief Services (CRS) is an international non-governmental organization based in the United States. CRS works to save, protect, and transform the lives of people in need in more than 100 countries, regardless of race, religion, or nationality. CRS's relief and development work is implemented through programs in emergency response, HIV, health, agriculture, education, microfinance, and peacebuilding.

Catholic Relief Services (CRS) is an international non-government organization, operating in Vietnam since 1994. In partnership with the government and communities, CRS implements programs in 09 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 overview

With funding from the United States Government, CRS is implementing the project “Improving the quality of life of people with disabilities in provinces sprayed with Agent Orange (Inclusion IIb)” in Gia Lai and Quang Ngai provinces. The project is led by the National Action Centre for Toxic Chemicals and Environmental Treatment (NACCET), in coordination with the Departments of Health of Gia Lai and Quang Ngai provinces. Humanity & Inclusion (HI) serves as the project management organization, while CRS is responsible for coordinating and supporting the implementation of Project Objective 2, which focuses on care and social support for people with disabilities.

One of the project's components is to strengthen the capacity of healthcare workers in mental health care, including those providing general healthcare services as well as those working with persons with disabilities. This activity will contribute to integrating mental health care into the primary healthcare system while enhancing the capacity for early identification, management, and support of mental health

conditions among the population, particularly persons with disabilities, at the provincial and primary healthcare levels.

Based on the findings of the training needs assessment conducted in Gia Lai and Quang Ngai Provinces, CRS plans to support the delivery of six short-term training courses to strengthen the professional competencies of staff working in healthcare facilities and mental health care institutions in the areas of mental health care and psychosocial support. The training program will adopt a learner-centered, practice-oriented approach, combining up-to-date technical knowledge with practical case scenarios drawn from the local context, while ensuring alignment with the technical guidance of the Ministry of Health and the needs of the local health system. Participants who successfully attend and complete the training course will be awarded either a certificate of completion or a Continuing Medical Education (CME) certificate.

To implement this activity, CRS seeks to engage a qualified training institution or group of trainers with the technical expertise and relevant experience to collaborate in designing, preparing, and delivering the training program; developing training materials; mobilizing an appropriate team of trainers; organizing the training courses; evaluating learning outcomes; and proposing a mechanism for recognizing training achievements, including the issuance of Continuing Medical Education (CME) certificates in accordance with the regulations of the Ministry of Health.

The selected training institution or group of trainers will work closely with CRS Vietnam, the Departments of Health of Gia Lai and Quang Ngai Provinces, and relevant technical partners throughout the design, implementation, monitoring, and evaluation of the training program to ensure its technical quality, practical relevance, and long-term sustainability.

2. OBJECTIVE

2.1. Overall objective

To select a qualified training institution or a team of trainers (led by a designated team leader) with demonstrated technical expertise and relevant experience to partner with CRS Vietnam in the design, development, and delivery of a capacity-building training program on mental health patient care and mental health support for patients throughout the examination and treatment process, targeting healthcare workers in Gia Lai and Quang Ngai provinces. The program will contribute to strengthening the quality of community-based mental health care and mental health and psychosocial support (MHPSS) services for persons with disabilities and other vulnerable populations.

2.2. Specific Objectives

The selected training institution will be responsible for:

- Developing and finalizing the training program for six training courses, including Psychiatry (Foundation), Psychiatry (Advanced), Psychology (Foundation), Psychology (Advanced), Caring for Patients with Mental Illness (Foundation), Caring for Patients with Mental Illness (Advanced)

based on the results of the training needs assessment (see Annex 1 for more details), the project objectives, and the technical guidance of the Ministry of Health;

- Developing a comprehensive set of training materials, learning resources, and assessment tools tailored to the needs of each target participant group;
- Mobilizing a team of qualified experts and trainers with relevant technical expertise to deliver the training program;
- Delivering six training courses for an estimated 120 participants from healthcare facilities, including provincial psychiatric hospitals, provincial general hospitals, rehabilitation hospitals, and mental health care centers in Gia Lai and Quang Ngai provinces, that ensure high technical quality, apply learner-centered training methodologies, and emphasize practical application;
- Assessing participants' learning outcomes, documenting lessons learned, and recommending measures to sustain and scale up capacity building initiatives in mental health care at the local level;
- Issuance of Continuing Medical Education (CME) certificates or other appropriate forms of certification in accordance with the prevailing regulations.

3. SCOPE OF WORK

The selected training institution will work closely with CRS Vietnam and relevant partners to design, prepare, and deliver the Capacity Building Program on Mental Health Care for Healthcare Workers in Gia Lai and Quang Ngai Provinces.

No	Task	Scope of Work	Deliverables	Working day(s) (Tentative)	Tentative Timeline
1	Develop and finalize the training program	Review project documents and the training needs assessment results provided by CRS. Develop the overall training framework and detailed curricula for the six training courses, five days each.	Training framework One detailed training curriculum covers six training courses, including Psychiatry (Foundation), Psychiatry (Advanced), Psychology (Foundation), Psychology (Advanced), Caring for Patients with Mental Illness (Foundation),	6 working days	August – September 2026

			Caring for Patients with Mental Illness (Advanced) Training implementation plan for CME certificates accreditation review		
2	Conduct CME certificates accreditation review and approval	Conduct the accreditation review of the training program to ensure it meets the requirements for awarding Continuing Medical Education (CME) certificates to participants upon successful completion of the course. Conduct consultation meetings with CRS and relevant stakeholders to finalize the training program.	Finalize the CME accreditation and certification approval process. Finalize training program for six courses	5 working days	September 2026
3	Develop training materials	Develop and finalize the training manual, presentation materials, and participant handbook. Develop practical case studies, pre- and post-training	One complete training package for six courses. Training presentations and learning materials. Participant assessment toolkit.	6 working days	September 2026

		assessment tools, and training management templates. Revise the training materials based on feedback from CRS and relevant stakeholders.	Training management templates.		
4	Prepare for program implementation	Develop a detailed implementation plan. Assign and coordinate the team of trainers. Coordinate with CRS to prepare technical content prior to the training. Propose a mechanism for issuing CME certificates or other appropriate forms of recognition for training completion, where applicable.	Detailed implementation plan. List of trainers. Training delivery plan. Proposal for CME certification or other recognition mechanisms.	2 working days	September 2026
5	Deliver the training program	Deliver six training courses in accordance with the approved training program. Conduct pre-training and post-training assessments and	Six training courses were successfully delivered as planned. Complete training records for each course. Brief training report following	36 working days (6 days (1 day prep and 5 days training) per course)	The first two weeks of September to November 2026

		collect participant feedback. Monitor training quality and coordinate closely with CRS throughout program implementation.	each training course.		
6	Evaluate and conclude the program	Consolidate learning outcomes and evaluation results from the training program. Analyze training effectiveness and recommend areas for improvement. Finalize and hand over the revised training materials to CRS.	Training evaluation report. Final program completion report. • Finalized training package incorporating revisions. Recommendations for future capacity building activities.	3 working days	November to December 2026
Tentative Total Working Day(s)				58 days	

4. SUPPORT PROVIDED BY CRS

CRS will provide the following support:

- Share relevant project documents and technical reference materials to support the development of the training program and the delivery of the training courses.
- Coordinate with the Departments of Health of Gia Lai and Quang Ngai Provinces and other relevant stakeholders to finalize the training schedule, participant lists, and other necessary coordination arrangements.
- Facilitate coordination with local partners throughout the implementation of the training courses.
- Arrange logistical support within the approved project budget, including transportation, airfare, accommodation, local travel, and travel-related entitlements, in accordance with the implementation plan mutually agreed upon by both parties.
- Review, provide technical feedback on, and formally accept the deliverables submitted by the selected training institution.

5. COORDINATION AND COMMUNICATION

Throughout the contract period, the selected training institution will coordinate closely with the following focal points:

- Ms. Đinh Thị Nguyệt, Program Manager, Disability Support Program (Inclusion lib), CRS Vietnam
Email: nguyet.dinh@crs.org
Phone number: 0962 760 866
- Coordinate with members of the Project Management Unit, project staff in Gia Lai and Quang Ngai Provinces, CRS technical staff, and other relevant partners throughout the implementation of the assignment.

6. GENERAL REQUIREMENTS

Interested institutions should meet the following requirements:

- Be a training institution, healthcare facility, research institute, university, or a team of trainers (led by a designated team leader) with demonstrated experience in training or capacity development in mental health, clinical psychology, or related fields. Demonstrate strong technical expertise and proven experience in designing, developing, and delivering training or capacity building programs for healthcare workers.
- Have a team of qualified experts and trainers with appropriate technical qualifications and practical experience in the field of mental health.
- Previous collaboration with the Ministry of Health, Provincial Departments of Health, hospitals, universities, or development organizations will be considered an advantage.
- Have the capacity to propose and coordinate the implementation of mechanisms for recognizing training outcomes, including the issuance of Continuing Medical Education (CME) certificates, in accordance with prevailing regulations.

7. PROPOSAL SUBMISSION REQUIREMENTS

Interested institutions are invited to submit a proposal package comprising the following documents:

- Letter of Expression of Interest, introducing the institution and clearly describing its mandate, technical capacity, and relevant experience in training or capacity building in mental health or related fields. For a team of trainers, the proposal should clearly specify the roles and professional responsibilities of each team member and team leader.
- Technical Proposal, including:
 - Work plan and implementation schedule, (including the training format, type of training, delivery approach, and proposed implementation timeline, taking into consideration the validation process and the issuance of Continuing Medical Education (CME) certificates).
 - Preliminary training program;
 - Organizational structure and staffing plan.
- Institutional profile together with the curriculum vitae (CVs) of the proposed key experts.

- Financial Proposal, including a detailed cost breakdown by work package, covering professional fees, training material development, training delivery, and all other related costs.
- Supporting documents demonstrating the institution's qualifications and experience in implementing similar assignments, where available.

Proposal packages should be submitted by email to **vn_procurement@crs.org** no later than **24 August 2026**.

ANNEX 1: SUMMARY OF THE TRAINING NEEDS ASSESSMENT

Training Content	Specific Topic	Tentative target Learner Group
Part 1: Knowledge and Skills in the Treatment, Care and Psychosocial Rehabilitation of People with Mental and Neurological Conditions		
Mental Health Care and Treatment	Updates on psychosocial rehabilitation approaches for people with mental and neurological conditions	Doctors, therapists, and nurses from provincial psychiatric hospitals
	Overview of psychosocial rehabilitation	Caregivers, nurses, and therapists at residential care facilities, provincial Social Work Centers, medical centers, and health stations
	Monitoring and supporting community-based care for patients with mental and neurological conditions following inpatient treatment	Doctors, therapists, and nurses from provincial psychiatric hospitals
	Basic knowledge of common psychotic and neurological disorders among adults, including identification and management	Caregivers, nurses, and therapists at residential care facilities, provincial Social Work Centers, medical centers, and health stations
	Basic knowledge of current treatment and inpatient and outpatient care approaches for people with mental and neurological conditions in Viet Nam	Caregivers, nurses, and therapists at residential care facilities, provincial Social Work Centers, medical centers, and health stations
	Skills in supporting activities of daily living (ADLs and IADLs)	Caregivers, nurses, and therapists at residential care facilities, provincial Social Work Centers, medical centers, and health stations
	Skills in supporting communication and social inclusion of people with mental and neurological conditions	Caregivers, nurses, and therapists at residential care facilities, provincial Social Work Centers, medical centers, and health stations
	Skills in providing safe care for persons with disabilities	Caregivers, nurses, and therapists at residential care facilities, provincial Social Work Centers, medical centers, and health stations
	Developing individualized care plans for people with mental and neurological conditions	Caregivers, nurses, and therapist at residential care facilities, provincial Social Work Centers,

		medical centers, and health stations
	Guidance on community-based care for people with mental and neurological conditions	Caregivers, nurses, and therapists at residential care facilities, provincial Social Work Centers, medical centers, and health stations
	Updates on treatment guidelines for treatment-resistant depression: augmentation and switching strategies, electroconvulsive therapy (ECT), and transcranial magnetic stimulation (TMS)	Doctors, therapists, and nurses from provincial psychiatric hospitals
	Application of digital technologies in psychiatry (telepsychiatry), and AI-supported screening and monitoring	Doctors, therapists, and nurses from provincial psychiatric hospitals
Part 2: Psychosocial Support		
Psychosocial Support	Identification of signs of anxiety and depression in patients using basic anxiety and depression screening and assessment tools	Doctors, therapists, and health caregivers from provincial psychiatric hospitals, provincial general hospitals, rehabilitation hospitals, and medical centers
	Selected basic psychosocial support and psychological therapy approaches	Doctors, therapists, and health caregivers from provincial psychiatric hospitals, provincial general hospitals, rehabilitation hospitals, and medical centers
	Selected advanced psychological therapy approaches (CBT in psychiatric practice): applications in depression, anxiety, and obsessive-compulsive disorder	Doctors, therapists, and nurses from provincial psychiatric hospitals
	Suicide risk assessment and intervention	Doctors, therapists, and health caregivers from provincial psychiatric hospitals, provincial general hospitals, rehabilitation hospitals, and medical centers
	Comprehensive assessment and treatment using the biopsychosocial model – biological, psychological, and social dimensions	Doctors, therapists, and nurses from provincial psychiatric hospitals
	Communication skills for working with patients	Doctors, technicians, and health caregivers from provincial psychiatric hospitals, provincial general hospitals, rehabilitation hospitals, and medical centers

Please note that the Training Needs Assessment result above is for reference only. The applicants are encouraged to take this into consideration while developing the training plan but do not need to cover everything in this list.