

## TERMS OF REFERENCE

### Consultancy for the assessment on availability of the community-based services for children with disabilities in Viet Nam

#### Summary

<b>Title</b>	Assessment on the availability of the community-based services for children with disabilities in Viet Nam
<b>Purpose</b>	To undertake an assessment on the availability of the community-based services for children with disabilities to inform Viet Nam's implementation of Decree 1438 on facilitating access to community-based protection, care and education services among children with disabilities and the development of a strategy to support children with disabilities.
<b>Location</b>	Home-based and data collection at national level (Ha Noi) and in selected provinces
<b>Duration</b>	1 August 2022 – 31 January 2023
<b>Start Date</b>	1 August 2022
<b>Reporting to</b>	Chief of Social Policy and Governance
<b>Type of consultancy</b>	Institutional contract
<b>WBS/PBA Expiry Date</b>	WBS 5200/A0/06/884/001 - SC210792 United Nations Partnership on the Right of persons with disabilities (December 2023)
<b>Project and activity codes</b>	SPG 4.1

#### 1. Background and Justification

According to the National Survey on PwDs (2016) there are 6.2 million people (or 7 percent of the population)<sup>1</sup> with disabilities (PwDs) in Viet Nam out of which, 58 percent are women<sup>2</sup> and 11 percent are children aged 2-17 years.<sup>3</sup> Children with disabilities (CwD) are identified by the government as one of 14

<sup>1</sup> These results do not take into account 2 percent of the population not included in the sample for various reasons set by GSO. GSO (2018), National Survey on PwDs using the Washington Group Shortened Survey questions, 2016, p. 67.

<sup>2</sup> Thanh Ha (2020), Preferential legal policies for PwDs.

<sup>3</sup> GSO (2018), National Survey on PwDs 2016 using the Washington Group Shortened Survey questions, pp. 66-68.

groups of children living in extremely difficult circumstances that need State support.<sup>4</sup>

Disability rates tend to increase with age, with the prevalence higher among women than men.<sup>5</sup> The National Population and Housing Census, conducted by the GSO in 2019, shows that the North Central and Central Coast (7.6 per cent) and Central Highlands (4.1 per cent)<sup>6</sup> have the highest and lowest disability rates among Viet Nam's six socio-economic regions. The disability rate in rural areas is 1.5-fold higher than in urban areas.<sup>7</sup>

According to the "National Report 2020: Five-year progress of Sustainable Development Goals implementation", greater attention and additional effort is required to address poverty, access to social protection, education, employment, public transport, and elimination of violence (especially against women with disabilities) among people with disabilities.<sup>8</sup>

Viet Nam ratified the Convention on the Rights of Persons with Disabilities (CRPD) in 2015. Since then, the country has made positive progress in order to be in better compliance with this important Convention. Specifically, Viet Nam has adopted a number of PwD-related legal frameworks. These consist of: a) the Law on People with disabilities and sub-law documents guiding its implementation and b) laws and policies that mainstream or include the rights of PwDs (such as in employment, education, health and social welfare).

In 2020, UNICEF Viet Nam conducted a mapping exercise and an assessment of Community-Based Protection, Education, Health Care and Rehabilitation Services for Children with Disabilities in Da Nang and Kon Tum in Viet Nam. The assessment found that the authorities in both selected provinces consistently underestimated the number of children with disabilities in their respective areas resulting lower than globally accepted international estimates.

Despite great efforts made by the government of Viet Nam, organizations of/for persons with disabilities, and relevant stakeholders, children with disabilities in Viet Nam still face with many challenges in accessing community-based services, especially inclusive social and child protection and education services. For instance, only 2.9% schools have infrastructures suitable for persons with disabilities and only 1/10 schools have sanitation facilities designed to meet needs of people with disabilities<sup>9</sup> However, currently, there is limited evidence on the extent to which children with disabilities have access on the availability

<sup>4</sup> Viet Nam Government (2016), Law on Children. Accordingly, CwDs are fully entitled to the rights of PwDs as prescribed by law; receive support, care, and special education for rehabilitation, self-reliance and social inclusion.

<sup>5</sup> GSO (2018), National Survey on PwDs 2016 using the Washington Group Shortened Survey questions, p. 14

<sup>6</sup> GSO (2019), National population and housing census 2019, p. 44.

<sup>7</sup> GSO (2018), National Survey on PwDs 2016 using the Washington Group Shortened Survey questions.

<sup>8</sup> MPI (2020), National Report 2020: Five-year progress of Sustainable Development Goals implementation. Link: [https://file-qoffice.quangnam.gov.vn/\\_download/files-live/2021/11/20211115/99c9ae59-bd7a-4303-83aa-24c7da363519.pdf](https://file-qoffice.quangnam.gov.vn/_download/files-live/2021/11/20211115/99c9ae59-bd7a-4303-83aa-24c7da363519.pdf)

<sup>9</sup> UNICEF (2019) Children with disabilities in Viet Nam.

of community-based services at national and especially local level to help lawmakers and the government to have an overview of the situation of children with disabilities in Viet Nam in accessing inclusive services.

Therefore, it is critical to undertake an assignment to fill critical knowledge gaps and strengthen the holistic evidence base for community-based services for children with disabilities in Viet Nam. This is to inform Viet Nam's implementation of Decree 1438 on facilitating access to community-based protection, care and education services among children with disabilities and development of a strategy to support children with disabilities.

**Justification:** This exercise requires a high level of technical expertise, intensive human resources with good network and access to national and local government relevant data from ministries and agencies in relation to children with disabilities. Therefore, it is important for UNICEF to recruit an institution with relevant qualifications, competencies and skills in financial and economic analysis for social sectors, especially in children with disabilities through a competitive bidding process.

## 2. Purpose and Objectives

Under the United Nations Partnership on the Rights of Persons with Disabilities Multi-Partner Trust Fund (UNPRPD MPTF) to support Viet Nam advancing the implementation of the Convention on the Rights of Persons with Disabilities (CRPD) and disability-inclusive Sustainable Development Goals (SDGs), UNICEF Viet Nam, in partnership with the Ministry of Labour, Invalids and Social Affairs (MOLISA) is planning to conduct an assessment on the availability and access of community-based services for children with disabilities. The assessment will inform Viet Nam's development and implementation of Decision No. 1438/QĐ-TTg, related plans for 2021-2030 and Government's commitments to achieve Viet Nam's set targets for SDG on CWDs and recommendations of the CRPD.

The main objectives of this assignment are:

- Assess the availability and access of children with disabilities to community-based services including education, social assistance, child protection and health care and rehabilitation, actual needs and gaps to achieve SDGs and to be in compliance with the CRPD (in relation to CBS).
- Make specific and practical recommendations related to service availability for CWDs for the rollout of Decision No. 1438/QĐ-TTg, a national Programme on facilitating access to community-based protection, care and education services among children with disabilities.

- Collect evidence and develop a policy advocacy brief to prepare for the revision of the Law on Persons with Disabilities and the implementation of the master plan on persons with disabilities for the period of 2021-2030.

### 3. Scope, methodology and technical approach

#### Study question:

The main research question is:

1. This study attempts to answer the overall questions: “ To what extent community-based services are available to meet the demand of children with disabilities and how Viet Nam could reach its set targets related to service delivery for children with disabilities by 2030 in line with UN Convention on the Rights of Persons with Disabilities (UNCRPD) and inclusive SDGs?”

The proposed sub-questions are:

1.1 What are the legislative requirements for the provision of community-based services for children with disabilities? (This includes Viet Nam’s relevant targets by 2030 and its current baselines and situation by 2022).

1.2 What are the different types of community-based services for children with disabilities and what is the physical presence of these services at community level (including education, health care and rehabilitation, child protection and social assistance)? To what extent, they are available to meet the demand of children with disabilities? (What is the current status of i) facilities and infrastructure, ii) human resources; and iii) utilizations of services).

1.3 What are the gaps and key challenges in the provision of community-based services in comparison with legal frameworks (UNCRPD and the Law on Persons with Disabilities) and what are the key recommendations for Viet Nam to achieve its set targets related to service delivery for persons and children with disabilities under the SDG agenda by 2030 and to be better align with the UNCRPD?

**Scope:** The work will be implemented with the central government (in Ha Noi) and in-depth case studies will be conducted in two selected localities ( with high proportion of persons with disabilities. The selection of the criteria to identify these provinces will be done in consultation with UNICEF Viet Nam and government counterparts (Ministry of Labour, Invalids and Social Affairs).

This study will cover the following areas:

- 1. Review all existing policies and legal documents related to Viet Nam's plans and targets and standards related to services and service availability for children with disabilities.** These will include but not limited to the following suggested documents:
  - UNCRPD
  - Law on Persons with Disabilities
  - Law on Education
  - Law on Health Insurance
  - National Plan of Action for the Implementation of SDGs and relevant sectoral plans related to services for children with disabilities
  - Decision No. 1438/QĐ-TTg
  - Decree#20 on Social Assistance.
  - Decree#103/2017/ND-CP on Social protection facilities
  - Decision#488/2017/QĐ-TTg on reforming social assistance system 2017-2025 and vision 2030
  - Decision#542/QĐ-TTg on planning for social assistance facilities
- 2. Assess the presence of community services for children with disabilities.**
  - Review types of community-based services that are available at community level (education, health, care and rehabilitation, child protection, social care and social assistance)
  - Assess four key dimensions of these services including: i) facilities and infrastructure, ii) human resources; iii) utilizations of services; and iv) financial resources.
  - Assess gaps and challenges in providing community-based services for children with disabilities (from the points of view of the supply side) and in accessing community-based services from the demand side) against international standards and norms (UNDCRPD) and national legal frameworks.
- 3. Provide recommendations and a policy advocacy brief for better-improving community services for children with disabilities.**
  - Provide sound strategic and practical recommendations for improving community-based services for children with disabilities.
  - Make specific proposals for the adjustment of legal frameworks, planning and budgeting including inter-sectoral coordination to ensure availability of community-based services for children with disabilities.

## **Methodology:**

The selected institutional consultancy team will be required to present a mixed methodology (both quantitative and qualitative) to conduct this assignment. It is anticipated that the research plan will comprise the following components:

1. **Desk review** of, but not limited to legal frameworks, policies, plans and relevant documents and studies related to community-based services for children with disabilities. The desk review will guide the design of the subsequent steps and detailed methodology as well as tools, including the selection of localities for field research.
2. **Quantitative/statistical analysis** will be applied for measuring key dimensions of service availability including i) facilities and infrastructure, ii) human resources; and iii) utilization of services). The selected research team is expected to design a quantitative questionnaire to assess these dimensions with a sound sample in the two selected provinces/city.
3. **Qualitative approach** will be applied for primary data collection, using a range of tools such as semi-structured questionnaires and in-depth key informant interviews and focused group discussions with relevant stakeholders, at both national and subnational levels in two proposed selected provinces/cities.

Qualitative analysis will explore the following aspects:

- (i) Challenges in providing community-based services for children with disabilities posed to service providers
- (ii) Key challenges families with children with disabilities face when accessing community-based services;

It is expected that the field research will be carried out in at least two provinces/cities with a high proportion of persons with disabilities with different socio-economic conditions to draw out in-depth and diverse case studies related to community-based services for children with disabilities.

4. **Consultative approach:** The consultants will work closely with MOLISA, UNICEF, MOET, and MOH to propose a concrete research plan and methodological framework with a gender and equity lens to optimize their contribution, including identification of key stakeholders, development of



research tools and draft reports, and engaging local authorities in preparing and implementing field research.

A qualified research institution is expected to provide suggestions on a sound methodological approach based on their existing knowledge and experience. In addition, it is also required to obtain ethical clearance for this research.

#### 4. Specific tasks and deliverables

Task summary	Deliverables	Time Frame (no of days) Tentative Dates
<b>1. Inception phase included the development of research protocols based on the following specific following steps:</b> <ul style="list-style-type: none"> <li>- Desk review of relevant documents</li> <li>- Elaboration of quality control plan to address data quality assurance and identify appropriate data entry package and customize it for the questionnaire allowing for easy data entry, automatic calculation of variables, checks and reporting.</li> <li>- Development of the data collection method and tabulation plan</li> <li>- Develop research protocols and obtain ethical clearance.</li> </ul>	Inception report agreed with both UNICEF and MOLISA including: <ul style="list-style-type: none"> <li>- Survey methodology</li> <li>- All survey tools translated into appropriate local languages</li> <li>- Draft data collection tools, data entry and analysis tables</li> <li>- Quality assurance of research protocols with proper testing research tools.</li> <li>- Detailed work plan</li> <li>- Ethical clearance.</li> </ul>	10 days (5 days for each researcher)  (1-14 August 2022)
<b>2. Data collection and data entry:</b>  Data collection including kick-off meeting, key informant interviews (KIIs), focus group discussions (FGDs) and in-depth	Data collection and data entry completed to high standard.	60 days (20 days for lead consultant and 40 days for research member)

Task summary	Deliverables	Time Frame (no of days) Tentative Dates
interviews (IDIs) with key stakeholders, provinces, and partners.		(15 August - 30 October 2022)
<b>3. Data analysis and draft report</b>	Draft report.	20 days (10 days for lead consultant and 10 days for research member) (31 October – 4 December 2022)
<b>4. Facilitate consultation</b> Meetings/workshops to present the preliminary results to key stakeholders, provinces and partners.	Key findings, agenda; meeting reports.	5 days (2 days for lead consultant and 3 days for research member) (4-31 December 2022)
<b>5. Finalize the report and policy advocacy brief</b> based on the comments from both internal and external stakeholders from the above consultations.	Final package including: <ul style="list-style-type: none"> <li>- Final report (50 pages max);</li> <li>- Three-pager policy brief covering key findings and recommendations; and</li> <li>- A power-point presentation (max. 15 slides) in both English and Vietnamese.</li> </ul>	10 days (5 days for lead consultant and 5 days for research member) (1-31 January 2023)
<b>Total number of days</b>		<b>100 days</b>

**Duration:** The timeframe for this institutional contract is 100 days, between 1 August 2022 – 31 January 2023. All deliverables are expected to be developed in both Vietnamese and English, with the responsibility for translation belonging to the contracted institution.



## 5. Management

The assignment will be undertaken under the supervision of the Chief of Social Policy and Governance Programme (SPG) with the day-to-day support of the focal points – Social Policy and Governance Specialist and Child Right Officer (Social Policy and Governance Programme).

UNICEF Viet Nam's focal points will ensure that a consolidated workplan for this assignment. It will facilitate the joint work of both contracted institution and any personnel assigned by MOLISA, Department of Children Affairs, relevant UN agencies and OPDs.

## 6. Payment Schedule

The payment for the contract will be in three installments:

- The 1st payment upon the approval of the inception, desk review report, research protocols and ethical clearance (deliverable#1) (30%)
- The 2nd payment upon the approval of the draft report (deliverables #2, #3 and #4) (50%)
- The last payment upon the approval of the final comprehensive report, policy brief and PowerPoint presentation (deliverable #5) (20%)

## 7. Performance indicators for evaluation

- Quality of deliverables meets the standards set by UNICEF and specifications outlined in the contract;
- Deliverables are submitted in a timely manner, as per the timeline in the contract;
- Technical assistance delivered in a contextualized and drawing on inputs provided by the partners.

## 8. Qualifications

An institution that is able to deploy a team comprised of one lead consultant and at least one team member with the following qualifications:

### **Senior international consultant**

- Holding an advanced university degree (master or higher) in social science, economics, international development, public policy, public administration, social work sound knowledge of disability programming and familiarity with the rights of children.
- At least 15 years' experience working in the field of human rights, with focus on disability and children's rights, with demonstrated experience in

conducting studies and analyses on service delivery for children with disabilities.

- Knowledge about socio-economic context and political economy of Viet Nam context is desirable.
- Having a dedicated team leadership and management track record, as well as excellent analytical, negotiation, and report writing skills.
- Having in-depth knowledge of the UN's human rights, gender equality and equity agendas. Strong knowledge and understanding of the global developments in disability rights and of the situation in Viet Nam is considered an asset.
- Committed and willing to work independently, with limited regular supervision; s/he must demonstrate adaptability and flexibility, client orientation, proven ethical practice, initiative, concern for accuracy and quality.
- The ability to concisely and clearly express ideas and concepts in written and oral form as well as the ability to communicate with various stakeholders in English.

#### **Team Member(s)**

- Advanced degree in public (social) policy, development studies, social work, statistics and another relevant field.
- Over 10 years of experience in undertaking situational analysis using both secondary and primary data from different sources.
- In-depth knowledge on disability rights, especially the rights of children with disabilities.
- Knowledge of Viet Nam's socio-economic context as well as disability in Viet Nam would be an asset.
- Good listening skills as well as reporting writing and communication skills.
- Excellent team work skills.

### **9. Structure of the Technical Proposal**

Interested institutions are required to submit a detailed technical proposal including the following:

1. Credential documents outlining the expertise of the company, detailing general and specific experience with similar clients and assignments, including the samples (e.g., reports, materials, products) of past relevant works.
2. Details of the proposed team for the assignment including the following information:
  - Title/Designation of each team member on the project

- Past experience in working on similar project and assignments – List similar projects they worked on and their roles on the project.
- 3. The team needs to include different members who have background and working experience in the following key fields: social protection, public policy, education, child protection and disability right research/study
- 4. Provide a brief summary of the approach which the agency would take to meet the specific objectives and deliverables outlined above.
  - *Submissions must be made in English.*
  - *No price information should be contained in the Technical Proposal.*
  - *Any submissions made outside of the allotted time frame or without adequate information will be automatically disqualified.*

## 10. Evaluation process and methods

### Weighted ratio between the technical and the price criteria: (80:20)

Such the proposed programme is new and not available in Viet Nam. Given the newness, complexity, and strong requirement of innovative and creativity of the assignment, the ratio between the technical and the financial proposal for this task is 80:20 respectively. Only those proposals that score 65% of technical points on the technical proposal will be shortlisted.

Each Proposal will be assessed first on its technical merits and subsequently on its price. A maximum of 80 points is allocated to the technical component and 20 points for the price component, with a maximum possible total score of 100 points.

The Proposal obtaining the overall highest score after adding the scores for the technical and financial proposals is the Proposal that offers best value for money and will be recommended for award of the contract. UNICEF will set up an evaluation panel composed of technical UNICEF staff.

In making the final decision, UNICEF considers both technical and financial aspects. The evaluation panel first reviews the technical aspect of the offer, followed by the review of the financial offer of the technically compliant vendors.

The proposals will be evaluated against the following two elements:

#### a) Technical Proposal

Criteria		Points
<b>1</b>	<b>Company Information</b>	5
1.1	Legal Structure (Registration and taxes)	
1.2	Years of expertise and experience	
1.4	Financial capacities (Statement on consolidated sales and revenue in the past 5 years)	

<b>2</b>	<b>Technical Expertise</b>	30
2.1	Relevance of the approach to meet the specific objectives and reach the specific target audience	
2.2	Present/prior similar experience working with high profile customers (name of clients and project engagements)	
2.3	Present/prior experience in performing qualitative and quantitative analysis.	
<b>3</b>	<b>Personnel</b>	30
3.1	Management position and technical competencies (CV)	
3.2	Number of key staff assigned to the project management	
<b>4</b>	<b>Innovative and Creative portfolio</b>	15
4.1	Samples of innovative and flexible research methodologies for research and studies related to PWDs and CWDs	
4.2	Samples with demonstrated experience in \ research, studies, and analysis for PWDs and CWDs	
	<b>Total</b>	<b>80</b>

### b) Financial Proposal

The Financial Proposal should be broken down for each component of the proposed work. Please make sure to have separate line items in price proposal for the following:

- Strategy and planning
- Creative Conception and Execution
- Field visit, consultation - data collection
- Designing and development process and options
- Consultation and finalization of the products

### Mandatories

- All prices/rates **quoted in USD** must be exclusive of all taxes as UNICEF is a tax-exempt organization.
- Financial Proposals must be submitted separately to Technical Proposals
- The total amount of points allocated for the price component is 20. (The maximum number of points will be allotted to the lowest price proposal of the technically qualified proposals).
- UNICEF will award the contract to the vendor whose response is of high quality and meets the specific objectives.