



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

Tirana, November 18, 2021

REQUEST FOR EXPRESSION OF INTEREST

**CONSULTING SERVICES
FOR**

**“Development of training strategy (complemented by an action plan)
for nationwide implementation of DA evaluation reform, updating and delivery of
training modules to the disability evaluation staff of SSS Regional Directories, social
administrators, family doctors and medical specialists in selected regions
(Tirana, Durres, Elbasan and Korca)”
Ref. no.SAMP/CS/CQ/01-2021**

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 “Development of training strategy (complemented by an action plan) for nationwide implementation of DA evaluation reform, updating and delivery of training modules to the disability evaluation staff of SSS Regional Directories, social administrators, family doctors and medical specialists in selected regions (Tirana, Durres, Elbasan and Korca)”.

The consulting services (“the Services”) include:

- Develop a training strategy , including the establishment of the DA training unit/team within SSS, as trainers of training, to support the continuous on job training needs of DA evaluation network during the gradually implementation of reform all over the country. The strategy details the resources, training design, development, delivery, evaluation and assessment required to support the training, etc.
- Develop the Action Plan that should include, at a minimum, the goals to be achieved, main actions/tasks, roles and responsibilities, financial and human resources and time frame (deadlines) for implementing the training strategy.
- 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 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 development & delivery of related trainings (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 December 03, 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

Development of training strategy (complemented by an action plan) for nationwide implementation of DA evaluation reform, updating and delivery of training modules to the disability evaluation staff of SSS Regional Directories, social administrators, family doctors and medical specialists in selected regions

(Tirana, Durrës, Elbasan and Korça)

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 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:

1. 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.
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 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

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. It started in Tirana region, from December 2019, and later on in other regions, in Durres and Elbasan, respectively from September and October 2021. Continuous training of all the actors included in DA evaluation network is required in order to ensure the implementation of reform in full compliance with ICF and bio-psycho-medical model requirements.

Under the additional financing of SAMP project, the MHSP, with assistance of local consultant, has carried out the training of the disability evaluation staff of SSS regional directory, social administrators, family and specialist medical doctors, etc., involved in the implementation of disability evaluation reform in the selected regions, Tirana, Durres and Elbasan. The DA evaluation reform is actually implemented in Tirana, Durres and Elbasan and MHSP intends to roll up the reform in other regions within 2022.

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 the implementation of the revised criteria for assessment and determination of disability along with using of the respective new regulations, forms, and templates.

The trainees received knowledge on the Convention on the Rights of Persons with Disabilities, the legislative framework, bio-psycho-social evaluation, ICF, 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 development of the training strategy of all DA evaluation networks to support the nationwide implementation of reform, updating and delivering of training modules to disability evaluation network in the region of Korça.

In addition one day training session will be provided to the family and specialist doctors and evaluation commissions' staff in Tirana, Durres and Elbasan Regions 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 consultant's scope of work is related to the following tasks:

- Develop a training strategy, including the establishment of the DA training unit/team within SSS, as trainers of training, to support the continuous on job training needs of DA evaluation network during the gradually implementation of reform all over the country. The strategy details the resources, training design, development, delivery, evaluation and assessment required to support the training, etc.
- Develop the Action Plan that should include, at a minimum, the goals to be achieved, main actions/tasks, roles and responsibilities, financial and human resources and time frame (deadlines) for implementing the training strategy.
- 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 25-30 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:

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

Table 1 - No. of trainees for each category

No.	Category of trainees	No. of trainees /region			
		Elbasan	Durres	Tirana	Korce
1	Social Administrators				39
2	Medical Specialists	116	175	221	77
3	Family doctors	145	190	451	105
4	SSS Regional Office Staff				3
5	Evaluation commissions staff				10
6	Municipality staff				3
7	Regional Employment Directorate staff				1
8	Regional Education Directorate staff				1
	Total	261	365	672	239

Target groups	No. of trainees in total	Topics of trainings	No. of hours
<u>Korca</u> (i) Family doctors, (ii) Medical specialists	182	<ul style="list-style-type: none"> - 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
<u>Korca</u> (i) Social Administrators (ii) SSS Regional Office Staff, (iii) Evaluation commissions staff (iv) Municipality staff	55	<ul style="list-style-type: none"> - 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 payees personal assistance services. - Legislative framework 	18 hours over a 3 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.
<u>Korca</u> (i) Regional Employment Directorate staff,	2	<ul style="list-style-type: none"> - 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, 	12 hours over a 3 month period. 6 hours in the first month and, then

(ii) Regional Education Directorate staff		- Differences between the evaluation for disability benefits and services and the evaluation for professional training and employment support, and integrated special education support.	two other sessions of three hours (one per month).
<u>Tirana, Durrës and Elbasan</u> (i) Family doctors, (ii) Medical specialists (iii) Social Administrators (iv) SSS Regional Office Staff (v) Evaluation commissions staff (vi) Municipality staff	1298	All topics	6-hour training in one day

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.) (only if training is conducted in physically)
- Venue of the training sessions (only if training is conducted in physically)
- Coffee breaks and refreshments during training sessions. (Only if training is conducted in physically)

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	<ul style="list-style-type: none"> - Detailed training work plan; - Calendar of the training delivery for Korca and the additional one day training for Durres, 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 2
2	1st Report	- Updated Training modules and materials / handouts /training forms and templates developed (in English and Albanian language)	End of week 4

3	2nd Report / Interim Report	<ul style="list-style-type: none"> - 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 week 8
4	Final Report	<ul style="list-style-type: none"> - Strategy of training including establishment of training unit within SSS and team of trainers of training. The strategy details among others the resources, training design, development, delivery, evaluation and assessment required to support the training, etc. - Action Plan that should include, at a minimum, the goals to be achieved, main actions/tasks, roles and responsibilities, financial and human resources and time frame (deadlines) for implementing the training strategy. 	End of week 12

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 all regions 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 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 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.;
- At least 5 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 Expert (1 position)

- University degree at MSc level in social work
- At least 5 years of general work experience in public administration or civil society organizations in social sector, preferably experience with disability reform programs;
- Experience 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 5 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.

Key expert 4 - Financial Expert (1 position)

- University degree at MSc level in economy;
- At least 5 years of general work experience in public administration or civil society organizations in social sector, preferably experience with disability reform programs;

Key expert 5 – Medical expert/Trainer (min. 2 positions)

- University diploma in medicine/medical studies.;

- At least 5 years of general work experience in health sector, preferably experience with disability reform programs;
- Experience of teaching or conducting training as a teaching instrument in different sectors, preferably in social sector;

Non-Key Expert - Course Assistant (1-2 positions)

The course assistants will facilitate the online training sessions for each category of trainees. 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 3 months, and it includes approximately 178-man days for all the staff (key experts and non-key experts). The consultant is expected to start the service on December 2021.