

KËRKESË
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PËR SHPREHJE INTERESI PËR SHËRBIMIN E KONSULENCËS LOKALE
“REKRUTIMI I NJË EKSPERTI TË DYTË LOKAL PËR AFTËSINË E KUFIZUAR,
PËR TË MBËSHTETUR EKSPERTIN KRYESOR ME REAGIMET E GRUPEVE TË
INTERESIT MBI REFORMËN”, PËRFITUES I SË CILËS ËSHTË MINISTRIA E
SHËNDETËSISË DHE MBROJTJES SOCIALE

Tirana, November 06, 2019

REQUEST FOR EXPRESSION OF INTEREST
CONSULTING SERVICES

“Hire a second local expert on disability to support the main local expert with feedback from stakeholders”

Ref. no. SAMP/CS/IC/13-2019
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 the hiring of a second local expert on disability to support the main local expert with feedback from stakeholders during the scale-up implementation of the disability evaluation reform in three selected regions, Tirana, Durrës and Elbasan. The assignment includes 70 man days over a 18 month implementation period. The expected start date of the assignment is 3 January 2020.

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 individual consultants (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they possess the required qualifications and relevant experience to perform the Services.

The evaluation criteria and the score system are:

	Evaluation Criteria	Points
1	General Qualification	50
1.1	A Bachelor degree relevant to this assignment (Social Sciences, Public Administration, Public Health, Law or related fields)	20
1.2	Minimum of 5 years of professional working experience related to disability assistance program and/or social sector development	30
2	Relevant Experience	35
2.1	At least 3 years of experience in providing expertise to government on development issues	15

2.2	At least three (3) years of experience working with civil society organizations dealing with disability groups in Albania and social sector development in general	20
3	Capacity to Carry out the Assignment	15
3.1	Very good skills in communication and writing	5
3.2	Very good command of spoken and written English	10
	Total	100

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.

A Consultant will be selected in accordance with the **Individual Consultant Based Selection (IC)** 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, by mail, or by e-mail) by **November 27, 2019**.

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

Terms of reference

"Hire a second local expert on disability to support the main local expert with feedback from stakeholders"

Ref. no. SAMP/CS/IC/13-2019

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 Ndhima Ekonomike (NE) Program in the transition period of exiting the NE cash assistance program. The efficiency goal is expected to be strengthened by;
 - a) the production and use of automated MIS reports for Disability Assistance (DA) performance management and;
 - b) the improved oversight and control of disability assistance benefits.

The AF project components will remain unchanged from the parent project. The AF project consists of two inter-related components:

- i. Gradually scale up of the disability reform to all 24 administrative units in Tirana, Elbasan and Durres regions;
- ii. Improve the accessibility of SSS ROs to people with disability via rehabilitation works of existing regional offices;
- iii. Develop an exit strategy and an action plan to support NE beneficiaries exit the NE program after 5 years (including tailoring solutions to beneficiaries' needs and profile);
- iv. Improve oversight and controls for disability benefits. Four Disbursement Linked Indicators have been agreed, to track progress in implementing the reforms in the social assistance sector.

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 (NE) and Disability Assistance (DA).

In the frame of original SAMP project the MHSP has undertaken the reforming of the Disability Evaluation and Benefits system for the Albanian Non-Contributor (second 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:

1. 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.
2. 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.
3. To reorganize the disability assessment administration to improve efficiency, increase accountability by establishing checks and balances, and reduce fraud.

The aim of the reform is to ensure a fair distribution of taxpayers' money to different categories of disability to meet their special needs caused by disability, to foster social support and progressively to maintain a quality of living that is comparable to the standards of the country.

The conceptualization process was complex in nature since it entailed several components such as the preparation of: (a) new Guides for the Bio-Psycho-Social Evaluation of Disability for Children (2-18) and Adults (18+); (b) a new assessment approach; (c) a new evaluation administration at the State Social Services; (d) the preparation of new information management system for data entry, processing and archiving; (e) the creation of a collaborative and support network of accompanying services at the central, regional and municipal level; (f) the restructuring of benefits; and (g) the preparation of the related legislative framework.

The pilot program, which started at the end of April 2017, is carrying out in the Tirana Municipality, in the administrative units, No. 6 and No. 7. The main purpose of the pilot project was to test and demonstrate the new model of the bio-psycho-social evaluation of disability as well as the newly proposed benefit scheme and acquire information for measures that need to be taken to secure a successful larger rollout.

The Policy Paper on the Disability Assistance (DA) program reform along with the Action Plan for its implementation is approved from Council of Ministers in June 2019. This paper envisions the nationwide progressive extension of disability bio-psycho-social evaluation based on the World

Health Organization (WHO) conceptual model of International Classification of Functioning and Health.

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.

2. Scope of work

The smooth transition from the existing system to the new one requires very cautious steps that are carefully planned and executed. An action plan has been prepared to detail a blueprint that encourages an efficient and effective execution of transitory activity not only in the first pilot area, but in the other areas where the program will be implemented later, as well.

An evaluation study was conducted by the two project consultants. The main objectives of this evaluation study are (i) to provide information on the achievement of the main goals of the pilot program; and (ii) draw lessons and provide recommendations for the extension of the program.

The findings of the study have been organized around two main themes: (a) the preparations for the pilot; and (b) implementation of the pilot. The discussion of the findings will be done side by side with the reporting of the relevant results in the hope that this structure will allow the identification of strengths and emerging issues and will help in the understanding of the scope of work that needs to be carried out for the further expansion of the program.

In this frame MOHSP has being completed the preparations for expanding the implementation of the new reform in the selected regions, first within 2019 in Tirana region, and next year in Durres and Elbasan regions.

To ensure the correct implementation of the disability evaluation reform in pilot area the MOHSP will be assisted from a disability expert with very good knowledge of the reform, which will supervise closely the scale up process.

In this context MOHSP will hire a second local expert on disability to support the main local expert with feedback from stakeholders during the scale-up implementation of the disability evaluation reform in three selected regions, Tirana, Durres and Elbasan.

3. Consultant's tasks and responsibilities

The local consultant will perform the following tasks as below:

- i. Update the methodology regarding the beneficiaries' satisfaction;
- ii. Prepare six month reports (three reports in total) on the beneficiaries' satisfaction. The beneficiaries' satisfaction will be measured through interviews with different groups of disability from different regions/health centers. The number of interviews to be conducted shall be not less than twelve (12). The report shall summarize the findings from beneficiaries, including all positive and negative opinions and outcomes and shall provide recommendations to improve the shortcomings (the positive/negative points will be structured by different dimensions such as: interaction with the personnel, logistics, disability methodology, processes, etc.).
- iii. Prepare and hold working meetings with the MOHSP staff to discuss the issues raised by persons with disabilities (at least one working meeting for each report).
- iv. Assist MOHSP staff in establishing a collaborative network with institutions which are recommended to be included in the processes and finalizing of the memorandum of understanding with the respective ministries and governmental agencies.
- v. Assist MOHSP staff in organizing regular seminars with the DPOs to inform them about the scope and status of the reform (including the things that still have to be improved based on the information from beneficiaries and doctors) and gather their feedback on how it should be improved, and prepare short reports based on the conclusions of the seminars (3 such reports are expected to be prepared), and be the contact person for DPOs in case they have further questions/recommendations;

vi. Assist MOHSP staff to any other tasks related to disability evaluation reform in three selected regions when the demand arises from the Minister of Health and Social Protection.

vii. Assist MOHSP staff in close cooperation with the local government units to realize the transformation of the municipality social services for a better support of all people with disabilities to gain access to community resources and services such as employment, education, recreation, sports etc. and have their rights protected through case management.

viii. Assist MOHSP staff in conducting the public education campaign in the selected regions based in the developed and approved communication strategy that focuses on the fairness of the distribution of benefits and the creation of age appropriate support and therapeutic services and continuous Relationships with Disability Advocacy Organizations

To carry out the above tasks the local consultant will work closely with the staff of the Department of Health and Social Protection Development Programs (DHSPDP).

4. Deliverables and timing

Deliverable	Timing
Inception report	End of week 2
Three Beneficiaries' Satisfaction Reports (refer points (i), (ii), (iii) of Consultants' Tasks and Responsibilities)	1 st report - end of month 6; 2 nd report –end of month 12; 3 rd report – end of month 18
Quarterly progress reports The quarterly progress reports must describe the work undertaken by the consultant related to the responsibilities under Consultants' Tasks, within the reporting period.	Every three months, starting from end of month 3.
Final Report The final report will summarize the findings and the conclusions of the three Beneficiaries' Satisfaction Reports, findings and conclusions of the seminars under task (iv), and all the issues, challenges, findings and outcomes faced during contract implementation.	Two weeks before end of month 18

5. Reporting Arrangements

The Consultant will report direct to the Deputy Minister of MoHSP and Head of the Department of Health and Social Protection Development Programs (DHSPDP) within the MoHSP. The technical approval for each report as per the schedule of deliverables will be the responsibility of the Head of (DHSPDP).

All reports shall be written in Albanian and in English, each in three original copies, and will be addressed to:

- Deputy Minister of Health and Social Protection, MoHSP;
- Head of the Department of Health and Social Protection Development Programs (DHSPDP);
- Manager of SAMP, MoHSP;

The MoHSP will be responsible for all arrangements including all appointments and will provide office space, and other facilities such as internet connection, to perform tasks assigned. The Consultant will be responsible for its own logistical arrangements in the project site.

6. Minimum qualifications requirement

He/she must demonstrate expertise and skills in the following areas:

- A Bachelor degree relevant to this assignment (Social Sciences, Public Administration, Public Health, Law or related fields); – 20 points

- Minimum of 5 years of professional working experience related to disability assistance program and/or social sector development; – 30 points
 - At least 3 years of experience in providing expertise to government on development issues; - 15 points
 - At least three (3) years of experience working with civil society organizations dealing with disability groups in Albania and social sector development in general; – 20 points
 - Very good skills in communication and writing; - 5 points
 - Very good command of spoken and written English; - 10 points
- Preference will be given to individuals from groups with disability.

7. Contract Duration and level of inputs

Local DA expert will be hired under a Individual Consultant Selection (IC), in accordance with the procedures set out the World Bank Procurement Regulation for IPF Borrowers dated July 2016.

This is a time-based contract and will not exceed **70 working days** in total during the time period starting from January 2020 until June 2021.