

**L3605/G9191-MON: ENSURING INCLUSIVENESS AND SERVICE DELIVERY
FOR PERSONS WITH DISABILITIES**

Terms of Reference

C3-Policy reform and strategy development on employment, accessibility, ICF and social welfare for persons with disabilities in Mongolia

A. BACKGROUND

Mongolia has received a Loan (no. 3605) from the Asian Development Bank (ADB) within the framework of the financial agreement to implement the "Ensuring inclusiveness and service delivery for persons with disabilities project" (Project). The Project will support the Government of Mongolia in increasing access to services for persons with disabilities (PWD) in Ulaanbaatar and provinces (aimags).

The project aims to (i) improve employment opportunities for PWD by promoting inclusive policy, services, and programs for employment of PWD; (ii) improve accessibility to the physical environment by strengthening the capacity of decision-makers, PWD, disabled people's organizations (DPOs) and institutions involved in developing and enforcing the legal and regulatory frameworks on physical accessibility to construction, transportation, and information; (iii) develop and institutionalize the International Classification of Functioning, Disability and Health (ICF) and strengthen the capacity of key professionals and institutions; and (iv) improve the social welfare system for PWD.

The Ministry of Labor and Social Protection (MLSP) of Mongolia will engage a consulting firm to assist the ministry in improving employment opportunities for PWD, improving accessibility to the physical environment for PWD, introducing the ICF, and reforming social welfare programs for PWD. The MLSP will select the firm by the "Guideline on the Use of Consultants by the ADB and its borrowers" (as 2013 and amended from time to time).

B. OBJECTIVES OF THE ASSIGNMENT

The objectives of the assignment as follows:

Objective 1. Improve employment opportunities for PWD;

Objective 2. Improve accessibility to the physical environment of PWD and conduct a strategic review of the National Program on promoting human rights and development of PWD to set longer-term strategic objectives;

Objective 3. Develop and institutionalize the International Classification of Functioning, Disability, and Health (ICF) and strengthen the capacity of key professionals and institutions;

Objective 4. Improve the social welfare system for PWD;

C. SCOPE OF SERVICES

The consulting services will cover the following tasks but not limited to:

Objective 1. Improve employment opportunities for PWD;

(i) Strengthen the inclusive policy, services, and programs for employment of PWD and raise awareness of policymakers, management-level officials, and stakeholders.

- Conduct an assessment on current policy, services, and programs for promoting employment of PWD and provide policy recommendations on inclusive employment services, programs for PWD and on improvement of employers' awareness of the employment rights of PWD;

- Develop a model of partnership and practical cooperation between the employment services run by DPOs and public employment services with the focus of providing job coaching and job brokering services for PWD;
- Prepare the job profiles and job description for staff in charge of delivering employment services for PWD; develop guidelines for job coaching, brokering services; develop recommendations/proposal to improve the system of monitoring, evaluation and reporting on the implementation of employment promotion programs for PWD; develop M&E tools to measure the result of the employment promotion services and programs of PWD;
- Develop training programs, training materials and conduct training for employment service staff, including DPOs, in project sites (including training manuals to improve understanding of employers' awareness on the employment rights of PWD);
- Develop and implement an awareness-raising program for policymakers and other stakeholders on inclusive employment services, programs and new policy concepts;
- Assist in conducting an overseas study visit for officials from public employment institutions and DPOs to learn international practices in employment promotion of PWD;

(ii) Develop and institutionalize the case management approach for disabled job seekers and build the capacity of employment service staff;

- Assess the current service approach and service flow for PWD in public employment services and DPOs taking into account the case management approach;
- Develop manuals and guidelines on case management for PWD to be used in public employment services and DPOs, including addressing gender-specific issues;
- Develop and implement training programs, modules and training resource materials on case management for staff employed in employment services for PWD; develop training programs and manuals to prepare PWD for workplace per type of disability;
- Review and provide recommendations to update the Labor Management Information System (LMIS) at the General Office of Labor and Social Welfare (GOLSW) in the relation of introduction and implementation of the case management approach for PWD; develop monitoring and reporting tools to support the implementation of the case management approach for PWD;

(iii) Upgrade the employment quota system for PWD;

- Assess the current PWD employment quota system; present best international practices; identify required changes including secondary regulations to reinforce the quota system;
- Develop a plan for enforcement of employment quota system of PWD with the participation of DPOs; define roles of public employment services and DPOs in new employment quota system; develop incentive mechanisms for employers on successful implementation of quota system and on provision of workplace for PWD.
- Support the responsible public institutions and DPOs in implementing the employment quota system;
- Develop supportive measures to prepare PWD and workplaces for placement of PWD (e.g., use of job coaches according to the supported employment approach); including a proposal on creation of adjusted workplace for PWD and required asset/budget to form the workplace for one person with disabilities (by sector);
- Develop recommendations for an effective information campaign to raise awareness of relevant stakeholders and employers on the employment quota system.

Objective 2. Improve accessibility to the physical environment of PWD and conduct a strategic review of the National Program on promoting human rights and development of PWD to set longer-term strategic objectives;

(i) Develop the capacity of decision-makers and institutions involved in developing and enforcing the legal and regulatory framework on physical accessibility norms;

- Review existing legislation, regulations, and standards on construction, transport and information access including process of construction and road approvals; provide recommendation to harmonize with the Law on the Rights of the People with Disabilities and taking into account principles of universal design, ease of access and Incheon Strategy commitments; identify gaps and provide recommendations based on a reality-check with the support of PWD;
- Provide recommendations for further action to be undertaken locally to harmonize legislation and improve access to construction, transport, and information; develop reasonable draft standards to public and private sectors and guidances on improving the accessibility of construction, transport, and information for PWD;
- Support MLSP to organize a national conference on revised regulations and standards on construction, transport and access to information;
- Support MLSP to organize series of accessibility information workshops for employers including training program, manual and presentation of accessibility guidance to raise understanding and awareness.

(ii) Update methodology of disability accessibility audit and conduct actual audits;

- Review and update the existing tools of disability accessibility audit to monitor the implementation of legislation on ensuring physical access to construction, transport, and information;
- Conduct two accessibility audits with the support of local NGOs to assess the accessibility of construction, transport, and information; compare the results with baseline created by the Wheelchair Users Association in 2014 and 2015, and provide recommendations for further improvements;

(iii) Conduct a strategic review of the national program on promoting human rights and development of PWD to set longer-term strategic objectives;

- Conduct a systematic review of the regular administrative monitoring data collected by the government related to the implementation of the National Program¹; conduct a study to elicit the opinion of government officials, PWD, private sector business, and the general public on the implementation of the laws and national programs on disability;
- Conduct (i) a gap analysis comparing the legal provisions, the goals and objectives of the National Program and the international framework including the UNCRPD and the Incheon Strategy; and (ii) a comparative analysis of the implementation status and achievements through an equity lens related to gender, poverty and social factors including rural/urban divide, different types of disability, children and adults with a disability;
- Based on the data analysis and in agreement with MLSP propose amendments to the National Program and refine during a series of stakeholder consultations; draft the national program for next phase;
- Develop recommendations for an effective information campaign to raise awareness of relevant stakeholders on the outcomes of the legislative implementation and further planned reforms;

Objective 3. Develop and institutionalize the International Classification of Functioning, Disability, and Health (ICF) and strengthen the capacity of key professionals and institutions;

¹ National Program to implement the Law on the Rights of Persons with Disabilities 2018-2022, approved by resolution #321 Government of Mongolia.

(i) Develop the contextualized ICF with relevant methodological tools, training package and strengthen the capacity of key professionals;

- Review existing policies, technical documents related to ICF and conduct the gap analysis of relevant legal, regulatory and institutional arrangements, as well as human resources required for introducing and implementing the ICF in Medical Inspection Commission (MIC), Medical and Labor Accreditation Commissions (MLAC) and Commissions of Health, Education and Social Welfare for Children with Disabilities (hereinafter the multi-sectoral commissions);
- Conduct a rapid assessment to understand the experiences and problems encountered in the past to introduce the ICF in Mongolia, skills, and knowledge of people involved in disability assessment;
- Based on review and assessment, identify key areas of ICF application (in the classification of disability, determination of social welfare allowance, policy planning, etc.);
- Develop the simplified and contextualized ICF based tools to categorize abilities and disabilities along with simplified classification tools, medical record templates, forms, letters, protocols for multi-sectoral commissions;
- Prepare the ICF, practical manuals for using ICF, checklists, core sets and other related materials in Mongolian for printing; assist in obtaining copyright on the use of ICF from relevant organizations;
- Develop training programs, modules and training resource materials on ICF, including facilitator's manual with pre and post-training tests to evaluate improved skills and knowledge; prepare a training plan for ICF introduction and implementation, and conduct training for key professionals;
- Develop recommendations for an effective information campaign to raise awareness of people with disabilities, parents of children with disabilities, professionals, and policymakers on the introduction and implementation of ICF including appropriate messages for radio/TV spots and bulk text messaging;
- Assist MLSP in organizing a study visit to learn new practices on disability certification and experiences of ICF usage in other countries;

(ii) Pilot ICF at project sites and develop the transition strategy to implement ICF in nationwide

- Develop a plan for piloting the ICF in disability assessment procedures and assist in pilot implementation in project sites; monitor the pilot implementation;
- Pilot the data collection and reporting on ICF implementation; identify required changes in existing management information system (MIS); develop recommendations to establish a legal environment to introduce ICF in nationwide;
- Analyze the ICF pilot results and prepare a pilot report; adopt technical guidelines on ICF, integrated disability assessment, classification tools of functioning; provide recommendations for a nationwide introduction of ICF in Mongolia;
- Develop policy and strategies for transition from the biomedical model of disability to a bio-psycho-social model by assessing the readiness of legal environment, political, institutional, budget, and administration (inc. human resource required for multi-sectoral commissions) of health, education, social welfare and another relevant sector in the reflection of ICF pilot results;
- Assist relevant institutions to incorporate the training package of ICF in the national curricula and organize orientation workshop to introduce ICF and new disability assessment procedures;
- Provide support to the Joint ICF Task Force;

Objective 4. Improve the social welfare system for PWD.

(i) Develop design of disability and caregiver allowances by differentiating the amount of allowance in relation to the assessment of the level of care needed of the PWDs;

- Review and analyze existing data on disability-related benefits, survey data, the household survey data collected as part of the design of the project and review of international practice concerning disability allowance;
- Develop new disability allowance system for PWD and caregivers by differentiating the level of benefits based on the support needed, a package of services and related administrative procedures (including changes in the MIS, grievance procedures and monitoring system);
- Develop required changes in laws and regulations to introduce a new system and conduct consultation meetings with relevant stakeholders;
- Develop manual for social workers on new benefits scheme; develop training programs, modules and training resource materials and conducting training for social workers; support the implementation of the new benefits by gathering and analyzing required data and information on the implementation of the revised benefit schemes.

(iii) Improve the implementation and design of community-based social services for PWDs;

- Review the current status of community-based social welfare services, understand and assess the problems encountered in the past, including different coverage in urban and rural areas; present experience from other countries in developing and implementing similar services;
- Propose recommendations to improve community-based social services, including the possibility of providing home care/independent living services; and
- Develop necessary changes in regulations for community-based social services, including payment and budget arrangements, and monitoring systems.

D. TEAM COMPOSITION, QUALIFICATION REQUIREMENTS, DETAILED TASKS FOR THE EXPERTS/CONSULTANTS AND MAJOR DELIVERABLES PER OBJECTIVE

The consulting service will require a total of 62.5 person-months of consulting inputs – 17.5 person-months of international experts and 45 person-months of national consultants.

The consulting firm shall meet the following requirements:

- (i) At least 10 years of consultancy service experience in conducting policy review and analysis in the field of health and/ or social sector;
- (ii) Sufficient experience in implementing projects in the area of service delivery for people with special needs, including PWD and CWD;
- (iii) Experience working in developing countries, particularly in post-soviet countries;
- (iv) Prior working experience with ADB and other international financial institutions would be an advantage;

Required qualifications of international experts and national consultants are outlined in Table 1. The consulting firm will appoint a team leader to coordinate and supervise the inputs of all international expert and national consultants and to ensure timely submission of the required outputs, progress reports, and deliverables.

Major deliverables and tentative schedule of deliverables under each objective are outlined in Table 2.

Duration of the consultancy service will be 24 months.

TABLE 1. REQUIRED EXPERTS’ and CONSULTANTS’ QUALIFICATIONS

Experts/ consultants	Qualifications	Tasks
<p>1. PWD Employment Expert (4 person-months, intermittent, international)</p>	<p>Education: The expert should have a master’s degree or higher degree in labor studies or labor economics or labor relations or equivalent; Experience: At least 10 years of work experience on employment policies, services and measures for PWDs; At least 5 years of experience in job coaching, and business plan development, and capacity building and training; Good experience in liaison across a range of stakeholders, including DPOs; Language Proficiency: Fluency in spoken and written English.</p>	<ul style="list-style-type: none"> ▪ Conceptualize and lead the implementation of tasks under Objective 1: Improve employment opportunities for PWD; ▪ Guide the national consultants to perform tasks under Objective 1 of the assignment; ▪ Provide the technical lead in technical and/or consultative discussions and consensus meetings with various stakeholders, counterparts to reach the best possible decisions that cover all potential concerns. ▪ Report to the Team Leader, and the PIU.
<p>2. PWD employment, policy and practice consultant (11 person-months, national)</p>	<p>Education: The consultant should have a master’s degree or higher in labor studies, labor economics or equivalent; Experience: Minimum of 5 years of experience in the labor market and employment policy reforms. Good knowledge of employment issues for PWD; Experience working with DPOs; Language proficiency: Excellent writing skills and fluency in English and Mongolian.</p>	<ul style="list-style-type: none"> ▪ Assist the international PWD Employment Expert in completion of tasks under objective 1; ▪ Report to the Team Leader and the international PWD Employment Expert on assigned tasks; ▪ Provide translation and interpreting support to international experts.
<p>3. PWD Accessibility Expert (4.5 person-month, intermittent, international)</p>	<p>Education: The consultant should have a master’s or higher degree in law, social sciences or equivalent, Experience: At least 10 years of experience of working in disability field on issues of access to information, infrastructure, and transport; Experience in the application of the biopsychosocial model of disability within a right-based framework; Good experience of training and capacity building and experience of working with DPOs.</p>	<ul style="list-style-type: none"> ▪ Conceptualize and lead the implementation of tasks under Objective 2: Improve accessibility to the physical environment of PWD and conduct a strategic review of the National Program on promoting human rights and development of PWD to set longer-term strategic objectives; ▪ Guide the national consultants to perform tasks under Objective 2 of the assignment;

	<p>Language Proficiency: Fluency in spoken and written English.</p>	<ul style="list-style-type: none"> ▪ Provide the technical lead in technical and/or consultative discussions and consensus meetings with various stakeholders, counterparts to reach the best possible decisions that cover all potential concerns. ▪ Report to the Team Leader, and the PIU.
<p>4. PWD Accessibility Consultant (11 person-months, national consultant)</p>	<p>Education: The consultant should have a master or higher level degree in law, social sciences, disability or equivalent;</p> <p>Experience: The consultant should have at least 5 years of experience of working in disability field; At least 5 years of experiences including analysis of public policies, development tools and regulatory documents in the field of social, health sector, and disability;</p> <p>Strong communication and interpersonal skill including the ability to effectively communicate with persons from various backgrounds;</p> <p>Language proficiency: Excellent communication skills and excellent writing skills and fluency in English and Mongolian</p>	<ul style="list-style-type: none"> ▪ Assist the international PWD Accessibility Expert in completion of tasks under objective 2; ▪ Report to the Team Leader and the international PWD Accessibility Expert on assigned tasks; ▪ Provide translation and interpreting support to international experts.
<p>5. ICF and Disability Assessment Expert (6 person-months, intermittent, international expert)</p>	<p>Education: The expert should have a master's or higher degree in social science or health statistics or public health or rehabilitation medicine;</p> <p>Experience: The expert should have at least 5 years of experience of working in disability field on issues of disability assessment, disability classification and principles and application of ICF; Experiences including analysis of public policies, academic teaching, development tools and regulatory documents in the field of disability;</p>	<ul style="list-style-type: none"> ▪ Conceptualize and lead the implementation of tasks under Objective 3: Develop and institutionalize the International Classification of Functioning, Disability, and Health (ICF) and strengthen the capacity of key professionals and institutions; ▪ Guide the national consultants to perform tasks under Objective 3 of the assignment; ▪ Provide the technical lead in technical and/or consultative discussions and consensus meetings with various stakeholders, counterparts to reach the

	<p>Language proficiency: Excellent writing skills and fluency in English.</p>	<p>best possible decisions that cover all potential concerns.</p> <ul style="list-style-type: none"> ▪ Report to the Team Leader, and the PIU.
<p>6. ICF and Disability Assessment Consultant (12 person-months, national consultant)</p>	<p>Education: The consultant should have a master’s or higher degree in health or psychology or health statistics or social science;</p> <p>Experience: The consultant should have at least 5 years of experience of working in disability field and ICF, disability assessment and in academic research; At least 5 years of experiences including analysis of public policies, development tools and regulatory documents in the field of social, health sector, and disability; Have a knowledge and teaching skills.</p> <p>Language proficiency: Excellent writing skills and fluency in English and Mongolian.</p>	<ul style="list-style-type: none"> ▪ Assist the international ICF and Disability Assessment Expert in completion of tasks under Objective 3; ▪ Report to the Team Leader and the international ICF and Disability Assessment Expert on assigned tasks; ▪ Provide translation and interpreting support to international experts.
<p>7. National consultant to support ICF Task Force (6 person-months intermittent, national consultant)</p>	<p>Education: The consultant should have a master’s or higher degree in education, social work, psychology or public health;</p> <p>Experience: At least 5 years of experiences including analysis of public policies, development tools and regulatory documents in the field of social, health and disability; Good knowledge of the disability field in Mongolia; Solid experience in working with relevant state authorities and with DPOs.</p> <p>Language proficiency: Excellent writing skills and fluency in English and Mongolian.</p> <p>Other skills: Strong communication and interpersonal skill including the ability to effectively communicate with persons from various backgrounds;</p>	<ul style="list-style-type: none"> ▪ Assist the international ICF and Disability Assessment Expert in completion of tasks under Objective 3; ▪ The national consultant will act a member of ICF Task Force (The MLSP will establish the ICF Task Force and include all important user groups such as MLSP, MOH, GADPWD, GASI, CMLAC, multi-sectoral commission, universities, etc. The Task Force will provide coordination support to introduce and implement ICF). ▪ Report to the Team Leader and the international ICF and Disability Assessment Expert on assigned tasks; ▪ Provide translation and interpreting support to international experts.

<p>8. Senior Social Protection Expert (3 person-months, intermittent, international expert)</p>	<p>Education: The consultant should have a master or higher degree in economics, social science or other relevant discipline. Experience: At least 10 years of experience in working in social welfare reform including analysis of public policies and regulations in the field of disability; At least 5 years of experience on disability benefits and community-based social services for PWD. Language proficiency: Excellent writing skills and fluency in English.</p>	<ul style="list-style-type: none"> ▪ Conceptualize and lead the implementation of tasks under Objective 4: Improve the social welfare system for PWD; ▪ Guide the national consultants to perform tasks under Objective 4 of the assignment; ▪ Provide the technical lead in technical and/or consultative discussions and consensus meetings with various stakeholders, counterparts to reach the best possible decisions that cover all potential concerns. ▪ Report to the Team Leader, and the PIU.
<p>9. Senior Social Protection consultant (5 person-months, national consultant)</p>	<p>Education: The consultant should have a master or higher degree in economics or social science or other relevant discipline. Experience: At least 5 years of experience in working in social welfare and preferably on disability benefits. Language proficiency: The consultant should be fluent in English and Mongolian.</p>	<ul style="list-style-type: none"> ▪ Assist the international Senior Social Protection Expert in completion of tasks under Objective 4; ▪ Report to the Team Leader and the international Senior Social Protection Expert on assigned tasks; ▪ Provide translation and interpreting support to international experts.

F. EXPECTED DELIVERABLES AND TIME SCHEDULE

TABLE 2. MAJOR DELIVERABLES AND TENTATIVE TIME SCHEDULE OF DELIVERABLES

	Deliverables	Expected time for completion
1	Inception report which includes a detailed plan of the consultancy service	After one month
2	Quarterly progress report (updates on overall progress, changes in implementation arrangements, difficulties and challenges encountered, and remedial actions taken or suggested)	Every quarter
3	Completion report	At the end of service
OBJECTIVE 1. IMPROVED EMPLOYMENT OPPORTUNITIES FOR PWD		
4	Technical report 1: Inclusive policy, services, and programs for employment of PWD.	Quarter I-II, 2020
5	Training report 1: The training program and resource materials on introducing inclusive employment services and programs for PWD; Training reports;	Quarter III, 2020
6	Technical report 2: Development and institutionalization of case management approach for disabled job seekers.	Quarter II-III, 2020
7	Training report 2: Training programs, modules and training resource materials on case management for staff employed in employment services for PWD; Training reports;	Quarter IV, 2020 – 2021
8	Technical report 3: Employment quota system for PWD	Quarter –II-III, 2020
OBJECTIVE 2. IMPROVED ACCESSIBILITY TO THE PHYSICAL ENVIRONMENT OF PWD AND A STRATEGIC REVIEW OF THE NATIONAL PROGRAM ON PROMOTING HUMAN RIGHTS AND DEVELOPMENT OF PWD		
9	Technical report 4: Improving Accessibility to the Physical Environment for PWD	Quarter I-II, 2020
10	Technical report 5: Strategic review of the National Program on promoting rights and Development of PWD	Quarter III-IV, 2020
OBJECTIVE 3. DEVELOPMENT AND INSTITUTIONALIZATION OF THE INTERNATIONAL CLASSIFICATION OF FUNCTIONING, DISABILITY, AND HEALTH (ICF)		
11	Technical report 6: Introducing ICF	Quarter I-III, 2020
12	Training report 3: Training programs, modules and training resource materials on ICF; Training reports;	Quarter IV, 2020-2021
OBJECTIVE 4. IMPROVED SOCIAL WELFARE SYSTEM FOR PWD		
13	Technical report 7: Designing the disability and caregiver allowances and community-based social services for PWD.	Quarter II-III, 2020
14	Training report 4: Training manual, program, module, training resource materials for social workers on new benefits scheme	Quarter IV, 2020-2021

G. REPORTING REQUIREMENTS:

- (i) The consulting firm will develop and present the deliverables in the format and process as

agreed with the MLSP during the inception.

- (ii) The consulting firm will support the MLSP in undertaking consultations and building a consensus with key stakeholders. The consulting firm is responsible for revising and finalizing the documents based on comments by relevant agencies and stakeholders. The technical reports shall be presented at the meetings of technical working groups and other related stakeholders, if necessary.
- (iii) All reports should be prepared in two languages (Mongolian and English).

H. CLIENT'S INPUT AND LOCATIONS OF SERVICE

- (i) Client's input

The MLSP, and the Ministry of Health, and Ministry of Education, Culture, Sciences, and Sports will ensure that the consulting firm has access to the documents required for the performance of the Services.

- (ii) Locations of the services:

The Consulting firm shall provide services in Ulaanbaatar and shall be responsible for all necessary administrative, secretarial services. The client shall provide temporary workspaces during the consulting service.