

# Terms of Reference for Developing the short videos and success stories

---

## 1. Introduction and Background Information

### 1.1. Humanity & Inclusion

Humanity and Inclusion (HI) – previously known as Handicap International- is an independent and impartial aid organization working in situations of poverty and exclusion, conflict and disaster. We work alongside people with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions, and promote respect for their dignity and fundamental rights. HI is working in more than 60 countries all over the World.

HI has been working in Vietnam for over 30 years, mostly in the fields of health and prevention (mother and child health and road safety), rehabilitation (rehabilitation care for people with spinal cord injury and brain lesions), education (access to inclusive education for children with disabilities) and livelihoods (access to decent work for people with disabilities). Please visit our website for further information at [www.hi.org](http://www.hi.org)

### 1.2. Improve the Quality of Life of Persons with Disabilities in provinces Heavily Sprayed by Agent Orange (INCLUSION IIb) Project

The Inclusion IIb project aims at improving the quality of life of persons with disabilities in Binh Dinh and Kon Tum, two provinces heavily sprayed with Agent Orange. It is to be noted that from July 1<sup>st</sup>, as part of a larger administrative reform, these two provinces have merged with other ones and therefore do not exist anymore as such. The new provinces are Gia Lai (including the former province of Binh Dinh) and Quang Ngai (including the former Kon Tum). To comply with the administrative reform, we will from now refer to these new names. The project focuses on three main objectives:

- Expand rehabilitation services (Objective 1)
- Expand social services (Objective 2)
- Improve disability policies (Objective 3)

To document project impacts and promote inclusive communication, HI seeks to engage a qualified service provider to produce documentary videos and success stories from field locations.

## 2. Communication video detail

### 2.1. Objective

To produce a set of high-quality, accessible documentary videos and photo materials that capture real-life stories and project impacts in target communities, highlight inclusive services and policy improvements and will serve communication, advocacy, and knowledge-sharing purposes.

The selected service provider will:

- Conduct field filming and photography in: Quang Ngai Province and Gia Lai Province

- Capture:
  - Project activities and services.
  - Interviews with beneficiaries (persons with disabilities).
  - Local authorities and stakeholders.
  - Success stories and real-life impact.
- Develop video scripts in collaboration with HI and the subs.
- Ensure all content reflects inclusion, dignity, and ethical storytelling principles.

## 2.2. Details of the video

### A. Videos:

- 04 short video clips
- Duration: 3–5 minutes each
- Focus: specific themes (e.g., rehabilitation services, Multi-Discipline Unit, Training, Care Services social inclusion, policy impact or personal stories...).
- 01 long video documentary (generated and summarized from 5 short videos).
- Duration: 10–15 minutes
- Comprehensive overview of the project, including key results and stories.
- Accessible format for persons with disabilities: Subtitles (Using right font, font size, font color, color contrast, sentence length), simple message, sign language interpretation. [Humanity & Inclusion team will provide all technical specification on accessibility and work closely with supplier team].
- Language:
  - All 05 videos: Vietnamese (with Vietnamese voice & English subtitles).

**B. Photo Materials:** A set of high-quality photographs to develop success stories and communication materials.

## 2.3. Steps of Video production

- Inception meeting with Project teams (HI, subs). HI will nominate a focal person to work closely with the video producer agency, during the production stage.
- The script will define the message, characters, accessibility issue and sequences of the video as detail as possible. Note: The script should be in both English and Vietnamese languages.
- Field filming, interview beneficiaries, stakeholders, and project staff in Gia Lai and Quang Ngai.
- 5 drafted videos production.
- Review and feedback rounds with Project team (HI, subs).
- Revision and finalization of all 5 videos.
- Deliver photo documentation.

## 3. Roles and Responsibilities

### HI will:

- Provide project information and coordination support.
- Facilitate coordination with local stakeholders and arrange the field trip.
- Provide technical specification on accessibility and work closely with supplier team.
- Review and validate all deliverables.

### Service Provider will:

- Cover all costs related to production (travel, accommodation, equipment, personnel, editing, etc.)
- Ensure ethical filming practices and informed consent.
- Deliver high-quality, professional outputs on time.

#### 4. Profile of the consultant/ agency

- Have extensive experience (at least 5 years) in producing videos on health, especially in disabilities is preferable.
- Have experience in cooperation with NGO, clients in development organizations or humanitarian organizations.
- Professional working manner with cooperative attitude.
- Language requirement: good at both English and excellent in Vietnamese.

#### 5. Deliverables and Timeline:

- Script: developed with 3-4 weeks after contract signing.
- Filming and photography: upon the script approval.
- Photo package for success stories: within 2-3 weeks.
- First drafted of 05 short videos (3–5 minutes each) and 01 long documentary video (10–15 minutes): within 7-8 weeks.
- Final editable and high-resolution files products with full subtitle files (Vietnamese & English), sign language interpretation.
- Revised high-resolution videos following the broadcasting requirements (if applicable).

#### 6. Financial Proposal and Payment Modalities

The service provider shall submit an **all-inclusive financial proposal** (including VAT and taxes), covering:

- Personnel
- Travel and accommodation
- Equipment
- Editing and post-production
- Translation and accessibility features

##### **Proposed payment schedule:**

- 30% upon approval of first draft videos
- 70% upon final approval of all deliverables

If the consultant requests a different payment instalment, please mention it in the proposal. Please note that the final payment is conditional on the validation of the final deliverable product and not solely on its submission. Validation means ensuring that the deliverables meet the quality standards as per the information provided above.

#### 7. Application

Proposals from interested consultant(s) should include the following documents, in English:

- An Expression of Interest/cover letter
- Business registration certificate
- A profile of consultant/firm and experience to undertake the assignment with at least 1 letter of recommendation from client on video production.

- A financial proposal in USD (and the PIT for consultant)
- Methodological approach/work plan adopted for the service
- A sample of previous work on related service

## 8. Evaluation procedure

Evaluation of proposals will be made by a Selection Committee in two phases:

1. **Administrative selection:** The committee will first check for completeness of the application and verify that all compulsory items listed above are included. Incomplete applications will not be considered for technical selection.
2. **Technical and commercial selection:** The best application will be selected based on the quality of the technical proposal, the competitiveness of the financial proposal, the skills and previous experiences of the consultant, the delivery lead time, the payment terms, and the demonstrated expertise of the applicant to successfully undertake the assignment.

Only candidates who pass the administrative selection will be considered for the technical assessment. Shortlisted applicants may be invited for an online interview.

HI reserves the right to contact the applicants for additional information or clarification before the final selection by the selection committee. After interview only selected candidate will be contacted.

Proposals must be submitted electronically to [procurement@vietnam.hi.org](mailto:procurement@vietnam.hi.org) with the subject line **“Consultancy on video production – Candidate/agency’s full name”, Including the following information before 18<sup>th</sup> May 2026 (17h00 Vietnam Time)**

- Financial Proposal in incl. tax and all expenses to be incurred
- Technical proposal to meet the requirements + Methodological approach/work plan
- Proof of registration certificate / Documents proving the consultant's registration and any other documents certifying to the regularity of his/her activity
- Proof of Insurance certificate (including professional civil liability)
- Proof of medical repatriation insurance (Applicable for non-citizen only)
- Works certificate for 3 last jobs done or Reference letter
- Tax registration certificate + Proof of Tax Payment
- Consultant’s CV
- Identification documents (Passport/ID)
- Copy of Bank book / Bank Detail