

TERMS OF REFERENCE (TOR)

for Company to design and print informative material of the project

REINTEGRATION OF THE RETURNEES BY INCREASING ACCESS TO HEALTH CARE AND IMPROVING THEIR HEALTH

1. Background

Since its creation in 2009, the organization Together for Life has been engaged in recognizing and protecting the rights of vulnerable groups in Albania, particularly patients. At the center of this engagement is informing and raising awareness among patients about their rights based on the Albanian Patient Rights Charter and Albanian legislation, as well as raising awareness among responsible institutions and professionals in the field, including doctors and nurses, to guarantee these rights.

In 2019, the Ministry of Health announced a change in the assessment scheme for persons with disabilities. This scheme was first piloted in the Tirana region and is now being implemented throughout the country. The aim of this new scheme, according to the Ministry of Health, is to prevent abuse and ensure transparency of the scheme. The new system guarantees the right to exhaust all levels of appeal for citizens who claim that a right has been violated or denied.

The new disability assessment provides for the assessment of the condition of the person with a disability, according to the degree of severity, so that the person in the most serious condition benefits more from state disability payment. The scheme has been in place for four years, but responsible structures still have difficulties in understanding and implementing it. Beneficiaries, persons with disabilities, and their families remain uninformed. The situation is even more difficult for returnees who have difficulties integrating into healthcare services and benefiting from this scheme.

Since February 2021, Together for Life has been implementing the project 'Reintegration of the Returnees by increasing access to health care and improving their health', supported by GIZ, which aims to support the reintegration of returnees into the healthcare system. The project's specific objective is to facilitate the reintegration process of returnees by improving their access to basic (mental) health care and the social status of their families, with a focus on vulnerable groups (chronic patients).

During the implementation of the project, TFL has noticed that returnees with disabilities and/or their families do not have accessible information about the new scheme and are often excluded from the benefit scheme because they have not followed the necessary procedures to apply.

2. Description of the assignment

To ensure that stakeholders and the general public are well-informed about recent changes to the benefit scheme for people with disabilities, TFL is using various communication channels, such as organizing information and awareness activities for healthcare workers and returnees, as well as preparing and distributing informative materials. As part of an intensive campaign, TFL will produce and distribute an informative guide for the new support scheme, targeting disabilities people and their familie's member, particularly returnees with serious health problems. The guide will explain how the new scheme works and the steps required to be eligible for support. These leaflets will be available on TFL's Facebook and Instagram accounts, as well as its website, and print version will be distributed nationwide through family doctors. A contracted company will design and print the leaflets in consultation with TFL. The content will be prepared by one or more medical experts. Specific features of the material are listed below:

- Leaflet design should contain eye captivating colors and icons that encourage the audience to engage in the material promoted
- Clear visibility of the logos of both TFL and the donor
- The materials should be desktop, mobile, tablet friendly and encironmentally friendly.

3. Deliverables

The expected deliverables are as listed below:

- One guideline design (leaflet)
- 10 000 prented copy

The expected service is to last until the 10st of Aprill 2023.

4. Methodology

During the preparation phase of the material, the contracted company shall:

- Be consulted closely with the contracting authority;
- Hold meetings with contracting authority;
- The selection of the expert who will prepare the content of the guideline will be done in cooperation and with the approval of TFL;
- The final content will be approved by TFL;
- The deliverables (including the first and final versions) should be delivered via email (info@togetherforlife.org.al).
- Printed copies

The printed copies will be submitted with minutes to be signed by both parties

Ownership & Copyrights: The materials will be owned by TFL.

5. Roles and responsibilities

Key responsibilities of the contracted party are:

- Close collaboration with the staff engaged in the project from the contracting authority,
- Meet the agreed deadlines and expected quality standards,
- Consider all of the suggestions coming from the contracting authority for the material,

Key responsibilities of the contracting authority are:

- Comment on the design of the material,
- Review the design of the prepared materials and approve it,
- Provide necessary support to the contracted party,
- Inform the company/agency duly on any potential changes and deviations from the initial plan,
- Hold the company/agency accountable to the agreed terms.

6. Duration

- The engagement of the contracted party is foreseen to last until 4th of April 2023.
- TFL will distribute the guideline throughout the country by the end of the Project

7. Competencies of the organization

The interested parties should meet the following criteria:

- Have an expertise in developing the requested material, namely designing of information materials,
- To have the capacity to print materials
- Be a registered business in Albania,

8. Required documentation

Interested parties that would like to submit their offers must submit the following documents:

✓ Expression of Interest

A cover letter with a maximum of one page which introduces the consulting/company/organization with an expression of interest to carry out the work as described in this ToR.

✓ Financial Proposal

The detailed financial proposal includes the total financial expected implications to carry out this work, including details of the budget line.

9. How to apply?

The interested parties should send all the required documents listed above to the address: info@togetherforlife.org.al, or at the address

Together for Life, Rruga Brigada VIII, Pallati Jeshil, Tekno-Projekt, Ap,14, Tirana

10. Deadline for submission of offers

The deadline for submitting the offers is: 24 March 2023 (17:00 hr).