



REPUBLIKA E SHQIPËRISË
MINISTRIA E SHËNDETËSISË
DHE MBROJTJES SOCIALE
PROJEKTI I MODERNIZIMIT TË ASISTENCËS SOCIALE (SAMP)

Tirana, February 03, 2021

REQUEST FOR EXPRESSION OF INTEREST

**CONSULTING SERVICES
FOR**

**“Establishment of a New Referral Mechanism for Supervising and Leading the
Disability Reform”
Ref. no.SAMP/CS/CQ/03-2020**

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 “Establishment of a New Referral Mechanism for Supervising and Leading the Disability Reform”.

The consulting services (“the Services”) include:

- Improving the administration and transparency of the new disability assessment scheme, through the establishment of a clear referral mechanism, which clearly defines by whom, to whom, when and what deadlines, or to which programs it can refer specifically, focal points and structures responsible, as well as their monitoring system.

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.

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

- at least 5 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 social protection programs and procedural, institutional and social development in general (40 points);
- The consultant must provide description of most relevant and 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 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 February 22, 2021.

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

ESTABLISHMENT OF A NEW REFERRAL MECHANISM FOR SUPERVISING AND LEADING THE DISABILITY REFORM

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.

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 is 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 Durres and Elbasan.

Reform of the disability assessment system includes:

- New morbidity criteria
- New disability categorizations
- Evaluation according to ICF standards
- Disability assessment
- Assessment of individual needs
- New disability assessment administration
- Adapt infrastructure
- New control methodology
- New grievance methodology

The new Disability Assessment System assesses for the first time the individual's needs for employment, rehabilitation and social services, education or vocational training. This requires a transparent referral mechanism that follows continuously every person with disabilities, until the moment of completion of the need.

Referring to the new Disability Reform scheme and based in a detailed analysis of its implementation so far, it results that if there is information and awareness at the beginning of the disability assessment procedures, this is followed in the assessment after the interview conducted by social worker, it turns out that the novelty of the scheme which is the assessment of the needs of the individual according to the ICF and for employment, education, social services is not realized by anyone.

This also requires a system of supervision and leadership of the reform in order this reform to be successful as it is comprehensive and includes several areas of activity of different ministries.

2. Objective of the assignment

The objective of the consultancy is: Improving the administration and transparency of the new disability assessment scheme, through the establishment of a clear referral mechanism, which clearly defines by whom, to whom, when and what deadlines, or to which programs it can refer specifically, focal points and structures responsible, as well as their monitoring system.

For this it is required to draft Working Protocols (with Minister's instruction) for each institution and Job Descriptions as well, and to clearly define the need for Monitoring of this Referral mechanism and the responsible structures that will perform it.

3. Scope of services, tasks and responsibilities

Under the overall guidance of the Health and Social Protection Developing Programs Department, the consultant is expected to undertake the development of a transparent referral mechanism and that continuously monitors the completion of the individual needs for employment, rehabilitation and social services, education or vocational training for the disabled persons.

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

1. *Conduct a desk review of experiences from at least 5 EU countries (including one country from region) on the set-up of structures/institutions with a coordination role in the disability assessment. Particular attention will be paid to the mandate, objectives, functions, organizational structure, governance, human resources, performance (if performance reviews information is available) and overall experience with such agencies. For each of the case countries, information about which government structures/agencies implements disability programs and how and by whom needs assessment is conducted will be provided. The review findings will be presented in a short report format. Wherever possible, source material will be provided as well.*

2. *Carry out a desk research on: (i) the legal provisions determining the mandate, objectives and functions of the current structures/institutions coordinating the disability assessments under the old and new schemes; (ii) any other legal provisions relevant for the establishment of a public structure/institution in Albania, such as a law on public administration, or similar.*

3. *Develop organizational, governance and administrative structure of the proposed structure/institution with human resources requirements plan. This will include: (i) proposing an organizational structure that corresponds to the mandate of the proposed structure/institution; (ii) proposing staffing and training plan that would enable the proposed structure/institution to perform its functions; (iii) proposing governance structure, including decision making tree; (iv) proposing business processes flow; (v) proposing a budget plan.*

4. *Hold stakeholders' meetings with relevant policy makers and other relevant stakeholders. The proposal from activity 3 will be presented at the stakeholders' workshop whose objective will be to gather feedback. The feedback from this workshop will feed into the final version of the recommendations report.*

4. Deliverables and Reporting

Report	Schedule	Description	Approved by
Inception report	One month after start date	Understanding of consulting assignment, consultant's responsibilities, legal basis, approach and methodology, project plan, meetings, attendees, schedule, purpose, issues and other comments	Department of Health and Social Protection Development Programs (DHSPDP)
1st Report	2 months after start date	A review of experiences from EU countries on the set-up of structures/institutions with a coordination role in the disability assessment; (ii) proposal for the improvement of existent/new legislation that is relevant for the set-up of a Central Disability Agency;	Department of Health and Social Protection Development Programs
2nd Report (Final)	3 months after the start date	Proposal for the development of the organizational, governance and administrative structure of the proposed structure/institution with human resources requirements plan.	Department of Health and Social Protection Development Programs

The Consultant will report to the Deputy Minister of MHSP and Head of Health and Social Protection Development Programs Department within the MHSP. All reports and deliverables are subject of acceptance and responsibility of the Head of HSPDPD.

All reports shall be written in Albanian and in English (in three originals each) and will be addressed to:

- Deputy Minister of Health and Social Protection, MHSP;
- Head of HSPDPD, Ministry of Health and Social Protection, MHSP;
- Manager of SAMP;

The translation of Albanian reports into English will be handled by the consultant to provide reports in both English and Albanian.

5. Qualifications of the Consultant

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

- at least 5 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 social protection programs and procedural, institutional and social development in general (40 points);
- The consultant must provide description of most relevant and 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 key staff within the company; (10 points).

6. Team Composition

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

(1) Key expert 1 / Team Leader

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

- University degree at MA level relevant to this assignment (Social Sciences, Public Administration, Public Health, Law or related fields).
- Minimum of 5 years of professional working experience related to social sector development and/or DA system reforms.
- Demonstrated experience in working with government partners and other stakeholders in public sector development programs.
- Experience in providing expertise to government on development issues;
- Experience with donor funded projects would be an advantage;
- Excellent ability to analyze and synthesize.
- Communication and Quality of writing.
- Excellent command of spoken and written English.

(2) Key expert 2 / Social Expert

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

- University degree at MA level relevant to this assignment (Social Sciences, Public Administration, Public Health, Law or related fields).
- At least 5 years relevant professional experience in social sector, with a minimum of 3 years of professional working experience related to social sector development and/or NE system reforms.

- Experience in designing and implementation of DA system reform activities and drawing up reports.
- Experience with the legal administration of Albanian social protection system and structures focused mainly in DA program.
- Excellent command of spoken and written English.

(3) **Key expert 3 / Legal Expert**

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

- University degree at MA level in Law;
- Significant experience in practicing law/by laws in Albania.
- Have at least 5-years experience participating in the consultancy process of various regulatory acts and institutional frameworks in Albania.
- Experience working with international and European DA legal framework including convents, agreements, acts, EU directives etc.
- Excellent knowledge of English language.

(4) **Key expert 4 / Economist**

- Advanced university degree in finance, economy or relevant field.
- Significant experience in Public Administration, Economics, Public Finance Management or related fields
- At least five (5) years of demonstrated work experience and expertise in funding of social services.
- Familiarity with Reform of Social Assistance system.
- Work experience with World Bank and /or other international organizations would be considered as an advantage.
- Excellent knowledge of English written and spoken
- Computer proficiency in standard office applications (Spread sheets, word processing, Internet Explorer), excellent communication, interpersonal and team working skills.

7. Contract Duration

The assignment includes 110 man days in total for key experts. The consultant is expected to start the services on March 2021.

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.