

TERMS OF REFERENCE
FOR
CONSULTANTS' COMPANY DELIVERING SERVICES IN PREPARATION OF
NATIONAL DISABILITY ASSESSMENT METHODOLOGY AND PREPARING ITS
LEGISLATIVE FOUNDATION

TERMS OF REFERENCE AND SCOPE OF SERVICES

Consultants' company delivering services in preparation of National disability assessment methodology and preparing its legislative foundation

I. Background

The Government of the Republic of North Macedonia has received a Loan from the International Bank for Reconstruction and Development, for implementing the Macedonia Social Insurance Administration Project (SIAP).

The SIAP development objectives are to improve the quality of services in administering social insurance and strengthen the regulatory framework for people with disabilities and hazardous occupations. The Social Insurance Administration Project will support the Government of North Macedonia (GoNM) to address challenges that affect the functioning of the social insurance system and social protection of persons with disabilities.

The project will support the establishment of the Central Registry of Socially Insured Individuals (SURS) and the modernization of the pension administration, will contribute to the establishment of the Central Disability Certification Coordination Unit (CDCCU) and will assist in the establishment of the National Registry of Persons with Disabilities.

The overall SIAP project will be organized into two main components, with a third component related to project management.

- Component 1. Improving the quality of the social insurance administration services
- Component 2. Strengthen the regulatory framework for people with disabilities and for hazardous occupations
- Component 3. Project Management

This assignment will be undertaken within Component 2 - 'Subcomponent 1 - Establishment of the Central Disability Certification Coordination Unit (CDCCU)' – and will support the preparation of National disability assessment methodology and preparing its legislative foundation.

II. Specific Background Information

Disability assessment (certification) is complex, involving various different standards and agencies, with no single registry or procedure to unite the system. Disability assessment (certification) is the gateway for anyone who claims any publicly or privately provided disability-related benefit, service, or product. Disability certification in North Macedonia is required and initiated by several central and local government institutions; social insurance agencies; and social networks (Ministry of labor and social policy, Ministry of Education, local

governments, Pension Fund, social centers, education facilities, Employment Service Agency, and Health Fund). Certification processes are performed in parallel, uncoordinated, last too long, are not user friendly for the clients, lack supervision and control, and are inefficient.

Complex and ring-fenced processes and lack of coordination between the agencies have resulted in parallelism, duplication, and red tape throughout the disability assessment process. For each benefit, individuals need to pass different medical expert commissions for determination and assessment of disability. Separate commissions run the medical exam and confirm eligibility only for specifically required social or employment benefits. The medical definition of disability and a person with disability in North Macedonia is strictly medical and lacks the aspects of functionality and a needs-focused approach. North Macedonia has been using a standardized classification of diseases (MKB10) based on impairment (Barema) scale. Many countries have been broadening it to WHO-DAS II, a generic assessment instrument for health and disability developed by the WHO to produce standardized disability levels and profiles directly linked at the level of concepts to the International Classification of Functioning, Disability and Health (ICF).

The Government's decisions to simplify, unify, and streamline the parallel processes envisage the establishment of a Central Disability Certification Coordination Unit (CDCCU) in the MLSP responsible for initiating, organizing, performing, and reporting on all disability assessments in the country.

The decision by the North Macedonia Government to unify the parallel disability assessment channels and methodologies follows best international practice. Opportunities for strengthening the disability assessment methodology by introducing the ICF elements in all segments not only for disability assessment of youth and students (functional assessment already in place) and reforming the definition of a disabled person in North Macedonia are to be considered throughout project implementation.

III.Objectives of Assignment and Scope of Work

Unification of disability assessment processes, methodologies, and administrations has been a process underway in many EU countries. The first steps in the reform process are commonly to introduce a comprehensive classification of diseases. Reforms are carried in the segment of business processes; standardization of forms to gather all relevant information in a systematic way; introduction of integrated information systems that assist day-to-day operations, collection, storage, and retrieval of documents and information across all involved bodies; and introduction of proper M&E systems. Some countries have been moving toward the introduction of the ICF of the World Health Organization (WHO), which is the international standard for describing and measuring disability.

The scope of this consultancy includes moving to a more holistic assessment of disability requires setting up integrated disability assessment committees to perform a comprehensive assessment of the claimant based on medical, functional, and socioeconomic factors after which it issues a report describing the claimant's main impairments in bodily function and structure, limitations in activities, and restrictions in participation.

The activities should be focus to analyze current disability assessment methodologies and propose new single and unified national methodology and its legal foundation.

The Contractor's main tasks shall include (but not be limited to):

- Comparative analysis from other countries with unified disability assessment methodologies based on ICF
- On the basis of the deliverable 2 - Summary overview of existing system for assessment and determination of disability¹, of the Company who is contracted for delivering services in preparation of documents for establishing a Central Disability Certification Coordination Unit (and other relevant deliverables from agreement related to CDCCU Design) and Comparative analysis from other countries with unified disability assessment based on ICF to give recommendations for introducing National disability assessment methodology in North Macedonia (NDAM)
- Preparation of the unified National disability assessment methodology in North Macedonia (in the form of Rulebook) and other relevant legislation related to the methodology
- Design of all assessment forms regarding the methodology
- Identifying links between standardized classifications of diseases (MKB10) based on impairment (Barema) scale and National disability assessment methodology in North Macedonia
- Identifying needed medical documentation for each disease
- Identifying of the links between proposed functionalities (from the National Methodology) and list of rights from pension, social and children protection and education for children
- Prepare training program on the basis of new methodology for future disability assessment experts
- On the basis of new methodology prepare a curriculum and questions for disability assessment experts licensing and train the trainers on new methodology

The Contractor shall work closely with representatives of Ministry of Labor and Social Policy, Ministry of Health, e-Health Directorate (Moj termin), Pension and Disability Fund and other relevant committees and institutions. The Contractor shall work closely with consultants involved in the reforms for the establishment of Central Disability Certification Coordination Unit (CDCCU), and design the National Register for PwD, as well as with Center for Functional Assessment and Support of Children and Youth in North Macedonia.

IV.Deliverables

The Consultant shall submit the following key deliverables. The Consultant may also propose additional deliverables based on the Consultant's proposed approach and methodology.

- 1) **Project Inception Report and Project Plan:** Describes Contractor's approach to project; affirmation of deliverables timeline, activities and outputs; mobilization of Contractor's team; project management; identified risks and mitigation strategies.

¹ The report shall be given to the selected consultant

- 2) **Report of Comparative analysis from other countries (minimum three) with unified disability assessment methodologies based on ICF**, especially in the countries with similar systems, with focus on analysis of their systematic approaches advantages and disadvantages. **This Report should include a recommendations for introducing National disability assessment methodology in North Macedonia** on the basis of the deliverable 2 - Summary overview of existing system for assessment and determination of disability, of the Company who is contracted for delivering services in preparation of documents for establishing a Central Disability Certification Coordination Unit (and other relevant deliverables from agreement related to CDCCU Design) and Comparative analysis from other countries with unified disability assessment based on ICF
- 3) **Preparation of the unified National disability assessment methodology in North Macedonia** (in the form of Rulebook) and other relevant legislation related to the methodology and **Design of all assessment forms regarding the methodology**. The Methodology inter alia should describe:
 - needed medical documentation for each disease
 - links between standardized classifications of diseases (MKB10) based on impairment (Barema) scale and National disability assessment methodology in North Macedonia
 - Proposed functionalities (from the National Methodology) related to the list of rights from social protection and education for children
- 4) **Training program** on the basis of new methodology for future disability assessment experts
- 5) **Curriculum and set of questions** for disability assessment experts licensing on the basis of new methodology
- 6) **Training of trainers** for new methodology, for at least 20 disability assessment experts

The above Deliverables should be sufficiently detailed for use by the Client. The Consultant is expected to hold meetings and workshops throughout the project when required and these should be determined within the proposed project work plan. These events should be used to gather and verify information, discuss existing problems and potential solutions, brief management and key staff in the participating institutions, and reach agreement on future solutions.

V.Reporting Arrangements

The Consultant will report on a regular basis to MLSP, PMU Team to ensure work undertaken is delivered on schedule and with expected quality. All deliverables shall be available in English and Macedonian languages. Materials defined by the Client as needed for subsequent processes should also be available in English and Macedonian languages. All written reports should be discussed in full with the MLSP and PMU Team and this should be reflected within the final version of the report being written. The MLSP shall give the final approval with regards to document acceptance and any disagreements.

VI.Duration of the assignment

This task is expected to begin in the third quarter of 2022 and duration of assignment is for a minimum of 10 calendar months. The Consultant shall start working after receiving written notification from the Client. The Government of RNM has initiated time extension of the project, and if the project is extended, there is a possibility of extending the contract based on satisfactory performance of the Consultant and business needs of the Client.

VII. Qualification requirements

To carry out this assignment, the Client seeks a Company (Consultant) who needs to provide a team of experts with relevant experience and qualifications in their subject area as indicated further below. The Consultant may associate with other Consultant firm (s) in the form of a joint venture to complement their respective areas of expertise, strengthen the technical responsiveness of their proposal, and avail themselves to a broader pool of experts.

The qualification requirements of the Consultant firm are summarized as follows. The Consultant shall be a firm or a group of firms with following qualifications:

- Proven experience and verifiable track-record in providing services in the public sector at national level in the past five years
- Proven expertise in at least two assignments related to disability issues or in the health sector related to disability, in the past five years
- Proven expertise in assignments related to disability assessment
- Proven experience in providing training in the subject or similar area
- ISO 9001 valid certificate
- Human capacity-at least 10 number of employees on a regular basis

The credibility of mentioned experience and expertise shall be presented in a list of project references with description of services provided (including information on contract value, contracting entity/client, project location/country, duration, percentage carried out by consultant in case of association of firms or subcontracting and main activities) and accompanied by certificates of orderly fulfillment of the contracts verified by other party from such contracts.

Qualification requirements	Total points	Max. Points
	100	
Proven experience and verifiable track-record in providing services in the public sector at national level in the past five years	10	3- One realized project in the public sector at national level in the past five years 7- Two realized projects in the public sector at national level in the past five years 10- Three or more realized projects in the public sector at national level in the past five years
Proven expertise in at least two assignments related to disability issues or in the health sector related to disability, in the past five years	30	10- Two realized assignment related to disability issues or in the health sector related to disability, in the past five years 20- Three to four realized assignment related to disability issues or in the health sector related to disability, in the past five years 30- More than four realized assignment related to disability issues or in the health sector related to disability, in the past five years

Proven expertise in assignments related to disability assessment	30	10- Two realized assignment related to disability assessment 20- Three to four realized assignment related to disability assessment 30- More than four realized assignment related to disability assessment
Proven experience in providing training in the subject or similar area	20	10- Two realized trainings in the subject or similar area of at least 20 participants 20- More than two realized trainings in the subject or similar area of at least 20 participants
ISO 9001 valid certificate	5	0-without valid certificate 5-with valid certificate
At least 10 number of employees on a regular basis	5	0- less than 10 employees on a regular basis 5- 10 or more than 10 employees on a regular basis

VIII.Key staff requirements

The Consultant must provide at least the following expert staff for completing the assignment:

It is expected that the Consultant's team will be comprised of at least 7 experts, out of which:

- I. 6 (six) with at least 5 years experience in the relevant area, minimum university degree and fluent English language capability, i.e:
 - 2 (two) experts in Medical science (Specialization in orthopedics, traumatology or psychiatry will be considered as an advantage),
 - 1 (one) expert Psychologist,
 - 1 (one) Special Educator and Rehabilitator,
 - 1 (one) Social worker and
 - 1(one) Lawyer.
- 1(one) Trainer with at least 5 years experience in the providing trainings in the subject or similar area, with minimum university degree and fluent in Macedonian language capability assignment

Team Lieder will be appointed from the Contractor's team. The team leader should have:

- At least a university degree in Medical science. Specialization in orthopedics, traumatology or psychiatry will be considered as an advantage
- Managerial experience on projects related with disability;
- Experience on projects dealing with disability assessment
- Excellent knowledge of English language

At least three of the experts from the consulting team should have knowledge of Macedonian language.

The Team Leader shall coordinate the work of all experts with appropriate qualifications written above and ensure that their schedules are coordinated.

The Team Leader will also ensure the quality of reports, and that the work of Consultant's team is coordinated with each other so that their outputs are consistent and delivered on time. The Trainer will lead the training part of the assignment

IX. Selection Method and Contract

The selection method is "Consultant's Qualifications Based Selection" and the contract shall be Lump Sum according to the World Bank Procurement Regulations for Investment Project Financing (IPF) Borrowers – Procurement in IPF of Goods, Works, Non-Consulting and Consulting Services, (Regulations) issued in July 2016, revised November 2017 and August 2018, www.worldbank.org