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Buletini i Njoftimeve Zyrtare

I REPUBLIKËS SË SHQIPËRISË

Botim i Qendrës së Botimeve Zyrtare

Viti: 2020 – Numri: 16

Tiranë – E hënë, 11 maj 2020

PËRMBAJTJA

KËRKESË
Nr. 2179, datë 7.5.2020

PËR SHPREHJE INTERESI PËR SHËRBIMIN E KONSULENCËS LOKALE "TRAJNIMI I INSPEKTORËVE SOCIALË PËR METODOLOGJINË E PËRMIRËSUAR TË INSPEKTIMIT TË PAK-së DHE HARTIMIN E METODOLOGJISË PËR SISTEMIN E ANKIMIMEVE", PËRFITUES I SË CILËS ËSHTË MINISTRIA E SHËNDETËSISË DHE MBROJTJES SOCIALE

Tirana, May 06, 2020

REQUEST FOR EXPRESSION OF INTEREST
CONSULTING SERVICES
FOR
"TA for Training of Social Inspectors on Improved DA Inspection Methodology and Grievance Redress Mechanism"
Ref. no. SAMP/CS/CQ/10-2019
Albania

Social Assistance Modernization Project - (SAMP)
Loan No.: 8841- AL
Project ID No. P162079

The Republic of Albania, has received financing (additional) from the World Bank toward the cost of the additional financing of the Social Assistance Modernization Project (SAMP), and intends to apply part of the proceeds for consultant services. The consulting services ("the Services") include "TA for Training of Social Inspectors on Improved DA Inspection Methodology and Grievance Redress Mechanism".

The consulting services ("the Services") include:

i) Refine the methodology of controlling the bio-psycho-social assessment of disability with concrete elements in order the methodology to be a useful instrument that can be afterwards transformed into the DA MIS module;

ii) Train the social inspectors on the improved methodology;

iii) Develop a methodology for case-management based in Grievance Redress Mechanism;

The detailed Terms of Reference (TOR) for the assignment are attached to this request for expressions of interest.

The Ministry of Health and Social Protection, through the Project Management Team (PMT) now invites eligible local companies ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that the company has the required qualifications and relevant experience to perform the Services.

The short listing criteria are:

i) At least 6 years of proven experience in the field of social protection programs and familiarity with reforms undertaken in social protection system, especially with disability assistance program and solid base understanding of procedural, institutional and social development in general. (50 points);

ii) The consultant must provide description of most relevant and similar work/assignments/contract, demonstrating appropriate skills in the above mentioned activities in the last three years *(name of contract, client, duration, budget, source of funding)* (40 points);

iii) Availability of qualified key staff within the company (10 points).

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers", date July 2016 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms to enhance their qualifications, but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

A Consultant will be selected in accordance with the **Consultant's Qualifications Based Selection (CQS)** method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours 08:00 to 16:30 (Monday to Thursday) and 08:00 to 14:00 on Friday.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by **May 26, 2020**.

Project Management Team (PMT)
Social Assistance Modernization Project (samp)
Ministry of Health and Social Protection – 1-st floor
Rr: "Kavajës", Nr. 53, AL-1001, Tirana, ALBANIA
Att: Suzana Papadhopulli
e-mail: samp.papadhopulli@gmail.com

Terms of Reference

"TA for Training of Social Inspectors on Improved DA Inspection Methodology and Grievance Redress Mechanism"
Ref. No. SAMP/CS/CQ/10-2019

1. Background

The Government of Albania has signed an additional loan agreement with the World Bank, on the Social Assistance Modernization Project (SAMP) which supports Albania's implementation reforms to improve the equity and efficiency of its social assistance programs.

The additional financing is expected to further contribute to improve the *equity* and *efficiency* of the social assistance system.

The *equity* goal is expected to be strengthened by:

i) scaling up of the new criteria to determine eligibility to the disability assistance based on the Social Model to at least half of the country's population;

ii) improving the accessibility of people with disability to State Social Services (SSS) regional centers where final eligibility decisions are determined;

iii) harmonizing the assessment and eligibility criteria across both non-contributory and contributory disability benefits;

iv) promoting the social inclusion of Ndihma Ekonomike Program NEP in the transition period of exiting the NE cash assistance program.

The *efficiency* goal is expected to be strengthened by:

i) the production and use of automated MIS reports for DA performance management; and

ii) the improved oversight and control of disability assistance benefits.

The Ministry of Health and Social Protection (MHSP) is the ministry responsible for the project implementation. The Department of Health and Social Protection Development Programs (HSPDPD) within MHSP is responsible for all the activities related to the implementation of reforms for both programs, Ndihma Ekonomike and Disability Assistance. In the framework of original SAMP project the MHSP has undertaken the reforming of the Disability Evaluation and Benefits system for the Albanian Non-Contributor (2nd group), to modernize disability criteria to fit into the broader context of social model, by revising assessment criteria to include functional and medical assessment, business procedures and institutional arrangements.

The objectives of the reform of Albania's disability assessment program are:

i) To restructure the existing model of disability assessment and determination of related benefits, this relies solely on medical data, by introducing the bio-psycho-social approach of the ICF. This functional approach will take into account the interaction of health conditions (diseases, disorders and injuries) and contextual factors (environmental factors and personal factors) in the age appropriate daily activities;

ii) To introduce, alongside assessment, the process of preparing a multidisciplinary individual support plan for people with disabilities to meet their medical, psychological, and social needs, and to reduce the barriers to social inclusion.

iii) To reorganize the disability assessment administration to improve efficiency, increase accountability by establishing checks and balances, and reduce fraud.

The disability reform is planned to gradually scale up in a phased manner initially in Tirana region within 2019, and later on in other municipalities and regions, in Durres and Elbasan within 2020.

To strengthen the system for preventing, detecting and remedying fraud and errors and to improve efficiency for DA program a methodology of controlling the bio-psycho-social assessment of disability was approved on October 1st, 2019 by MHSP. Through the implementation of this new policy the capacity of social inspection is expected to be improved to enhance the accuracy of detection of error and fraud in DA program. The methodology is expected to be implemented along with the expanding of the reform in the three selected regions. Yet, the methodology needs refining by adding some important elements that are needed to be taken into account and included.

Furthermore, the social inspectors need to be trained in using this methodology. The training is highly needed, in order to enable inspectors to carry out social inspection campaigns.

In addition the existing grievance redress mechanism for the DA is still ad hoc and a new system needs to be developed, legislated and put in place urgently.

2. Objective

The objectives of the consultancy are:

i) Refine the methodology of controlling the bio-psycho-social assessment of disability with concrete elements in order the methodology to be a useful instrument that can be afterwards transformed into the DA MIS module;

ii) Train the social inspectors on the improved methodology;

iii) Develop a methodology for case-management based in Grievance Redress Mechanism;

3. Scope of work

i) Improvement of the Social Inspection Methodology

In December 2018, a draft methodology for the social inspection campaigns on DA was delivered by the company hired under the project. The Ministry has approved it at the beginning of October 2019. Although the methodology is a very good starting point, it still requires consistent improvements especially on the inspection instruments and procedures, in order to be an operational instrument that social inspectors can use effectively in their work. Specifically, the following methodology components need to be added or expanded:

a) The detailed methodology for identifying cases suspected of fraud and error. Considering that the DLI states that at least 55 percent of the suspected fraud and error have to be investigated, it is very important to make sure that the pool of cases to be part of the inspection campaigns is both manageable for the investigating team and relevant (in terms of size and probability of identifying the fraudulent/with errors cases); and that the inspectors are accountable for the cases that they select (the inclusion or exclusion of cases should be based on rules that can be tracked afterwards). This is why the methodology has to be further specified in this sense.1

b) The main categories of irregularities and, for each category, the exhaustive list of irregularities that the social inspectors should search for when they select a case to be inspected2. For each specific irregularity the following information should be provided: (i) its definition, (ii) the activity of the social worker to potentially identify it3, (iii) the recommendation the social worker should make4 for each type of irregularity.

c) The instrument the social inspectors should use when inspecting specific cases that should guide them in the social inspection activity and make explicit exactly what steps they completed during the inspection process and the conclusions of inspecting each specific case.5

d) The instruments used to track the results of the social inspection campaigns (errors, recommendations, follow-up on the recommendations until the case is closed). The instrument can be tested as an excel file, but then could be fully implemented in the MIS.6

e) More specific formats of the reports summarizing the results of the social inspection campaigns (including structure of the tables).

ii) <u>Training for Social Inspectors</u>

Once the methodology is improved, a training module on how to use the methodology will need to be improved and updated and then approved by the HSPDPD in MoHSP, and the social inspectors under State Social Services (SSS) General Directorate and Regional Offices and the responsible staff in Ministry to be trained.

Under this phase the consultant will perform the following tasks:

- review the methodology and enrich it with all concrete elements in order the methodology to be a useful instrument that can be afterwards transformed into the DA MIS module;
- reflect accordingly the improvements in the developed training modules;

[1] For example, the DLI protocol mentions data cross-checks. Therefore, the methodology should describe: what data will be cross-checked, and the criteria based on which the suspicious cases will be identified. The methodology should also describe the way in which staff referrals will be tracked by the SI team to be investigated afterwards.

[2] For example, one category could be "Documents missing in the file" – and the potential irregularities should list all the documents that should be in the file so that the social inspector knows what to look for.

[3] For example, one irregularity could be that the information from the paper application is different from that entered in the system. To identify this, the social inspector would have to compare the application with the information from the MIS.

[4] For example, if the information from the application is different from that entered in the system, the social inspector may recommend: (i) correcting the information in the system and continuing providing all the benefits as they are, if the level of disability and the benefits the person is eligible for do not change, (ii) correcting the information in the system and providing the new benefits the persons is eligible for, if the level of disability and benefits the person is eligible for change, (iii) correcting the information in the system, providing the new benefits and in addition recovering the additional amounts of money the beneficiary received but should not have (if the benefits should have been lower), etc. All the options the social inspector has should be explicit and he should make his decision in an objective and transparent way.

[5] The instrument could be a form/questionnaire in which the social inspector checks the activities that he/she performed and the types of irregularities he/she identifies.

[6] According to the protocol, the minimum information contained in this tool is that the pursued cases have to be broken down by the following categories: (a) in process, (b) closed with no further action required, (c) closed and corrected with no sanction, (d) closed and corrected with sanctions.

- deliver training to the social inspectors in accordance with the improved modules, this will include:

- Developing training course program and materials for training of about 25 trainees (15 social inspectors from 3 pilot SSS Regional Offices (Tirane, Durres and Elbasan), 5 social inspectors from SSS General Directory, and 5 staff of responsible department in Ministry) on implementation of improved error, fraud, legal framework for DA program.

- Preparing a detailed training agenda for every day which will comprise the number of training sessions per day of no more than 20 trainees per class. Such detailed agenda must include the teaching hours designated for each of the modules with the time allocated to each of the thematic areas below, for a total of teaching hours. The exact number of teaching hours per session will be decided after the winning company conducts the preparation phase and presents an implementation plan.

iii) Develop the methodology for case management based in Grievance Redress Mechanism;

- At minimum, the design of the Grievance Redress Mechanism should provide information on all the steps of the Value Chain:

1) Uptake (How are complaints collected? At how many locations and through what channels? What is the organizational structure for complaints handling?);

2) Sorting and Processing (How are complaints categorized, logged and prioritized? Who are they referred to? How are they addressed?);

3) Acknowledgement and Follow Up (Are complainants provided receipts? How are they provided progress updates?)

4) Verification, Investigation and Action (How is information about the complaint gathered to resolve it? How are complaints escalated to higher levels?)

5) Monitoring and Evaluation (How are complaints tracked? How is complaints data analyzed? How are processes modified to prevent complaints from recurring?)

6) Feedback (How are CHM users and the public at large informed about the results of investigations and the actions taken on complaints?).

The draft DCM regarding the scale-up of the disability assessment reform in Tirana includes the operational procedures of the complaint mechanism for DA. However, the existing specifications from the DCM only provide broad guidance on what the system should look like, so it needs to be further operationalized.

The General Directorate of SSS has also included in the Rules of functioning of DA Evaluation Commission more detailed procedures describing the future complaints mechanism, but their design is incomplete and needs to be further developed.7 Considering the high sensitivity of the reform, the facts that the forms have been tested in only two administrative units, and that for most of the staff the criteria will be used for the first time, it is highly important that the grievance redress mechanism is designed, legislated and implemented with high priority.

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[7] For a rapid checklist to evaluate a GRM see

http://documents.worldbank.org/curated/en/431781468158375570/Evaluating-a-grievance-redress-mechanism

More useful information can be found in Designing Effective Grievance Redress Mechanisms for Bank-Financed Projects. Part 1: The Theory of Grievance Redress (http://documents.worldbank.org/curated/en/342911468337294460/The-theory-of-grievance-redress) and Designing Effective Grievance Redress Mechanisms for Bank-Financed Projects. Part 2: The Practice of Grievance Redress (http://documents.worldbank.org/curated/en/658351468316439488/The-practice-of-grievance-redress)

4. Deliverables and Reporting

Report	Schedule	Description	Approved by
Inception report	2 weeks after start date	Understanding of consulting assignment, consultant's responsibilities, approach and methodology, project plan, meetings, attendees, schedule, purpose, issues and other comments	Department of Health and Social Protection Development Programs (DHSPDP)
1st Report	6 weeks after start date	Improved methodology of controlling the bio-psycho-social assessment of disability and updated training modules respectively. Draft methodology on case management based in GRM	Department of Health and Social Protection Development Programs
2nd Report	8 weeks after start date	Training of social inspectors in SSS and ROs on the improved methodology. Final methodology on case management based in GRM	Department of Health and Social Protection Development Programs

5. Qualifications of the Consultant

Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience as follows:

iv) At least 6 years of proven experience in the field of social protection programs and familiarity with reforms undertaken in social protection system, especially with disability assistance program and solid base understanding of procedural, institutional and social development in general. (50 points);

v) The consultant must provide description of most relevant and similar work/assignments/contract, demonstrating appropriate skills in the above mentioned activities in the last three years (name of contract, client, duration, budget, source of funding) (40 points);

vi) Availability of qualified key staff within the company (10 points).

6. Team composition

The consultant must have a team of experts with following profile and qualifications:

Key expert 1- Social Expert

vii) A university degree at Master's level relevant to this assignment; Social Sciences, or related fields;

viii) Not less than 7 years of professional working experience related to social sector;

ix) Experience in Albanian social services system, social assistance operational and administrative issues and social structures focused mainly in DA programs;

x) Experience in providing expertise to government on development issues;

xi) Experience in inspection/audit procedures, assessments and evaluation in social field;

xii) Experience with preparation and deliverance of training modules and transfer know-how skills.

xiii) Knowledge of English language.

Key expert 2 – Social Expert/Trainer

- University degree(s) in economics, law or social-related fields.
- Experience with preparation and deliverance of training modules and transfer know-how skills.

- At least three years of experience on teaching or conducting training as a teaching instrument in different sectors.
- Albanian language fluency.

7. Schedule of payment

The payment will be conducted according to the following schedule:

- 1st payment: 10% of contract price upon submission of inception report, acceptable by the MHSP/ DHSPDP;
- 2nd payment: 50% of contract price upon submission of 1st report, acceptable by the MHSP /DHSPDP;
- 3rd payment: 40% of contract price upon submission of 2nd report, acceptable by the MHSP/ DHSPDP;

8. Duration of the assignment

The assignment includes 40 man days in total for key experts. The consultant is expected to start the services on July 2020.

The local company will be hired under a Consultant Qualification Selection (CQS), in accordance with the procedures set out the World Bank Procurement Regulation for IPF Borrowers dated July 2016.

NJOFTIM
Nr. 639/5, datë 4.5.2020

PËR PUBLIKIMIN E NJË NDRYSHIMI NË FTESËN PËR OFERTË PËR PROCESIN KONKURRUES, "PËR PËRZGJEDHJEN E PROJEKTIT QË DO TË PËRFITOJË MASAT MBËSHTETËSE PËR NDËRTIMIN E IMPIANTIT FOTOVOLTAIK NË ZONËN E KARAVASTASË"

Bazuar në vendimin nr. 349, datë 12.6.2018 të Këshillit të Ministrave, "Për miratimin e masave mbështetëse për nxitjen e përdorimit të energjisë elektrike nga burimet e rinovueshme të diellit dhe erës, si dhe të procedurave për përzgjedhjen e projekteve për përfitimin e tyre", Ministria e Infrastrukturës dhe Energjisë ka shpallur ftesën për ofertë për procesin konkurrues për përzgjedhjen e ofertuesit për zhvillimin e "Projektit për ndërtimin e impiantit fotovoltaik, në zonën e Karavastasë".

MINISTRIA E INFRASTRUKTURËS DHE ENERGJISË "PËR NJË NDRYSHIM NË FTESËN PËR OFERTË"

Në ftesën për ofertë për Procesin Konkurrues, "Për përzgjedhjen e projektit që do të përfitojë masat mbështetëse për ndërtimin e impiantit fotovoltaik në zonën e Karavastasë", të publikuar në Buletinin e Njoftimeve Zyrtare, të datës 20.1.2020 dhe 27.2.2020, bëhet ndryshimi i afatit për dorëzimin e ofertave dhe hapjes së ofertave, si më poshtë:

Afati për dorëzimin e ofertave: 30 prill 2020, ora 12:00 (ora e Evropës Qendrore).

Nëse oferta dorëzohet me postë, do të konsiderohet se është dorëzuar rregullisht brenda afatit të dorëzimit të ofertave, nëse përmbush kumulativisht:

- data e shënuar në vulën postare të zarfeve, e konfirmuar me anë të njoftimit të shërbimit postar, është jo më vonë se afati i dorëzimit të ofertave (dmth 30 prill 2020, ora 12:00, ora e Evropës Qendrore);
- MIE e merr Ofertën jo më vonë se data e hapjes së ofertave (dmth 8 maj 2020, ora 17:00, ora e Evropës Qendrore).

MIE do të lëshojë konfirmimin e marrjes së ofertës, me datën dhe orën e marrjes. Ofertat e dorëzuara në dorë pas afatit të dorëzimit të ofertave (i ndryshuar) ose ofertat e dorëzuara me postë që nuk përmbushin kumulativisht kushtet e mësipërme, nuk do të shqyrtohen. Ato do t'i kthehen ofertuesve pa u hapur.

Hapja e ofertave: 8 maj 2020, ora 17:00 (ora e Evropës Qendrore).

Informacion shtesë mbi dokumentet e procesit konkurrues mund të gjeni në *Website*-in e Autoritetit Kontraktues: http://infrastruktura.gov.al.

SEKRETAR I PËRGJITHSHËM
Viola Haxhiademi

Buletini i Njoftimeve Zyrtare shpërndahet falas në çdo pikë të Postës Shqiptare.
Përmbajtja e Buletinit Zyrtar mund të konsultohet falas dhe pranë Qendrës së Botimeve Zyrtare.

Tiranë, 2020