

**TERMS OF REFERENCE FOR  
TECHNICAL ASSISTANCE FOR MONITORING OF THE  
CENTRAL DISABILITY CERTIFICATION COORDINATION  
UNIT (CDCCU) INFRASTRUCTURE SOFTWARE  
DEVELOPMENT AND THE NATIONAL REGISTRY OF PERSONS  
WITH DISABILITIES**

## 1. 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 project activities will address specific functional and technical areas within the administration of social insurance. The project will support the Government's efforts to continue the process of improving the quality of services delivered by the social insurance administration. 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), modernization of the pension administration and will contribute to the establishment of the Central Disability Certification Coordination Unit (CDCCU).

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. Strengthening the regulatory framework for people with disabilities and for hazardous occupations
- Component 3. Project Management

The Ministry of Social Policy, Demography and Youth (MSPDY) 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.

## 2. SPECIFIC BACKGROUND INFORMATION

At the moment, in North Macedonia there are several commissions (some of them operating inhouse 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 thirdparty 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 MSPDY responsible for initiating, organizing, performing, and reporting on all disability assessments in the country. The CDCCU establishment and operations are regulated through new Law on the system for assessment of persons with disabilities and amendments to all laws dealing with disability assessment.

However, according 'law on the system for assessment of persons with disabilities, the management of the CDCCU will be assigned to a separate entity (CDCCU unit) under the Ministry of Social Policy, Demography and Youth (MSPDY).

### **3. OBJECTIVES OF ASSIGNMENT AND SCOPE OF WORK**

The objective of this consultancy assignment is to provide monitoring of the Central Disability Certification Coordination Unit (CDCCU) software implementation, data migration and initial filling of the Registry, and provide strategic advisory and hands-on support to the MSPDY during the CDCCU software development.

During this engagement, the Consultant (Firm) is expected to carry out the following tasks:

1. Prepare an inception report containing a work plan and methodology.
2. Monitoring the implementation of the CDCCU software and National Registry of persons with disabilities, including:
  - Monitoring the implementation (establishment and development) of CDCCU software, ensuring correct, timely and complete implementation of the conditions, requirements and obligations, with a focus on the verification and validation of functional and technical requirements during user acceptance, testing and operational acceptance. During the implementation, informing all the relevant stakeholders on the accomplishment of all phases and activities including i) regularly (monthly) assessing the likelihood of overall project completion by the envisaged deadline, ii) identifying current risks that may affect the timely implementation, and iii) recommending actions to mitigate the implementation risks on time.
  - Alignment of activities between all relevant parties.
  - Informing the MSPDY about all detected problems, open questions and issues that will arise during the implementation of CDCCU software and the processes for mapping and data migration.
  - Monitoring the process of the development of interfaces to connect the new system for automating secure data exchange through government service bus (interoperability) operated by the Ministry of Digital Transformation (MDT) and interfaces to connect with other systems and the Ministry of Social Policy, Demography and Youth.
3. Provide technical support to the relevant stakeholders throughout the implementation process of adjustments of their software in line with CDCCU functionalities
4. Perform any other tasks deemed necessary to complement the above activities for the successful accomplishment of the assignment objective.

## 4. 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.

Deliverables	Deadline <sup>1</sup>	Payment-% of the Contract price
<p><b>Project Inception Report containing a work plan and methodology for monitoring of the software development project:</b> Describes Consultant's approach to project; monitoring and evaluation of the project timeline as defined by the implementer, monitoring and evaluation of the activities and outputs as defined by the implementer; mobilization of the Consultant's team; project management by the Consultant's team; monitoring and evaluation of the identified risks and mitigation strategies as defined by the implementer</p>	Week 3	10%
<p><b>Monthly Reports</b> covering all completed activities, deliverables by the implementer, and challenges during the reporting period. Additionally, these reports will indicate actions to be taken in the following reporting period. The reports will also describe risks identified by the Consultant and approaches to their mitigation. The Consultant shall devise a reporting template in consultation with the MSPDY.</p>	Each monthly report shall be due by the fifth day of the following month for the previous month	/

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<sup>1</sup> All dates are after the signature and effectiveness of the contract. All dates are tentative and will elaborate in detail in a Work Plan. Review and acceptance of the deliverables by the Client will be on time in the period no longer than 60 working days

<p><b>Review Reports</b> and presentations related to specific activities for:</p> <p>1) Monitoring the CDCCU software development and National Registry -NR (at least 4 Review Reports<sup>2</sup> during duration period),</p> <p>2) Monitoring of the data migration (at least 4 Review Reports during duration period);</p> <p>3) Monitoring of the phase of testing and pilot implementation of CDCCU software and National Registry (at least 2 Review Reports during duration period) and provide consultancy into testing scenarios for quality assurance enforcement</p> <p>4) Monitoring of the process of operational acceptance of the CDCCU software and NR</p>	<p>Depending on the timeline of each activity</p> <p>Month 18</p>	<p>90% in total</p> <p>10% each in case of 4 reports for CDCCU software development</p> <p>5% each in case of 4 reports for data migration</p> <p>10% for monitoring of the conducted testing and pilot implementation</p> <p>20% for monitoring of the acceptance of CDCCU software</p>
<p><b>Separate reports</b> for other consulting services for supervisory and technical advisory related to the implementation process on request.</p>	<p>Depending on the request</p>	<p>/</p>

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.

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<sup>2</sup> Each review report shall cover minimum period of 4 months of software development

## **5. REPORTING ARRANGEMENTS**

The Consultant will report on a regular basis to MSDY (including CDCCU unit if established at the time of reporting) and PMU Team to ensure work undertaken is delivered on schedule and with expected quality.. Interaction with related government entities (involved institutions), as well as the company that will be selected for development of CDCCU ICT system is required.

The main counterpart will facilitate the Consultant's access to the necessary documentary materials as well as access to the key stakeholders to the assignment. In the Consultant's working relations with the MSPDY (CDCCU unit) and other stakeholders, the Consultant will be expected to be self-sufficient and conduct himself/herself in the highest professional manner.

The reports must be submitted in Macedonian and English language.

The MSDY and the CDCCU unit (if established) shall give the final approval with regards to document acceptance and any disagreements.

## **6. DURATION OF THE ASSIGNMENT**

This task is expected to start once the contract is signed and to be completed within a period of 21 months from the date of signing the contract. The contract is expected to be closed by June 30, 2026.

## **7. RESTRICTION**

In addition to the standard conflict-of-interest restrictions specified in the consultancy contract, any tangible or intellectual output created under this contract will remain the sole property of the MSPDY, who will make them available to the concerned development partner including the World Bank for comments. The terms of reference and the correlated products are to be handled confidentially. Re-use of the materials will require the formal, written approval of the MSPDY.

The Consultant shall have no material interest in any of the outputs of this assignment and technologies or related ICT services/solutions and will not be eligible to participate in future contracts for the implementation of the proposed solutions.

On the commencement of the assignment, the Consultant will jointly prepare with the MSPDY (CDCCU unit) and PIU a statement of confidentiality that will bind the Consultant to nondisclosure of any information that the Consultant may become knowledgeable of during the course of the assignment.

The Consultant shall deliver the services in Skopje.



## 8. 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 indicted 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 of 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 the following qualifications:

- Proven experience in at least 1 project the public sector at national level in the past five years
- The Consultant firm must have been contracted to at least one (1) project for monitoring of/or development or maintenance of software in public sector (each worth at least EUR 80,000) within the last five (5) years (as the main solution provider or main partner in a joint venture). Assignment for monitoring of/or development of social/medical software solutions will be considered as advantage.
- The Consultant firm have been contracted to at least one (1) similar project for monitoring of/or migration of data from existing systems within the last five (5) years (as the main solution provider or main partner in a joint venture). Assignment for monitoring of/or migration of personal data or social/medical data will be considered as an advantage.
- The Consultant firm should at least be ISO:9001, ISO:27001 and ISO:20001 Certified

Evaluation criteria	Total points	Max. Points
	100	
Proven experience in the public sector at national level in the past five years	50	50 – Six or more contracted projects in the public sector at national level in the past ten years 30- Four or five contracted projects in the public sector at national level in the past ten years 10- Two or three contracted projects in the public sector at national level in the past five years

<p>Proven Experience in at least one (1) projects for monitoring of/or development of or maintenance software in the public sector (each worth at least EUR 80,000) within the last five (5) years (as the main solution provider or main partner in a joint venture).</p> <p>Assignment for monitoring of/or development of social/medical software solution will be considered as advantage</p>	<p>30</p>	<p>30- Three or more projects contracted for monitoring of/or development or maintenance of software in the public sector (each worth at least EUR 80,000) within the last five (5) years</p> <p>10- At least two contracted assignments for monitoring of/or development or maintenance of social/medical software solution within the last five (5) years</p>
<p>The Consultant firm must have been contracted to at least two (2) similar projects for monitoring of/or migration of data from existing systems within the last five (5) years (as the main solution provider or main partner in a joint venture).</p> <p>Assignment for monitoring of/or migration of personal data or social/medical data will be considered as an advantage</p>	<p>20</p>	<p>20- Two or more contracted similar projects for monitoring of/or migration and consolidation of data from existing systems within the last five (5) years</p>

## **9. KEY STAFF REQUIREMENTS**

The Consultant firm must be able to mobilize at least four (4) key experts with the necessary skills and experience presented below as well as the project management and backstopping capacity, to ensure the successful completion of this assignment.

The Consultant firm must ensure that the key experts who will perform the listed activities possess the following qualifications:

### **KE-1: Team Leader**

- At least a master's degree in engineering, computer science, management information systems
- Expert with at least fifteen (15) years of professional experience as Team Leader on Software Development Projects. Experience in projects implementing social/medical software solutions will be considered as an advantage.
- Demonstrated knowledge and experience in migration of data from existing systems (especially personal data) in the public sector in at least five (5) projects.
- Managed development and implementation of at least five (5) software solutions in the public sector completed over the past five (5) years.
- Minimum ten (10) years of demonstrated experience in managing ICT projects and staff.
- Fluency in Macedonian and in English.

### **KE-2: Information security expert**

- Having overall work experience of minimum 5 years in cyber security tools, authorization tools, technical training, and related areas;
- Experience of implementing at least two (2) solutions including information security and authorization tools as an Information Security Expert;
- Certified in cyber security solutions;
- At least bachelor's degree in cyber security with at least 1 certificate for cyber security on network level as Ethical hacking like CEH.
- Fluency in Macedonian and in English.

### **KE-3: Expert in application software development**

- At least bachelor's degree in computer science, engineering, management information systems

- Expert with at least ten (10) years of experience as application software development expert. Demonstrated knowledge in software development or maintenance in the public sector in at least five (5) projects.
- At least three (3) projects for social/ medical application software development or maintenance in a governmental environment, completed over the past five (5) years.
- At least 5 years in managing information system projects, software development life cycle, testing, commissioning and integration of digital solutions.

Fluency in Macedonian and in English.

#### **KE-4: Data Analyst Expert**

- At least a bachelor's degree in engineering, computer science, and management of information systems.
- Expert with at least ten (10) years of relevant experience as Data Analyst Expert.
- Demonstrated knowledge in data analysis in the public sector in at least five (5) projects.
- At least three (3) projects for developing and administering the database used by the software application, completed over the past ten (10) years.
- Relational database certification will be considered an advantage
- At least 10 years of experience in database design, data migration and integration with other systems.
- Fluency in Macedonian and in English.

The Team Leader shall coordinate the work of all experts with the 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.

## **10. SELECTION OF THE CONSULTING FIRM**

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](http://www.worldbank.org)