

Terms of Reference

Lebanon - Rapid Assessment for PDCs

Background

Under the framework of ILO-UNICEF-EU partnership on “Addressing life-cycle vulnerabilities through social protection – Establishing Social Grants in Lebanon”, the International Labour Organization (ILO) and partners are supporting the establishment of core lifecycle social grants for the country, starting with a disability allowance.

As per law 220/2000, Persons with Disabilities in Lebanon are provided with a Personal Disability Card (PDC), following a disability assessment conducted by the Ministry of Social Affairs’ (MoSA) Rights and Access Programme which currently operates eight centres across Lebanon. These field centres are located in Beirut (Jisr el Wati), Hadath, Baakline, Tripoli, Baalbek, Halba, Taanayel, and Baysarieh. They are tasked with issuing the Personal Disability Card, through a process that entails intake, assessment (medical examination and for some complex cases medical committee deliberation), registration and card issuance, and regular offline database back-up and maintenance. They also link card holders with available services through the programme. The centres rely on central and transversal administrative operations and a central server housed in the Rights and Access Programme centre in Hadath. Due to the financial crisis, the centres are facing significant operational constraints which delay the issuance of personal disability cards, a necessary condition for eligibility to the national disability allowance program.

In this context, the ILO, in partnership with UNICEF, is contracting a consultant to conduct a rapid assessment of the Rights and Access centres’ current operational status (utilities, IT and other equipment, staff, etc.) and card issuance processes, in close collaboration with MoSA.

Objective

The objective of the rapid assessment is to inform a comprehensive re-operationalization plan for each centre that would enable them to respond to the surge in demand for personal disability cards resulting from the National Disability Allowance program.

Scope of work/Activities

Under the overall guidance of the Senior Social Protection Specialist of the ILO Regional Office of the Arab States and the supervision of the Social Protection Officer for Lebanon, the supplier will undertake the following activities:

1. Map out the operational process of issuing the Personal Disability Card, noting any equipment (IT, stationary, etc.) required at every stage;
2. Create a checklist that includes the equipment and staff required for the centres to respond to the requirements of the NDA program;
3. Create rapid assessment tools to be used during the field visits (survey questionnaires and checklists);
4. Carry out at least 8 field visits (1 visit per centre) to fill the questionnaires and checklists;

5. Conduct a rapid assessment of the 8 centres operated by the Rights and Access Programme at MoSA covering the following components:
 - a. Geographic location and coverage of the centre;
 - b. Centre lease status: collect information on the lease status of each centre, the duration of the contract, the owner of the locale, and the possibility of rental extensions.
 - c. Utilities: assess the centres' access to electricity, internet, water, and any required maintenance that is essential for the functioning of the facilities.
 - d. IT systems and other equipment: assess the functioning and adequacy of the equipment and systems used for PDC-related operations, including the Information Communication Technology (ICT) infrastructure and data storage and recovery systems, and make recommendations for purchase of necessary equipment and supplies, if any.
 - e. Personnel: map the distribution of staff and doctors across the centres, detail the roles and responsibilities for specific processes along the delivery chain, note the current schedule restrictions and rotation system adopted in light of COVID regulations, and identify any gaps in personnel as related to the essential tasks involved in issuing PDCs.
6. Write a Rapid Assessment report that includes:
 - a. Detailed description of business processes and IT systems related to the disability assessment and certification process;
 - b. Overall operational status of each centre;
 - c. Detailed plan for support prepared in consultation with MoSA R&A staff;

Deliverables and Payments

Deliverables	Timeline	Payment
Rapid assessment tools	9 September 2022	20%
Tabulation of results of 8 completed questionnaires	22 September 2022	30%
Rapid Assessment Report	29 September 2022	50%

Timeframe

The contract shall start on September 5th and end on October 5th, 2022. The activities detailed above will be completed in 15 working days.

Qualifications and Experience

The supplier may be an organisation, individual, or team of individuals, provided they fulfil the requirements below:

- University degree in project management, business management, or relevant field;
- University degree in computer science, information systems, data management, or relevant field;
- At least eight years' experience in logistics and/or procurement;
- At least five years' experience in management information systems applications for monitoring social assistance;
- Experience in the Rights and Access program or similar relevant expertise;

- Ability to drive to or secure transportation to the Rights and Access Centres across Lebanon, as needed;
- Experience in working with public institutions is a plus;
- Skilled in report writing, record keeping and documentation;
- Fluency in Arabic and English.

Application procedure

Suppliers are invited to share their profile/CV and financial proposal by September 2nd, 2022, with the ILO at dbaibo@ilo.org .