Terms of Reference for:

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| **Service title** | **Support Ministry of Health and Social Protection(MHSP) to enhance the use of the National Electronic Register on Social Care Services ( NERSCS) in 14 municipalities in Albania.** |
| **Location/Country** | **Albania** |
| **Organization** | **World Vision Albania**  |
| **Projects** | **EU4SocialCare Programme** |
| **Time frame duration** | **November 1, 2024 – October 31, 2025** |
| **Contract start date** | **November 2024** |
| **Deadline for submission of bids** | **October 2024** |

**1. Background**

World Vision is a Christian, humanitarian and development organization, working in more than 90 countries across the globe, both in urban and rural areas. Through our support, we aim to bring help and hope to the world’s most vulnerable children, youth, and communities.

Supported by UNICEF in Albania, the Government of Albania has established the new National Social Protection Strategy 2024 – 2030 which continues to articulate the need to better harmonize the different instruments of social protection, recognizing that cash alone cannot address the complex needs of vulnerable families and children. The national strategy outlines two major policy objectives: (i) Poverty reduction and alleviation and improving the quality of life of persons with disabilities; (ii) consolidating the decentralization process and development of social care services.

MHSP, in line with the National Social Protection Strategy 2024 – 2030 and its action plan is committed to strengthen the Social Care Services MIS (MIS-SHKSH), part of the Social Protection MIS. The infrastructure for the MIS for social care services has been ensured by MHSP in 2017. Later in 2018, the DCM defining the major governing principles of the system and the roles and responsibilities of the relevant institutions was approved. With support of UNICEF, MHSP did develop and approve the needed workflows to start using the system and built the capacities of the staff dealing with the social care part of the MIS in fully using their social protection integrated information systems.

The National Register on Social Care Services is an electronic database of beneficiaries, provider entities, responsible institutions, type and duration of social care services. It serves to build a functional mechanism of referral, follow-up, monitoring and assessment of the case; identification of cases, counseling and drafting of individual care plans by the needs assessment and case referral unit, in accordance with the law on social care services; referral to specific social services at the local, regional or national level; facilitating communication, verification and cooperation with other electronic registries; the unification and computerization of case data and the improvement of the quality of harmonized statistics generated by the system.

Capacity building, mentoring and support is continuing for 61 municipalities through the State Social Services and regional directorates. Yet, the regular use of the system is facing challenges. While LGU face some challenges with the human resources designated to work under NARUs (therefore be in charge with the system), they also face challenges activate the user account, record in system cases that have been started and managed priorly to the opening of the users’ account and additionally, the system does not cover other social care providers, therefore LGUs face difficulties to record and feature in the case reports the implementation of all the steps of the case management[[1]](#footnote-2).

Therefore, MHSP is committed to continue the process of implementation, identify challenges and the bottlenecks of the system, the actual roles and responsibilities of the various social care and social protection institutions and develop a technical proposal for improving MIS, so it supports the delivery of high-quality information to support the effective and efficient delivery of humanitarian assistance and essential services by multiple partners. Simultaneously, the MHSP aims to enhance capacities of service providers and users of the electronic register through a training and mentoring programme in 14 municipalities.

**2. Objective**

The project EU for Social Care, implemented by UNICEF and World Vision Albania in partnership with the Ministry of Health and Social Protection is financed by the EU Delegation in Albania.

The main objective of the project is to strengthen the local partnerships and capacities to plan, establish, extend, and deliver social care services. The project is being implemented in 14 municipalities (Gjirokastër, Vorë, Cërrik, Librazhd, Kavajë, Kurbin, Kukës, Krujë, Pogradec, Korcë, Kamëz, Vlorë, Elbasan, Durrës). Social service workers are often the first line of response for children and families.

World Vision Albania (WVA) seeks a company to conduct consultancy on Assessing, Capacity Building, Mentoring and On-the-Job support for municipal staff in 14 municipalities in Albania on using the National Register on Social Care Services (NERSCS).

**3. Scope of Work**

World Vision Albania (WVA) is looking for a company to provide support to the Ministry of Health and Social Protection and 14 municipalities (Gjirokastër, Vorë, Cërrik, Librazhd, Kavajë, Kurbin, Kukës, Krujë, Pogradec, Korçë, Kamëz, Vlorë, Elbasan, and Durrës) in making sure that the NERSCS **is being effectively used by the local government units and the regional offices of state social services.**

Support also needs to be provided to the national government/institutions in recommending the way forward for strengthening and expanding of the MIS for social care services as part of the MIS for social protection at national, regional, and local level.

**4. Key Tasks**

The contractor is expected to provide support to the Ministry of Health and Social Protection in making sure that the Social Care Services part of the Social Protection MIS **is being effectively used by the local government units and the regional offices of state social services.**

Support also needs to be provided to the national government/institutions in recommending the way forward for strengthening and expanding of the MIS for social care services as part of the MIS for social protection at national, regional and local level.

1. Assessment and suggestions on strengthening the use of the NERSCS workflow and case management.
2. Meetings and interviews with MHSP relevant structures and representatives of the LGUs (14 municipalities) and social care providers to understand the situation and identify challenges and bottlenecks in the system (throughout the entire consultancy).
3. Explore the current MIS for social care and map all the institutions and their role in the system according to the actual governance structure. Review the existing map with other key institutions having a role and enhance the map with relevant institutions that would need to be given a new role to make sure that the MIS workflows are properly executed to ensure all the functions: (1) registration and identification of cases, (2) assessment of needs and vulnerability, (3) provision of support through the social protection system and (4) linkages with other types of support and management of their information.
4. Explore the workflows and see how effective they are for all the case management steps: (1) registration and identification of cases, (2) assessment of needs and vulnerability, (3) provision of support through the social protection system and (4) linkages with other types of support and management of their information; (5) data protection policy
5. Meetings and interviews with social care providers to understand their perspective on what they expect from Social Care MIS and how the system needs to help them into implementation of the social protection/care policies and interventions. It is important here to maintain close working relationship with the company that is responsible for the maintenance of MIS for social protection as guided by the MHSP. Facilitate dedicated discussions with MHSP and relevant institutions over the different elements of the system and strategies for solutions.
6. Develop solutions and test them vis a vis the current legislations regulating Information system in Albania and vis a vis the governance systems in the social protection landscape. This will include a procedural checklist of what should be considered, what systems and mechanisms should be put in place, and how said mechanisms should operate.
7. Provide recommendations on the best way to move ahead. This will also include the identification of required modifications of the existing system and its components of management systems and their reporting modules.
8. Maintain regular communicating with MHSP, WVA and UNICEF and agencies and entities that do regulate the information systems, including the entities in charge of maintain the MIS for social protection.
9. Capacity Building, Mentoring and On-the-Job support (Consider the most appropriate training approach as *(i) Hands-on classroom style instructor-led training (ii) Computer Based Training (CBT) or (iii) Book-based self-paced training)*
10. Organize capacity building training (a two-day training course) for 50 municipal staff across 14 municipalities, State Social Services and regional directorates of State Social Services on using the NERSCS, incorporating EU social care frameworks and General Data Protection Regulation (GDPR) compliance.
11. Assist with the On-the-Job training and coaching for municipal staff on utilizing the NERSCS effectively for planning and monitoring purposes, with a focus on practical application and troubleshooting.
12. Assist with human resources on data entry supporting the municipal staff as needed, depending on the workload of the municipal staff responsible.
13. Support through the evaluation and testing that will be conduct as part of the user monitoring activities.
14. Follow up and establish mechanisms for regular data collection and reporting to populate the register accurately, including long-term monitoring and evaluation plans.
15. Review / Develop friendly user materials on the existing materials for the NERCS, reporting and data protection.
16. Setting up a monitoring mechanism, including reports, regarding Social Care MIS, which can be used by MHSP and SSS to enhance the capacities of the staff of the municipalities and the SSS Regional Directorates in using the system and stared it usage with real data, in order to consolidate the Social Services Beneficiaries Register.

**5. Deliverables**

**1: Assessment and suggestions on strengthening the use of the NERSCS workflow and case management.**

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| Deliverable | Description | Deadline |
| 1. Assessment Tool and Methodology Document
 | * A validating needs assessment tool and methodology for conducting the assessment on the use of the NERSCS.
* Data collection methods (surveys, interviews, focus group discussions)
* Approach for ensuring meaningful participation of service users in the use of the NERSCS
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| 1. Interim Needs Assessment Report
 | * Preliminary mapping of institutions and their roles in the system
* Preliminary findings and recommendations from the assessment
* Identification of key gaps and areas for improvement (including IT infrastructure and digital literacy)
* Recommendations on increasing the use and interlinks to other systems.
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| 1. Final Needs Assessment Report
 | * Mapping of workflows for all case management steps
* Comprehensive findings and detailed gap analysis
* Municipality-specific capacity building needs
* Assessment of digital solution integration in current services
* Evaluation of current data quality and completeness in NERSCS
* Recommendations for system improvements on the workflows
* Sharing of recommendations with the MoHSP.
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**2: Capacity Building, Mentoring and On-the-Job support**

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| Deliverable | * Description
 | Deadline |
| 1. Capacity building and On-the-job training plan and methodology | * Customized capacity building and On-the-job training plan and methodology for each municipality, State Social Services, and regional directorates
* Component on change management to address potential resistance
* Plan for reinforcing learning and addressing post-training questions
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| 2. Training materials and/or module | * Comprehensive training materials, facilitation guides, schedules for the two-day course
* Practical guides for NERSCS integration into routine case management
* Modules on data privacy and security
* Modules on generating and interpreting analytical reports from NERSCS
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| 3. Conduct a two-day training course per municipality Conduct On-the-job training and guidance through the system | * Training delivery reports
* Documentation of training sessions (photos, participation lists, agendas)
* Specific learning objectives for each municipal team
* Record of cases registered and updated in the system
* Examples of live scenarios used for practice
* Sample analytical reports generated during training
* Reviewed and/or developed user-friendly materials for NERSCS, reporting, and data protection
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| 4. Pre and post training capacity evaluations | * Pre and post training assessment tools and results
* Analysis of knowledge gained and training effectiveness
* Recommendations for further capacity building
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| 5. Training Report | * Comprehensive report on training outcomes
* Documentation of success cases, challenges, and lessons learned
* Conclusions and recommendations for future training or system improvements
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| 6. Supporting Documents | * All training materials and tools used
* Participant’s list, photos, agendas, facilitation guides, etc.
* Any additional research or reference materials used
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| 7. Practical Guidelines Book | * Practical guide for case management through the National Electronic Register for Social Services
* Simplified guide for social workers on case management using NERSCS available in both Albanian and English
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| 8. Monitoring Mechanism | * Detailed monitoring mechanism for MHSP and SSS
* Reports template for enhancing capacities of municipal and SSS Regional Directorate staff
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* ***All deliverables should be submitted in both English and Albanian languages, in electronic format (editable and PDF versions).***

**6. Qualification Requirements (For companies/institutions)**

The company/institution should have:

* Demonstrated experience on planning, assessing or building managements information systems in the public sector focusing on aligning those with system rollout and governance structures – minimum of 5 years.
* Specific experience working on such systems related to the aspects of social protection, governance, decentralization, public administration – minimum of 5 years.
* Demonstrated capacity in large scale trainings for ICT users for at least 5 years
* Demonstrated capacity within the team in planning and conducting trainings for public and private sector.
* Evidence of infrastructure and human resources necessary to complete with the assignment.
* Additional Competencies of the team: strategic planning skills, abilities for facilitation, consultation and negotiation, ability to communicating and influencing others through constructive contributions and drawing on social development expertise and practices.
* Demonstrated experience on excellent report writing.

**Work related requirements:**

* Ethical accountability and teamwork
* Flexibility in responding to the needs of professional on each Municipality.

All members of the team should be highly gender-sensitive and respect the Child and Adult Safeguarding Policy of WVA.

**7. Application Process**

The applicants must submit the following documents via the ProVision system

1. **Technical application**
2. Technical proposal max 5 pages which should include: background information in relation to MIS, clear identification of the institutions in charge with MIS and map clearly the key issues that the contractor anticipates to look into and solve.
3. A statement of the applicant that the company and the staff meet the requirement by specifying relevant work experience of both the company and the staff. Links or copies of report should be included.
4. Corporate profile – summary of previous working experience (max 3 pages);
5. Organizations’/institution’s registration in the court;
6. Tax Registration number (NIPT)
7. Updated Extract generated from the National Registration Centre (QKR)
8. Provide last two years of audited financial statements or tax filing, or similar documents
9. License and other work-related certificates obtained by the company
10. List and profile (focused CVs) of key staff to be engaged in the implementation of the assignment.
11. Supplier registration form



1. Sign the Supplier Code of Conduct.



1. Required compliance documents as per WVA's policies, child protection and safeguarding policies.



1. **Financial proposal**

Applicant needs to submit as a separate document not included in the technical proposal specifying the total budget estimated (all-inclusive costs) in local currency (LEK), as well as a detailed breakdown of budget as per the list of deliverables. The financial offer should also include all other applicable costs.

**Deadline for receipt of applications: October 2024**

Questions/requests should be made by latest **2nd October, 2024** to the following e-mail address: vangjel\_kojku@wvi.org.

**Application procedure:**

The application documents should be submitted in the ProVision system. WVA team will provide you the information how to access the Provision and upload the documents.

**8. Evaluation Process, Methods and Criteria**

Submissions will be evaluated based on cumulative analysis taking into consideration the combination of the applicant’s qualifications and financial proposal. The contract should be awarded to the applicant whose offer has been evaluated and determined as:

1. Responsive/compliant/acceptable, and
2. Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

Only the highest ranked applicants who would be awarded a minimum of 70% of technical evaluation score will be considered for the financial evaluation.

In the cumulative analysis evaluation, the respective importance between technical and commercial scores will be waited as 80/20 ratio.

Technical evaluation – max. 80 points *(sub-criteria, total = 100%)*

The quality of technical proposals will be evaluated in accordance with the award criteria and the associated weighting as detailed below.

1. ***Adequacy of proposal with methodology 50 %***
* Overall quality and compliance of the proposal (10 %)
* Evidence in the application that the applicant has knowledge of the actual system (15%)
* Clarity of the analysis and the issues identified by the applicant (25%)

1. ***Relevant work experience 35* %**
* Professional competence of the staff in line with the requirements (10%)
* Evidence provided in the application of similar projects (25%)
1. **Company portfolio 15 %**
* Mandate and profile of the company in line with the requirements (15%)

Financial criteria – max. 20 points

The financial proposal will be assessed for its adequacy to deliver the overall results, and if appropriately allocated across the stages and activities proposed.

The applicants are requested to provide the financial proposal as indicated in the section ‘Application Process / Financial proposal’. **All taxes are the sole responsibility of the contractor.**

\*World Vision Albania maintains the confidentiality of the offer and documentation you submit based on its strict procurement policies.

**Final Evaluation and Award of Contract**

The contract will be awarded to the best technically acceptable proposal considering proposed prices.

The following formula will be used for combined technical and financial evaluation of proposals:

The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100. The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

Sf = 100 x Fm/ F, in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the proposal under consideration.

The weights given to the Technical (T) and Financial (P) Proposals are:

T = 80, and (threshold 60% of 80 = 48 points)

P = 20

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: S = St x T% + Sf x P%.

Only Bidders that have passed the pre-qualification process of Technical and Administrative proposals will be considered for financial proposal evaluation

**Notes related to World Vision Albania Child and Adult Safeguard Policy:**

All people working for World Vision Albania, or visiting its programmes are obliged to sign its Child and Adult Safeguard Policy and Behavior Protocols. This policy aims to create a child-safe organizational environment and is based on the principles of the UN CRC and its protocols.

**Important note: The contract will be awarded to the winner upon submission of official documents that certify that the full team of the project – including field team – complies with the child protection rules and procedures. The selected applicant will be informed about the required documents before finalization of the contract.**

***Principles of child protection involve briefly but are not limited to:***

* Treat children with respect and dignity
* Listen to children views and opinions
* Inform children parents/legal guardian/s and take a written consent before any interaction with children (this involves special written permission when it comes to photographs/videos)
* Be sensitive to the child age and maturity, cultural background and local social and family norms and respect them
* Dress in culturally appropriate way.
* Always be in the company of another adult (preferably parent/legal guardian or teacher) when meeting a child
* All visitors to WVA projects must be in accompany of WVA’s staff.
* Do not abuse with children (sexual, emotional, psychological and physical abuse).

*\*Please note that World Vision Albania personnel and visitors are expected to report any suspicions of child abuse to the National Director immediately. WV has policy and procedures that respond to accusations, which allows for a process that respects all involved. World Vision Albania holds the position that adults are always responsible for their behaviour with a child, even if a child is acting seductively.*

1. Further details and reports will be available when the contractor starts the work [↑](#footnote-ref-2)