

TERMS OF REFERENCE

FOR

**CONSULTANTS' COMPANY DELIVERING SERVICES IN PREPARATION OF
DOCUMENTS FOR ESTABLISHING A CENTRAL DISABILITY CERTIFICATION
COORDINATION UNIT**

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TERMS OF REFERENCE AND SCOPE OF SERVICES

Consultants' company delivering services in preparation of documents for establishing a Central Disability Certification Coordination Unit

I. Consultancy Services Required

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 Ministry of Labor and Social Policy (MLSP) is seeking the services of a Consultancy Company (Consultant) to support implementation of the first subcomponent of the Component 2: Strengthening the regulatory framework for persons with disabilities and for hazardous occupations.

The Consultant is required to provide a team of experts with specific experience in disability systems and regulations in the Republic of North Macedonia.

II. Background

The SIAP development objective is 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

III. Specific Background Information

At the moment, in North Macedonia there are several commissions (some of them operating in-house within the ministries, others external) with costs that add up. At the same time, each of the committees has limited resources, which generates queues and sometimes forces the decision not to do check-ups and to rely only on the documentation for the assessment (as in the case of third-party care). On the other hand, people may have to apply for several certificates, paying multiple fees and facing high private costs. Sometimes, the assessments generate a contradictory result, which reduces trust in the system. The disability assessment systems are not interconnected, so the levels of overlap cannot be assessed. The inexistence of a disability registry constrains effective coordination between the institutions and excludes many people with disabilities from being served by the system and benefiting from it.

Creating a single registry of persons with disabilities would solve the dearth of information, would improve the processes and coordination across different systems and would significantly reduce the paper-work. The project would ultimately result in faster, more transparent, and more efficient disability certification process, and service to the clients/applicants. All disability certification applicants would undergo only one certification, ensuring horizontal equity by all persons with disabilities certified using a single and unified methodology.

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 CDCCU establishment and operations will be regulated through new law and amendments to all laws dealing with disability assessment.

IV. Objectives of Assignment and Scope of Work

The scope of this consultancy includes preparation of documents for establishing a Central Disability Certification Coordination Unit including design and development of business processes, specification for technical equipment, define the required human capacity, system of monitoring, evaluation, licensing, supervision, control, detailed investment plan and draft law for establishing CDCCU and amendments to all laws dealing with disability assessment. CDCCU will organize the certification teams from a network of medical and other experts licensed for disability certification on a case-by-case basis, and should be responsible for initiating, organizing, performing and reporting on all disability assessments in the country. CDCCU processes will be closely linked with processes under e-Health Directorate (Moj termin). The new proposed design should be (a) comprehensive enough to include all types of information required by different systems: level of disability, level of work ability, level of functionality and the needs for services, (b) reduce all the administrative costs and improve the efficiency of using the limited human resources required for performing the assessments, while alleviating the burden on beneficiaries, (c) solve the dearth of information, improve the processes and coordination across different systems and would significantly reduce the paper-work.

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

- Analysis of the existing system for assessment and determination of disability
- Review policies and procedures regarding current disability rights and mapping current disability assessment commissions
- Comparative analysis from other countries unified systems for assessment and determination of disability
- Projection of fiscal implications from replacement of the existing system to the unified system for assessment and determination of disability
- Define in detail the organizational structure, detail role, responsibilities and functionality of new CDCCU
- Design of business processes, system of monitoring and evaluation, licensing, supervision, control and detailed investment plan (physical and technical equipment and human capacity)
- Define the manner of reporting and liaising with other relevant institutions, commissions and bodies
- Develop business process (including M&E system) of CDCCU
- Prepare technical specification for procurement of needed hardware and software for CDCCU including National Registry of persons with disabilities
- Design a Transition Plan to: 1) collect and migrate current data for disability to the new CDCCU system 2) establish unique and adequate pool of disability certifying officers 3) perform certifications based on a unified and single disability assessment methodology
- Proposal of the draft law for establishing CDCCU and amendments to all laws dealing with disability assessment

The Consultant shall work closely with representatives of the Ministry of Labor and Social Policy, Ministry of Health, e-Health Directorate (Moj termin), Pension and Disability Fund, Centers of Social Work and other relevant commissions and institutions.

V. 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 Consultant's approach to project; affirmation of project timeline, activities and outputs; mobilization of Consultant's team; project management; identified risks and mitigation strategies.
- 2) **Summary overview** of existing system for assessment and determination of disability, policies and procedures regarding current rights for disabled and mapping current commission, identifying their strengths and weaknesses of the current system.

- 3) **Report of Comparative analysis from international experience for assessment and determination of disability**, especially in the countries with similar systems, with focus on analysis of their systematic approaches advantages and disadvantages, and highlighting the best practices and options for new model for assessment and determination of disability.
- 4) **Estimate fiscal implications and average number of days** – implications on the budget and potential expenditures for beneficiaries as a result of the new model and report describing how the new proposed model would affect budget costs, individual cost of disability certification, projected average number of days spent for disability certificate and other relevant issues.
- 5) **CDCCU design** -specifying details of new CDCCU; defining roles and responsibilities; defining organizational structure; specifying job descriptions for key staff positions at each level; proposed business functions and processes; monitoring and evaluation, licensing, supervision, control, detailed specification of resources required to make CDCCU functional (physical and technical equipment and human capacity).
- 6) **Draft business process** (including M&E system) of CDCCU in line with proposed design and Prepare technical specification for procurement of needed hardware and software for CDCCU including National Registry of persons with disabilities
- 7) **Design procedures/guidelines** for reporting and liaising with other relevant institutions, commission and bodies.
- 8) **CDCCU Transition Plan** for collection and migration of current data for disability to the new CDCCU system, establish a unique and adequate pool of disability certifying officers and perform certifications based on a unified and single disability assessment methodology.
- 9) **Draft law** for establishing CDCCU and amendments to all laws dealing with disability assessment
- 10) **Summary overview** of new proposed model for assessment and determination of disability, highlighting advantages for beneficiaries, as a basis for design of the public information campaign.
- 11) **Project Completion Report (Final Report)** – Documents the project activities, deliverables, finances and expenditure, issues resolved and any further recommendations.

The above Deliverables should be sufficiently detailed for use by the Client and by a Consultancy Company who will be contracted for software development for CDCCU including National Registry of persons with disability and other relevant softwares adjustments.

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.

VI. Reporting Arrangements

The Consultant will report on a regular basis to MLSP and PMU Team to ensure work undertaken is delivered on schedule and to the quality expected. All written reports shall be available in English and Macedonian languages, as shall any Consultants' presentations delivered at workshops or at meetings. 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 PMU Team and other relevant institutions and this should be reflected within the final version of the report being written. The MLSP, MoH and other relevant institutions shall give the final approval with regards to document acceptance and any disagreements.

VII. Duration of the assignment

This task is expected to begin in the first quarter of 2021 and duration of assignment is 10 months. The Consultant shall start working after receiving written notification from the Client.

VIII. 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 firm 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 one assignment in national health or social system in the past five years;
- Experience in process management that successfully engages a wide range of stakeholders to share insights and expertise in a timely and efficient manner;
- Proven experience related to design and develop of business processes or design of organizational structures in the past five years;
- 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.

The requested Experience and Qualifications of Consultant's Staff are:

1. The Consultant shall have the organizational capacity (at least six experts to be hired by the Consultant for the implementation of the contract with description of performing activities under this assignment) and available appropriate skills among the team. The consulting team assembled to implement the project should be composed of experts with minimum university degree and at least five years work experience and strong knowledge in the following areas:

- Medicine
- Social Work and social policy
- Special Education and Rehabilitation of persons with disability
- Economy
- ICT
- Law

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

2. Team Leader, responsible for implementing the contract, with a minimum of seven years of work experience in one of the above listed areas (point 1) and will be appointed from the Consultant's team. The team leader should have:

- Professional experience as a team leader
- Proven experience in working with government institutions and/or other stakeholders with at least one assignment in disability system

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.

IX. Selection Method and Contract

The selection method is QCBS (Quality-and Cost-Based Selection) and the contract shall be Lump Based 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