

KËRKESË
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**PËR SHPREHJE INTERESI PËR SHËRBIMIN E KONSULENCËS LOKALE
“PËRDITËSIMI DHE ZHVILLIMI I MODULEVE TË TRAJNIMIT PËR
ZBATIMIN E REFORMËS SË VLERËSIMIT TË AFTËSISË SË KUFIZUAR PËR
STAFIN E VLERËSIMIT TË AFTËSISË SË KUFIZUAR TË SHSSH-së,
DREJTORIVE RAJONALE, STAFIT TË MSHMS-së, MJEKËVE TË FAMILJES DHE
MJEKËVE TË SPECIALITETEVE”, PËRFITUES I SË CILËS ËSHTË MINISTRIA
E SHËNDETËSISË DHE MBROJTJES SOCIALE**

Tirana, February 27, 2019

**REQUEST FOR EXPRESSION OF INTEREST
CONSULTING SERVICES
FOR**

**“Update and delivery of training modules on the scale-up implementation of the
disability evaluation reform for disability evaluation staff of SSS, Regional Directories,
MHSP staff, family doctors and medical specialists”**

**Ref. no. SAMP/CS/CQ/02-2019
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 services of a consulting company that will assist in updating of already developed training modules on implementation of disability evaluation reform and deliver those trainings to disability evaluation network in the regions of Durres and Elbasan. Furthermore one training session will be provided to the family and specialist doctors and evaluation commissions’ staff in Tirana Region as well.

The assignment includes 371 man days over a 7 month implementation period. The assignment is expected to start on October, 2019.

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 consulting companies (“Consultants”) to indicate their interest in providing the Services.

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

- At least 7 years of proven experience in the field of implementation of social protection services projects and/or programs, activities, with emphases in disability assistance programs and development & delivery of related trainings (40 points);
- The consultant must provide description of similar work/assignments/contract, demonstrating appropriate skills in the above mentioned activities in the last five years (*name of contract, duration, budget, source of funding*) (50 points);
- 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, by mail, or by e-mail) by **March 18, 2020**.

Project Management Team (PMT)

Social Assistance Modernization Project (SAMP)

Ministry of Health and Social Protection – 1st floor

Rruga e Kavajës, nr. 53, AL-1001, Tirana, ALBANIA

Att: Suzana Papadhopulli

e-mail: samp.papadhopulli@gmail.com

Terms of Reference

Update and delivery of training modules on the scale-up implementation of the disability evaluation reform for disability evaluation staff of SSS, Regional Directories, MHSP staff, family doctors and medical specialists

Ref. no.SAMP/CS/CQ/02-2019

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 frame of SAMP project the MHSP with the assistance of two consultants (an international and a local consultant) has revised the assessment and eligibility criteria along with necessary legal revisions such as new regulations/instructions (including on the business

procedures and institutional arrangements) for the administration of disability assistance program.

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, which currently relies solely on medical data, by introducing the bio-psycho-social approach of the International Classification of Functioning, Disability and Health (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 errors and 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.

2. Context

A pilot program carried out in the Tirana Municipality, in the administrative units, No. 6 and No. 7, started at the end of April 2017. 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 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 was planned to gradually scale up in a phased manner initially in Tirana region, its implementation has started in December 2019, and later on in other regions, in Durrës and Elbasan within 2020-2021.

Under the original SAMP project, the MHSP, with assistance of local consultants, has carried out the training of the disability evaluation staff of regional directory of Tirana, SSS, Ministry's staff, family and specialist medical doctors, involved in the implementation of disability evaluation reform in two pilot administrative units, no. 6 and no. 7, in Tirana in 2017 and later, in 2018, the disability evaluation network responsible for all administrative units of Tirana.

The disability evaluation network includes the regional family doctors and medical specialists, the community mental health services, social protection administration at local government level, the regional employment and professional training offices, the regional directorates of education, and the psycho-social service agencies in the area.

The focus of training course was implementation of the revised criteria for assessment and determination of disability along with using of the respective new regulations, forms, and templates. New training modules on DA evaluation reform were developed and delivered.

Family doctors and medical specialists, social workers and data operators/receptionists received knowledge on the Convention on the Rights of Persons with Disabilities, the legislative framework, bio-psycho-social evaluation, IC, categories of impairments in the Disability Guides, the verification process, the interview, preparation of the bio-psycho-social profile, referrals, the digital archive and exchange of information with the disability evaluation network.

3. Objective

The overall objective of the assignment is technical assistance to assist in updating of already developed training modules on implementation of disability evaluation reform and deliver those

trainings to disability evaluation network in the regions of Durres and Elbasan. Furthermore one training session will be provided to the family and specialist doctors and evaluation commissions' staff in Tirana Region as well.

The training modules cover these topics:

1. **Basic knowledge on the bio-psycho-social disability evaluation system** which shall include but not limited to: bio-psycho-social criteria for the evaluation of disability, ICF, new Disability Guidelines on children and adults evaluation process;

2. **Legislative and institutional framework**, which shall include knowledge on the Convention on the Rights of Persons with Disabilities, the national legislative and institutional framework;

3. **Disability evaluation process** which includes: new disability evaluation administration, evaluation network, the verification process, the interview, preparation of the bio-psycho-social profile, referrals, the digital archive and exchange of information with the disability evaluation network, the multidisciplinary evaluation process and the medical forms.

4. Scope of Work

The SAMP consultants have developed the training materials on the bio-psycho-social disability evaluation and their respective roles and responsibilities of all those involved in the disability evaluation network, which was applied at the Administrative Units 6 and 7 of the Municipality of Tirana.

The consultant's scope of work is related to the following tasks:

- Update the existing training modules by ensuring that the relevant information and knowledge about best international practice on the disability evaluation system; ICF, new Disability Guides, new disability evaluation human resources, bio-psycho-social evaluation, evaluation network, the policy document and the new bill is included

The updated training modules require approval from the responsible department in MHSP, before delivered to targeted groups.

- Assist the MHSP staff to prepare the file/documents for the accreditation of the training sessions for disability evaluation network by the National Center of Continuing Education for Health Care Professionals.

- Deliver the training modules based on a training program. The training class shall comprise not more than 30 trainees per class, for a total of not less than 4-6 teaching hours per day. The number of trainees for category is shown in the following table:

No.	Category of trainees	No. of trainees/region		
		Elbasan	Durres	Tirana
1	Social Administrators	56	33	
2	Medical Specialists	116	140	310
3	Family doctors	164	181	340
4	SSS Regional Office Staff	3	3	
5	Evaluation commissions staff (5x3)/(3x3)(6x3)	15	9	18
6	Municipality staff	3	3	
7	Regional Employment Directorate staff	1	1	
8	Regional Education Directorate staff	1	1	
	TOTAL	359	371	668

Table 1 - No. of trainees for each category

The training program will be specified for each target group and will include all the updated modules listed respectively above as follows:

Target groups	No. of trainees in total	Topics of trainings	No. of hours
Durres, Elbasan i. Family doctors, ii. Medical specialists.	601	- Convention of the Rights of Persons with Disabilities, basic knowledge of ICF, - Bio-psycho-social disability evaluation process, - Bio-psycho-social criteria for the evaluation of disability, - Multidisciplinary evaluation process, - Medical forms. - Legislative framework; - Digital archive	15 hours in total. 9 hours in the first month, and then 3 hours in the second month and another 3 hours in the third month.
Tirana i. Family doctors, ii. Medical specialists	650	- Convention of the Rights of Persons with Disabilities, basic knowledge of ICF, - Bio-psycho-social disability evaluation process, - Bio-psycho-social criteria for the evaluation of disability, - Multidisciplinary evaluation process, - Medical forms. - Legislative framework; - Digital archive	3 hours session over a month period.
Durres, Elbasan i. Social Administrators, ii. SSS Regional Office Staff, iii. Evaluation commissions staff; iv. Municipality staff.	125	- Convention of the Rights of Persons with Disabilities, basic knowledge on ICF, - Bio-psycho-social disability evaluation process, - Bio-psycho-social criteria for the evaluation of disability, - Multidisciplinary evaluation process, - The new roles in the process of the multidisciplinary evaluation, formulation of individual support plans, - Support and monitoring of beneficiaries of disability benefits, - Representative payee's personal assistance services. - Legislative framework	18 hours over a 6 month period. Start with an intensive training (like 2 days each of them with 6 hours) and then for another 2 months two sessions, each of them of 3 hours.
Tirana i. Evaluation commissions staff	18	- Convention of the Rights of Persons with Disabilities, basic knowledge on ICF, - Bio-psycho-social disability evaluation process, - Bio-psycho-social criteria for the evaluation of disability, - Multidisciplinary evaluation process, - The new roles in the process of the multidisciplinary evaluation,	3 hour session over a month.

		formulation of individual support plans, - Support and monitoring of beneficiaries of disability benefits, - Representative payee's personal assistance services, - Legislative framework.	
Durres, Elbasan, i. Regional Employment Directorate staff, ii. Regional Education Directorate staff.	4	- Convention of the Rights of Persons with Disabilities, basic knowledge of ICF, legislative framework, - Bio-psycho-social disability evaluation process, - Bio-psycho-social criteria for the evaluation of disability, - Multidisciplinary evaluation process, and respective roles, - Differences between the evaluation for disability benefits and services, and the evaluation for professional training and employment support, and integrated special education support.	12 hours over a 4 month period. 6 hours in the first month and, then two other sessions of three hours (one per month).

The training workshops will encourage discussion among participants and allows them time for reflection on how to make use of the strategies in their classrooms. The consultant should ensure that participants have time for guided practice during the workshops.

5. Facilities to be provided during the course of the contract

- Facilities to be provided by the Client (MHSP):

- Project related documents;
- Training materials developed during the pilot program implemented in Administrative Units of Tirana Municipality;

- Final list of the target group, divided by categories of trainees for each region;

- Facilities to be provided by the Consultant:

- Printing and photocopying of training materials, including handouts of training modules and other written materials, for all participants to use during the workshops and for further reference and use in their everyday work as resources for their teaching sessions and their own professional development;

- Consumables required to conduct workshops (chart paper, markers, tapes, etc.);

- Venue of the training sessions

- Coffee breaks and refreshments during training sessions.

Costs of all the facilities to be provided by the consultants are to be borne by the consultant.

6. Deliverables, Outputs

The consultant firm will report to and work under the direction of the personnel assigned by the MHSP. The language used for the reports should be Albanian and English.

No.	Report	Description	Time Due after contract signature date
1	Inception Report	- Detailed training work plan; - Calendar of the training delivery for Durrës, Elbasan and Tirana; Grouping the categories of trainees with no more than 30 participants per session; - Names of the trainers for each session, venue and time of session.	End of week 3
	1 st Report	- Training materials/handouts/training forms and templates developed (in English and Albanian language)	End of week 4
	2 nd Report/Interim Report	- Calendar of training sessions conducted; - List of trainees for each session; - Training materials distributed to trainees for further reference and use in their everyday work as resources for their teaching sessions and their own professional development.	End of month 4
	Final Report	- Calendar of training sessions conducted; - List of trainees for each session; - Training materials distributed to trainees for further reference and use in their everyday work as resources for their teaching sessions and their own professional development. - Findings of the training evaluation on the performance of the trainees and trainers, difficulties faced, issues raised, lessons learnt and recommendations	End of month 7

All the reports are subject of approval by MHSP. The reports must be submitted officially in three copies in Albanian and English. In addition the consultant must submit the reports in electronic format too (CD/harddisc/dropbox/wetransfer/googledrive). In case of inconsistencies between English and Albanian versions the English version prevails.

7. Payment Schedule

The payment will be conducted according to the following schedule:

- 1st payment: 10% of contract price upon submission and approval of inception report, acceptable by the MHSP;
- 2nd payment: 30% upon submission of the first report acceptable by MHSP and World Bank team;
- 3rd payment: 30% upon submission of second report/interim report acceptable by MHSP;
- 4th payment: 30% upon submission of completed activities/deliverable products and final report for Durres Region.

8. Qualifications of the Consulting Company

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

- At least 7 years of proven experience in the field of implementation of social protection services projects and/or programs, activities, with emphases in disability assistance programs and development & delivery of related trainings (40 points);
- Similar work/assignments/contract, demonstrating appropriate skills in the above mentioned activities in the last five years (*name of contract, duration, budget, source of funding*) (50 points);
- Availability of qualified key staff within the company (10 points).

9. Team Composition

The consulting company should have the following staff available for this assignment:

Key Expert 1 - Team Leader will have overall responsibility for supervision and delivery of the project. The team leader should have:

- University degree at MSc level in social sciences, medicine, law or any other related field;
- At least 8 years of general work experience in public administration or civil society organizations,
- At least 3 year of experience in managing projects related to social protection sector and trainings;
- Experience with donor funded projects, familiar with writing and reporting;
- Good command of English language and MS Office.

Key expert 2 - Social Works Expert (4 positions)

- University degree at MSc level in social work for two positions and university diploma in medicine/medical studies for two other positions;
- At least 8 years of general work experience in public administration or civil society organizations in social sector, preferably experience with disability reform programs;
- At least 5 year of teaching or conducting training as a teaching instrument in different sectors, preferably in social sector;

Key expert 3 - Legal Expert (1 position)

- University degree at MSc level in law;
- At least 8 years of general work experience in public administration or private sector working in legal drafting and analysis, institutional framework analysis, preferably in social services sector;
- Experience of teaching or conducting training as a teaching instrument in different sectors, preferably in social sector.

Non-Key Expert - Course Assistant (3 positions)

The course assistants will facilitate the training sessions in each region. They will support the trainers' team during the sessions with all the necessary logistics.

10. Contract Duration

The consultant should be a local consulting firm. The selection method to be applied is Consultants Qualification Selection (CQ), in accordance with the procedures set out World Bank Procurement Regulation for IPF Borrowers dated July 2016.

The service should be performed within a time period of 7 months and it includes 371 man days for all the staff (key experts and non-key experts). The consultant is expected to start the service on April 2020.