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Consultancy 1.1: Consultancy for the disability assessment System design in Haiti

Background of this search: We work to improve lives in Latin America and the Caribbean. Through financial and technical support for countries working to reduce poverty and inequality, we help improve health and education and advance infrastructure. Our aim is to achieve development in a sustainable, climate-friendly way. With a history dating back to 1959, today we are the leading source of development financing for Latin America and the Caribbean. We provide loans, grants, and technical assistance; and we conduct extensive research. We maintain a strong commitment to achieving measurable results and the highest standards of increased integrity, transparency, and accountability.

The IDB Group (IDBG) is strongly committed to improving lives through its support for gender equality and diversity across LAC. This commitment is clearly articulated in its Vision 2025: Reinvesting in the Americas, which underscores the importance of strengthening gender and diversity (G&D) mainstreaming and the development of a business line of investments that specifically contributes to these issues. To further operationalize Vision 2025, the IDBG is preparing its Gender and Diversity Action Plan for the 2022-2025 period.

Haiti has taken several steps to foster social inclusion for PwD. Considering that PwD are among the most vulnerable groups of the Haitian population, the BSEIPH was created in 2007, under the umbrella of the Ministry of Social Affairs and Labour (MAST). This institution is responsible to design and implement public policies and programs to strengthen social inclusion and improve the livelihood of PwD. Also, on 13th March 2012, a law was promoted to integrate PwD to the national economy and the rebuilding effort. This law provided, among others, that Haitian industries had to employ a quota of PwD.

In this effort, the IDB will support the strengthening of BSEIPH capacity to promote the social and labor markets inclusion of PwD in Haiti, by: (i) strengthening the instrument to assess whether the person has disabilities in order to expand its coverage and the functioning dimensions covered PwD; and, (ii) strengthening the autonomy of the BSEIPH PwD module and ensuring its interoperability with the public labor intermediation technological platform from the MAST to support an inclusive approach to labor markets insertion for PwD in the country.

The objective of this consultancy is to strengthen the instrument for the registration and certification of people with disabilities by including an additional bio-psycho-social and environmental dimension. Present a diagnosis of the current situation of the disability assessment in Haiti and design the construction of a disability assessment system based on the bio-psycho-social model. Develop a proposal of a multi-year plan for the implementation of the System for the Assessment of Disability in the country.

The team's mission: The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, labor, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups, including migrants.

The Labor Markets and Social Security Division (SCL/LMK) promotes more and better employment in Latin America and the Caribbean. The IDB works to achieve regional goals in poverty reduction, equal opportunities, and improvement of labor productivity, through the strengthening of employment and training services, the improvement in the design and scope of social security, and the analysis of labor markets and

labor information. To achieve these goals, the IDB is currently focusing on analytical work and projects in the following four main areas: Intermediation, Job Training, Workforce Migration, and Social Security.

What you'll do:

1. Identify the key institutions and actors that will use and be involved in the Assessment System in Haiti, such as the BSEIPH, Ministry of Health, CONADIS, the Ministry of Labor, NGOs, and academia.
2. Present to the institutions and key actors identified, the diagnosis of the current situation of the disability assessment in Haiti. This diagnosis must contain the (baseline situation and recommendations) for the implementation of a system for assessment and certification from a biopsychosocial approach (ICF-WHO/PAHO).
3. Prepare a work plan and methodology for the design of the system for disability assessment and certification in Haiti, taking into account the recommendations of the ICF, the context of Haiti, and the best practices of other countries that advanced in assessment and certification during the challenges of the pandemic. The system should be designed with key components and features to be phased in over X years. Compliance with the ICF recommendations is to be achieved through this multi-year strategy.
4. Coordinate the meetings and meetings defined according to the methodology chosen for the consultancy with officials and representatives of the key organizations identified; representatives of organizations of people with disabilities; NGOs, and professionals from the following disciplines: medicine, dentistry, nursing, physical therapy, occupational therapy, social workers, psychologists, special education teachers, vocational evaluation workers, and public health professionals. Prepare: (i) a first draft of the design of the system for the assessment of disability in Haiti, incorporating checks and balances across agencies to minimize the risks of fraud and corruption; and (ii) the corresponding operational manual, including the definition of roles, activities, and chain of responsibility for each of the actors involved in the disability assessment and certification process.
5. Design a proposal for an action plan for the implementation of the disability assessment and certification system in the country, with a schedule of activities, milestones, roles, a chain of responsibility, and training requirements for the actors involved in the process.
6. Present to the identified key institutions the design of the assessment and certification process, functions of the registry of people with disabilities, and action plan for implementation and associated costs.
7. Incorporate the recommendations derived from the presentation in point 6 above in the design of the assessment and certification system, and in its corresponding action plan and operating manual.

Deliverables and Payments timeline:

- The contracted person must present the following products, subject to the review and approval of the IDB and BSEIPH technical staff:

Product 1: Work plan and methodology for the construction of the design of the new system. It must contain the schedule of activities, times, and persons responsible, as well as the participatory work methodology that will be used for the design of the system and the identification of the key actors and organizations that will be part of the study. The latter must be structured by thematic axes and contain a proposal of institutions/actors to be involved. The proposal of axes or components must contain, but not be limited to (i) assessment of disability, and the training and professionalization of personnel from the different sectors involved, (ii) certification process (structure and operational processes for the

processing), (iii) use of disability registry/certification to articulate programs and benefits for PwD (iv) legislation and regulations, (vi) Dissemination and communication about the process and benefits of certification.

Product 2: Documentation of the meetings and encounters held to carry out the proposal for the design of the assessment and certification system.

Product 3: Draft document of "Proposal of the Disability Assessment System Design" and corresponding Operational Manual built with the key actors and organizations identified.

Product 4. The final document of the "Proposal of the Disability Assessment System Design" and the corresponding Operational Manual, take into account the need to have checks and balances to minimize the risks of fraud and corruption. This document must include (i) a definition of roles, activities, and chain of responsibility of each one of the actors involved in the disability assessment process; (ii) a schedule of activities, (iii) a training plan for government agencies and NGOs, and (iv) communication plan.

Product 5: Proposal of a multi-year plan for the implementation of the Disability Assessment System in the country, with a schedule of activities, and milestones to be reached including piloting the system, roles, chain of responsibility, and costing to reach each of the milestones.

- The products must be delivered in a digital format both in English and French, including a duly signed payment request letter and service invoice.
- Payment terms will be based on project milestones or deliverables in the following way:
 - 20% against contract signature and delivery of product 1.
 - 30% against delivery and approval of products 2 and 3 of this consultancy. This shall be delivered by the consultancy firm 4 months after signing the contract.
 - 25% against delivery and approval of products 4. This shall be delivered by the consultancy firm 6 months after signing the contract.
 - 25% against delivery and approval of product 5. This shall be delivered by the consultancy firm 9 months after signing the contract.

What you'll need:

Citizenship: You are a citizen of one of our 48-member countries.

Consanguinity: You have no family members (up to the fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB Group.

Education: Hold a master's degree or equivalent degree in social science, gender studies, economics, or related field. Specific training in the fields of public policy or public health will be positively valued.

Experience: Have at least ten (10) years of relevant experience working on diversity issues and related to the object of this consultancy. Participation in at least one process of construction of disability assessment systems based on the UN Convention on the Rights of Persons with Disabilities and the International Classification of Functioning, Disability, and Health (ICF).

Languages: Proficiency in English and French.

Core and Technical Competencies:

- Demonstrable training in the use of the International Classification of Functioning, Disability, and Health (ICF).
- Teaching experience will be positively valued and experience in training in the use of the International Classification of Functioning, Disability, and Health (ICF).
- Knowledge about the institutional framework of Haiti will be positively valued.

Opportunity Summary:

- Type of contract and modality: Consultant of External Products and Services (PEC) lump sum.
- Length of contract: 9.5 months
- Starting date: December 2023
- Location: Remote
- Responsible person: Dulce Baptista, Operations Specialist of the Labor Markets Division (SCL/LMK)
- Requirements: You must be a citizen of one of the [IDB's 48 member countries](#) and have no family members currently working at the IDB Group.

Our culture: Our people are committed and passionate about improving lives in Latin America and the Caribbean, and they get to do what they love in a diverse, collaborative, and stimulating work environment. We are the first Latin American and Caribbean development institution to be awarded the EDGE certification, recognizing our strong commitment to gender equality. As an employee, you can be part of internal resource groups that connect our diverse community around common interests.

Because we are committed to providing equal opportunities in employment, we embrace all diversity and encourage women, the LGBTQ+ community, persons with disabilities, afro-descendants, and indigenous people to apply.

About us: At the IDB, we're committed to improving lives. Since 1959, we've been a leading source of long-term financing for economic, social, and institutional development in Latin America and the Caribbean. We do more than lending though. We partner with our 48-member countries to provide Latin America and the Caribbean with cutting-edge research about relevant development issues, policy advice to inform their decisions, and technical assistance to improve the planning and execution of projects. For this, we need people who not only have the right skills but also are passionate about improving lives.

Our team in Human Resources carefully reviews all applications.

Consultancy 2.1.: Consultancy for the system design for the identification of the autonomation capacity and interoperability of the PwD register

HAITI

HA-T1308

SUPPORT TO STRENGTHEN ACCESS TO REGISTRATION AND LABOR INTERMEDIATION
SERVICES FOR PERSONS WITH DISABILITIES IN HAITI

1. Background and Justification

- 1.1.** Socio economic context. Haiti has an estimated population of 11.4 million inhabitants (2020 figures). In 2019, Haiti's Human Development Index ranked 168 out of 189 countries. National unemployment was estimated at 30% in 2020, according to the Ministry of Economy and Finance, 59% of the population lived under the national poverty line of US\$2.44 per day and 24% on less than US\$1.24 per day. The fiscal year (FY) 2019 was marked by a GDP contraction of 1.2%, an expanded fiscal deficit (-3.6% of GDP), and inflation above 20%. The arrival of COVID-19 in Haiti in 2020 impacted an already destabilized economy, affecting the country's growth prospects for the remainder of the FY. Thus, the economy was estimated to contract by 4% in 2020, and inflation surpassed 25% (as of July 2020). The government expects the economy to recover from these two subsequent years of economic decline in 2021.
- 1.2.** Persons with Disabilities (PwD) represented an estimate of more than 1 million persons in Haiti after the 2010 earthquake, based on World Health Organization estimates, representing around 15% of the Haitian population. Although currently, the Haitian population is young (half of the population is under 21 years old), the prevalence of disability exponentially increases with age, so this proportion is expected to increase over time (Global Disability). This context, together with the social and economic tensions described above, will affect Haitian society as a whole, particularly vulnerable groups including people with disabilities.
- 1.3.** PwD in Haiti are likely to experience adverse socioeconomic outcomes that include unemployment, living in extreme poverty, and facing numerous barriers to labor market insertion. Although there are no reliable or representative estimates, data for the Port-au-Prince Metropolitan Area indicate that households with PwDs tend to be larger than average, with a higher economic dependence ratio, and the share of PwDs active in the labor market much lower than average (33 vs. 67%). According to local actors, less than 2% of PwD are employed in the labor market, and less than 5% have attended an educational institution. Among the key barriers to social inclusion is limited access to education and training programs and an environment that is still largely unreceptive towards inclusion.
- 1.4.** Haiti has taken several steps to foster social inclusion for PwD. Considering that PwD is among the most vulnerable groups of the Haitian population, the Bureau du Secrétaire d'Etat à l'Intégration des Personnes Handicapées (BSEIPH) was created in 2007, under the Ministry of Social Affairs and Labor (MAST). This institution is responsible to design and implement public policies and programs to strengthen social inclusion and improve the livelihood of PwD. The country also has approved legislation⁶ to integrate PwD into the national economy, including the establishment that Haitian industries have to employ a quota of PwD.
- 1.5.** The BSEIPH has taken steps to improve PwD access to social services through an initiative

to systematically register them in a national database, reaching 53,453 registrations on SIMAST, to offer training to PwD in order to facilitate their labor insertion and to offer labor insertion services focused on PwD9. Other projects aim at considering PwD-specific needs in the design and implementation of public policies focused on risks and natural disasters management or improving accessibility to public institutions and services to PwD.

- 1.6.** Despite these efforts, there are limitations still faced by BSEIPH. First, the instrument to assess disabilities is based solely on a perception-based assessment, not including a bio-psychosocial medical assessment. Second, the targeting, registration, and list of PwD in the registry are limited, requiring a strategy to facilitate the targeting and registration of PwD as well as the updating of the lists. Third, the registry of PwD is in a pilot stage, needing structural and procedural reinforcement in order to increase its sustainability and autonomy from other digital systems. Third, the module of SIMAST with the registry of PwD is not interoperable with the platform for labor intermediation of MAST and other Haitian organizations that form part of the ecosystem for labor market insertion (private employment agencies, training centers, and other social services), hindering horizontal governance.
- 1.7.** Within this context, the BSEIPH could benefit from the strengthening of the registration system to include a bio-psychosocial assessment, allowing to establish a link between disabilities and their impact on the access to different services for PwD, the reinforcement of the strategy to facilitate the targeting and registration of PwD as well as the updating of the lists of PwD as well as the advancement of the digitalization of the registry, including its interoperability with other systems that would make possible to support the labor market insertion of PwD through labor intermediation platforms that exist in the country. Therefore, it is necessary to design, develop and implement a platform that is accessible and inclusive to PwD for better identification of job opportunities and training for an adequate insertion into the labor market.

2. Objectives

- 2.1.** The overall objective of this consultancy is to strengthen the inclusion of PwD led by BSEIPH in Haiti.
- 2.2.** The specific objectives are (i) to get a clear diagnosis of the current state of digitalization of the PwD of the module from the BSEIPH, (ii) to design the functionalities, diagrams, user flows, data models, and high-fidelity prototypes of the solution, and (iii) set the technological architecture, critical path, logical development, and commands that comply with quality standards.

3. Scope of Services

- 3.1.** The consulting firm will provide a scope of services for each phase including multiple elements listed below.
 - 3.1.1.** The consulting firm will participate in the planning of the project and ensure the follow-up of its implementation and of all related activities to achieve the expected results.
 - 3.1.2.** The consulting firm will ensure that the planned activities are carried out in a timely manner, and in constant compliance with Bank policies and procedures.

4. Key Activities

The consulting firm will be responsible for performing the following activities, without detriment to others that may arise and that are determined necessary for the achievement of the objectives of this consultancy.

4.1. System Design

- 4.1.1.** Diagnosis of the current state of digitalization of the PwD module from the BSEIPH.
- 4.1.2.** Design functionalities to complement the certification and registry system to ensure its alignment with the UN Convention on the Rights of People with Disabilities and International Classification of Functioning, Disability, and Health.
- 4.1.3.** Identify and include training and piloting processes.
- 4.1.4.** Design of the platform diagrams and architecture for the technological platform for the registry of the PwD
- 4.1.5.** Design the strategy for the implementation of the technological platform for the registry of the PwD and its interoperability with the Public Labor Intermediation Technological Platform.
- 4.1.6.** Design the scope of the technical support for the implementation of the autonomous platform.
- 4.1.7.** Validate the documents with infrastructure components that are already existing in the project to be used for this System, the result of the validation should be presented with the mitigation plan in case of observations or additional requirements. If there are missing infrastructure components, these should not be a cause for project interruption.
- 4.1.8.** Management of key stakeholders from suppliers, project managers, and technical counterparts to carry out project management.
- 4.1.9.** Document a matrix of responsibilities between the supplier and those responsible for the project by the contractor.
- 4.1.10.** Validate the information needed for the functional and non-functional processes of the platform, as well as the business process specifications.
- 4.1.11.** Define a high-level flow to align with the needs of the platform that are currently under development in MAST
 - i. This could be a sitemap, a website flow, or a user journey. This would be the first step toward information architecture.
 - ii. Key functional flows will be designed in detail to show exactly how the user performs the main tasks within the product. These will be the design schema blueprints that illustrate through gray boxes the design structure of the page and its content component types. A deck that will include wireframes and the components of the sketch files should also be verified.
 - iii. Finally, it should be presented through wire flows for a better understanding of the main site flows and funnels.
- 4.1.12.** Ensure to satisfy different functional flow design requirements for different types of media (cellular, desktop and mobile, and tablets)

- 4.1.13.** Design a template that has: Home page; four (4) equal sections of text, video, images, Pdf link; Template for workers; Results page, Profile for company and workers; and Q&A.

5. Expected Outcome and Deliverables

- 5.1.** This consultation must submit the following products. All these products must be approved to be considered final products.
- 5.1.1.** Work plan
 - 5.1.2.** First report including the results of the first analysis of the functional and non-functional requirements approved for the project applications (which must have responsive and accessible web technology specially adapted for mobile devices and PwD) which include for each application:
 - i. Identification, quality analysis, and transformation processes of information sources.
 - ii. Database models.
 - iii. User interfaces.
 - 5.1.3.** Second report presenting the project's technological architecture, all its technical documentation, critical path, logical development, and commands that comply with quality standards.
 - 5.1.4.** Final report including a high-level flow design and its key functional flows, as well as the support structures for the different technological media (desktop, mobile and tablets), the result of this consultancy, and lessons learned. This report should include all the high-fidelity wireframes of the platform, in different supports (desktop, mobile, and tablets).

6. Project Schedule and Milestones

Deliverables	Timeframe
Workplan	One week after the signature of the contract
Submission and approval of the first report	** weeks after the signature of the contract
Submission and approval of the second report	** weeks after the signature of the contract
Submission and approval of the final report	** weeks after the signature of the contract

7. Reporting Requirements

- 7.1.** Every report must be submitted to the Bank in an electronic file. The report should include the cover, main document, and all annexes. This file must also be in an electronic format used by the Bank, such as one of the MS Office, JPG and/or TIFF formats. ZIP files (compressed) will not be accepted as final reports due to the regulations of the Bank File Management Section.
- 7.2.** The language of the report should be provided both in French and English.

8. Acceptance Criteria

- 8.1.** Dulce Baptista, Specialist of the Labor Markets Division of the Bank, Nicola Magri, Specialist of the Social Protection & Health Division of the Bank, and Mario A. Casco, Senior IT Specialist of the Bank, are authorized to accept the work.
- 8.2.** The deliverables resulting from these terms of reference will be accepted when functional and non-functional requirements for the project applications (which must have responsive web technology specially adapted for mobile devices) are fully met. The approval will be in writing by the supervisor of this contract as stipulated in 8.1.
- 8.3.** The functional requirements must include the following:
 - 8.3.1.** Reporting requirements.
 - 8.3.2.** Usability (UX / UI).
 - 8.3.3.** Mobile design.
 - 8.3.4.** Descriptive analytics.
 - 8.3.5.** Data visualization.
 - 8.3.6.** Interoperability with the labor intermediation platform.
 - 8.3.7.** Flows and processes to ensure its alignment with the UN Convention on the Rights of People with Disabilities and International Classification of Functioning, Disability, and Health.
 - 8.3.8.** Identification of training and piloting processes.
 - 8.3.9.** Design of the platform diagrams and architecture for the technological platform for the PwD registry.
 - 8.3.10.** Strategy for the implementation of the technological platform for the PwD registry and its interoperability with the Public Labor Intermediation Technological Platform.
 - 8.3.11.** Scope of the technical support for the implementation of the autonomous platform.
- 8.4.** Non-functional requirements must include the following:
 - 8.4.1.** Performance.
 - 8.4.2.** Security.
 - 8.4.3.** Consumption of infrastructure services.
 - 8.4.4.** Failure exceptions.
 - 8.4.5.** Correspondence between the mission objectives of the applications.

9. Other Requirements

- 9.1.** All consulting firms shall assume all costs associated with the preparation and presentation of their proposals. The Bank does not assume any responsibility, whatsoever, to reimburse the consulting firm for costs incurred in the preparation of proposals in response to the Request for Proposal (RFP).
- 9.2.** The Bank shall own any and all intellectual property rights, including but not limited to the copyright, in relation to and/or arising out of the deliverables to be produced by the consulting firm and approved by the Bank under Article 5 of this agreement (the "Deliverables"). For the avoidance of doubt, the Parties hereby agree and understand that the Bank shall have the right to use, copy, distribute, reproduce, publicly display, and perform the Deliverables as well

as to create any derivative works (including without limitation translations) thereto.

- 9.3.** The consulting firm understands, acknowledges, and declares that in entering into this Agreement, the Bank shall be the owner and holder of any and all intellectual property rights, including without limitation, copyright in relation to or associated with the Deliverables. The consulting firm will voluntarily assign and transfer to the Bank, without further authorizations or consent needed from me or the organization I represent, as may be applicable, all intellectual property rights, including without limitation copyright, related to or associated with the Deliverables.
- 9.4.** The Bank may copy, reproduce, distribute, disseminate, edit, modify, improve, translate, publish, sub-license, and display the Deliverables in any format or media now known or hereafter developed (including print formats) in any publication, including without limitation website, blog, catalog, event, advertising, exhibit, archive, as well as in any Bank academic, educational, or standard promotion materials.

10. Supervision and Reporting

- 10.1.** The consulting firm will be reporting to Dulce Baptista, who will give comments to any reports, approve reports, documents, and work, and give comments or any instructions for changes. It shall be the consulting firm's responsibility for ensuring that such reports are submitted to the Bank.

11. Schedule of Payments

- 11.1.** Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.
- 11.2.** The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

No	Detail	%
1	Work Plan	20%
2	First report	30%
3	Second report	30%
4	Final report	20%
	TOTAL	100%

Consultancy 2.2.: Consultancy for the development of the platform for the identification of the automation capacity and interoperability of the PwD register

HAITI

HA-T1308

SUPPORT TO STRENGTHEN ACCESS TO REGISTRATION AND LABOR INTERMEDIATION SERVICES FOR PERSONS WITH DISABILITIES IN HAITI

1. Background and Justification

- 1.1.** Socio economic context. Haiti has an estimated population of 11.4 million inhabitants (2020 figures). In 2019, Haiti's Human Development Index ranked 168 out of 189 countries. National unemployment was estimated at 30% in 2020, according to the Ministry of Economy and Finance, 59% of the population lived under the national poverty line of US\$2.44 per day and 24% on less than US\$1.24 per day. The fiscal year (FY) 2019 was marked by a GDP contraction of 1.2%, an expanded fiscal deficit (-3.6% of GDP), and inflation above 20%. The arrival of COVID-19 in Haiti in 2020 impacted an already destabilized economy, affecting the country's growth prospects for the remainder of the FY. Thus, the economy was estimated to contract by 4% in 2020, and inflation surpassed 25% (as of July 2020). The government expects the economy to recover from these two subsequent years of economic decline in 2021.
- 1.2.** Persons with Disabilities (PwD) represented an estimate of more than 1 million persons in Haiti after the 2010 earthquake, based on World Health Organization estimates, representing around 15% of the Haitian population. Although currently, the Haitian population is young (half of the population is under 21 years old), the prevalence of disability exponentially increases with age, so this proportion is expected to increase over time (Global Disability). This context, together with the social and economic tensions described above, will affect Haitian society as a whole, particularly vulnerable groups including people with disabilities.
- 1.3.** PwD in Haiti are likely to experience adverse socioeconomic outcomes that include unemployment, living in extreme poverty, and facing numerous barriers to labor market insertion. Although there are no reliable or representative estimates, data for the Port-au-Prince Metropolitan Area indicate that households with PwDs tend to be larger than average, with a higher economic dependence ratio, and the share of PwDs active in the labor market much lower than average (33 vs. 67%). According to local actors, less than 2% of PwD are employed in the labor market, and less than 5% have attended an educational institution. Among the key barriers to social inclusion is limited access to education and training programs and an environment that is still largely unreceptive towards inclusion.
- 1.4.** Haiti has taken several steps to foster social inclusion for PwD. Considering that PwD is among the most vulnerable groups of the Haitian population, the Bureau du Secrétaire d'Etat à l'Intégration des Personnes Handicapées (BSEIPH) was created in 2007, under the Ministry of Social Affairs and Labor (MAST). This institution is responsible to design and implement public policies and programs to strengthen social inclusion and improve the livelihood of PwD. The country also has approved legislation⁶ to integrate PwD into the national economy, including the establishment that Haitian industries have to employ a quota of PwD.
- 1.5.** The BSEIPH has taken steps to improve PwD access to social services through an initiative

to systematically register them in a national database, reaching 53,453 registrations on SIMAST, to offer training to PwD in order to facilitate their labor insertion and to offer labor insertion services focused on PwD9. Other projects aim at considering PwD-specific needs in the design and implementation of public policies focused on risks and natural disasters management or improving accessibility to public institutions and services to PwD.

- 1.6. Despite these efforts, there are limitations still faced by BSEIPH. First, the instrument to assess disabilities is based solely on a perception-based assessment, not including a bio-psychosocial medical assessment. Second, the targeting, registration, and list of PwD in the registry are limited, requiring a strategy to facilitate the targeting and registration of PwD as well as the updating of the lists. Third, the registry of PwD is in a pilot stage, needing structural and procedural reinforcement in order to increase its sustainability and autonomy from other digital systems. Third, the module of SIMAST with the registry of PwD is not interoperable with the platform for labor intermediation of MAST and other Haitian organizations that form part of the ecosystem for labor market insertion (private employment agencies, training centers, and other social services), hindering horizontal governance.
- 1.7. Within this context, the BSEIPH could benefit from the strengthening of the registration system to include a bio-psychosocial assessment, allowing to establish a link between disabilities and their impact on the access to different services for PwD, the reinforcement of the strategy to facilitate the targeting and registration of PwD as well as the updating of the lists of PwD as well as the advancement of the digitalization of the registry, including its interoperability with other systems that would make possible to support the labor market insertion of PwD through labor intermediation platforms that exist in the country. Therefore, it is necessary to design, develop and implement a platform that is accessible and inclusive to PwD for better identification of job opportunities and training for an adequate insertion into the labor market.

2. Objectives

- 2.1. The overall objective of this consultancy is to strengthen the inclusion of PwD led by BSEIPH in Haiti.
- 2.2. The specific objectives are (i) to deliver a working platform following the specs so PwD will be able to interact and fully use it, (ii) to create the technical documentation of the project and all its components, and (iii) to create a quality assurance process to ensure the deliverables.

3. Scope of Services

- 3.1. The consulting firm will provide a scope of services for each phase including multiple elements listed below.
 - 3.1.1. The consulting firm will participate in the planning of the project and ensure the follow-up of its implementation and of all related activities to achieve the expected results.
 - 3.1.2. The consulting firm will ensure that the planned activities are carried out in a timely manner, and in constant compliance with Bank policies and procedures.

4. Key Activities

The consulting firm will be responsible for performing the following activities, without detriment to others that may arise and that are determined necessary for the achievement of the objectives of this consultancy.

4.1. Platform development

- 4.1.1.** Validation work of the infrastructure components to be used for the System. The result of the validation shall be presented with a mitigation plan in case of additional observations or requirements.
- 4.1.2.** Validation work of the functional specifications, UX/UI presented to ensure the development in time and form as well as the quality assurance plan (Quality Assurance).
- 4.1.3.** Realization of a matrix of responsibilities between the supplier and those responsible for the project by the contractor and governance.
- 4.1.4.** A plan of compliance with the minimum levels of the specified services will be delivered, as well as the requirements for the participation of technicians in the process of implementing the system.
- 4.1.5.** Have all technical documentation, its critical path, and quality assurance standards through constant review throughout the project, through a quality control matrix.
- 4.1.6.** Ensuring that all functional flow design requirements are met for different types of media (cellular, desktop and mobile, and tablets).
- 4.1.7.** Initial loading of users and data.
- 4.1.8.** Unit testing, including critical and non-critical bug fix plan and load testing for compliance with minimum service levels.
- 4.1.9.** Pilot in at least one (1) professional training center and End-to-End Process Commissioning.

5. Expected Outcome and Deliverables

- 5.1.** This consultation must submit the following products. All these products must be approved to be considered final products.
- 5.2. Work plan** specifying the phases of the project and additionally presents the functional and non-functional requirements
- 5.3. First report** with technical documentation including the following:
 - 5.3.1.** Technical Documentation of the Project and all its components
 - 5.3.2.** README document with implementation and maintenance instructions
 - 5.3.3.** Data dictionary
- 5.4. Second report** with a front-end development, a development model, and a back-end development including the following:
 - 5.4.1.** The front-end development should include but not be limited to the following requirements.
 - i. HTML model
 - ii. Back-end connection
 - iii. Design implementation

iv. Micro-interactions and animations

5.4.2. The development model should include but not be limited to the following requirements.

- i. A landing page with static information: text, images, YouTube links, and PDF links.
- ii. Internal pages with backend integration.
- iii. Form template

5.4.3. The back-end development should include but not be limited to the following requirements.

- i. Database schemas.
- ii. Databases for information storage.
- iii. The logical business model for implementation.
- iv. Implementation scripts

5.5. Final report with a quality assurance plan including the following:

5.5.1 Quality control matrix, test and script development rules, test automation scripts for production implementation, and technical documentation of automation and test.

5.5.2 Unit test results, with critical and non-critical error results and load tests for compliance with minimum service levels.

5.5.3 Results of penetration and ethical hacking tests and other applicable security tests.

5.5.4 Tests on data considered sensitive with its classification and protection.

5.5.5 Results and corrections of code quality tests.

5.5.6 Test results of load and usage reports of the platform in terms of users, modules used, transactions, and others.

5.5.7 Document validating the compliance with functional and non-functional mandatory requirements.

6. Project Schedule and Milestones

Deliverables	Timeframe
Workplan	One week after the signature of the contract
Submission and approval of the first report	2 months after the signature of the contract
Submission and approval of the second report	6 months after the signature of the contract
Submission and approval of the final report	10 months after the signature of the contract

7. Reporting Requirements

7.1. Every report must be submitted to the Bank in an electronic file. The report should include the cover, main document, and all annexes. This file must also be in an electronic format used by the Bank, such as one of the MS Office, JPG and/or TIFF formats. ZIP files (compressed) will not be accepted as final reports due to the regulations of the Bank File

Management Section.

7.2. The language of the report should be provided both in French and English.

8. Acceptance Criteria

- 8.1. Dulce Baptista, Specialist of the Labor Markets Division of the Bank, Nicola Magri, Specialist of the Social Protection & Health Division of the Bank, and Mario A. Casco, Senior IT Specialist in the Bank, are authorized to accept the work.
- 8.2. The deliverables resulting from these terms of reference will be accepted when functional and non-functional requirements for the project applications (which must have responsive web technology specially adapted for mobile devices) are fully met. The approval will be in writing by the supervisor of this contract as stipulated in 8.1.
- 8.3. The platform should function in a way that is aligned to the design and can be implemented according to the stage of development.
- 8.4. The non-functional requirements of the platform are the following:
 - 8.4.1. Scalability: Non-functional components that provide the capacity to grow in relation to processing and integration with other technological components that require the sending and receiving of information.
 - 8.4.2. Modularity: Technological architecture focused on the articulation of the different components of the same. The design should prioritize communication through APIs between the different components of the system, which will allow the replacement/modification/removal of one of the components without affecting the whole system.
 - 8.4.3. Availability: The system must guarantee an environment that allows operation in high IT availability.
 - 8.4.4. Adaptability: Its components must be adaptable to the agnostic management and decoupling of the applications that consume them, based on the management of general protocols and that it has or can efficiently implement particular functionalities.
 - 8.4.5. Security: To be provided from the protection and traceability capacity of the transactions generated within the platform and of the information handled with consumer components, to establish transactional encapsulation, traceability, and cybersecurity.
 - 8.4.6. Interoperability: By providing elements that allow the exchange of information through standardized protocols both in its generation and consumption, allowing this exchange between multiple interconnected institutions.
 - 8.4.7. Usability: Usability heuristics and known design patterns should be used during platform design to allow the user to quickly learn how to use the platform and reduce cognitive load and, therefore, friction.
 - 8.4.8. Mobile First: The product design and development methodology should be oriented in the first instance to mobile media because users tend to preferably use this type of media.
 - 8.4.9. Compliance with procurement regulations, digital solutions management, content management, branding styles and usage, and content publishing policies of participating multilateral institutions.
 - 8.4.10. User-friendly uploading process of content and information to the platform.

9. Other Requirements and Intellectual Property

- 9.1.** All consulting firms shall assume all costs associated with the preparation and presentation of their proposals. The Bank does not assume any responsibility, whatsoever, to reimburse the consulting firm for costs incurred in the preparation of proposals in response to the Request for Proposal (RFP).
- 9.2.** The Bank shall own any and all intellectual property rights, including but not limited to the copyright, in relation to and/or arising out of the deliverables to be produced by the consulting firm and approved by the Bank under Article 5 of this agreement (the "Deliverables"). For the avoidance of doubt, the Parties hereby agree and understand that the Bank shall have the right to use, copy, distribute, reproduce, publicly display, and perform the Deliverables as well as to create any derivative works (including without limitation translations) thereto.
- 9.3.** The consulting firm understands, acknowledges, and declares that in entering into this Agreement, the Bank shall be the owner and holder of any and all intellectual property rights, including without limitation, copyright in relation to or associated with the Deliverables. The consulting firm will voluntarily assign and transfer to the Bank, without further authorizations or consent needed from me or the organization I represent, as may be applicable, all intellectual property rights, including without limitation copyright, related to or associated with the Deliverables.
- 9.4.** The Bank may copy, reproduce, distribute, disseminate, edit, modify, improve, translate, publish, sub-license, and display the Deliverables in any format or media now known or hereafter developed (including print formats) in any publication, including without limitation website, blog, catalog, event, advertising, exhibit, archive, as well as in any Bank academic, educational, or standard promotion materials.

10. Supervision and Reporting

- 10.1.** The consulting firm will be reporting to Dulce Baptista, according to the different milestones or when one of the parties deems it necessary, who will give comments to any reports, approve reports, documents, and work, and give comments or any instructions for changes. It shall be the consulting firm's responsibility to ensure that such reports are submitted to the Bank. The frequency of communication will depend on the need for comments and approvals agreed upon at the beginning of the consultancy. It will be the responsibility of the Firm to ensure that such meetings take place and reports are submitted to the Bank.

11. Schedule of Payments

- 11.1.** Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant

amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.

11.2. The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

No	Detail	%
1	Work Plan	20
2	First Report	30
3	Second Report	30
4	Final report	20
TOTAL		100%

**Consultancy 2.3.: Consultancy for the implementation of the platform for the
identification of the automation capacity and interoperability of the PwD register**
HAITI

HA-T1308

SUPPORT TO STRENGTHEN ACCESS TO REGISTRATION AND LABOR INTERMEDIATION
SERVICES FOR PERSONS WITH DISABILITIES IN HAITI

1. Background and Justification

- 1.1.** Socio economic context. Haiti has an estimated population of 11.4 million inhabitants (2020 figures). In 2019, Haiti's Human Development Index ranked 168 out of 189 countries. National unemployment was estimated at 30% in 2020, according to the Ministry of Economy and Finance, 59% of the population lived under the national poverty line of US\$2.44 per day and 24% on less than US\$1.24 per day. The fiscal year (FY) 2019 was marked by a GDP contraction of 1.2%, an expanded fiscal deficit (-3.6% of GDP), and inflation above 20%. The arrival of COVID-19 in Haiti in 2020 impacted an already destabilized economy, affecting the country's growth prospects for the remainder of the FY. Thus, the economy was estimated to contract by 4% in 2020, and inflation surpassed 25% (as of July 2020). The government expects the economy to recover from these two subsequent years of economic decline in 2021.
- 1.2.** Persons with Disabilities (PwD) represented an estimate of more than 1 million persons in Haiti after the 2010 earthquake, based on World Health Organization estimates, representing around 15% of the Haitian population. Although currently, the Haitian population is young (half of the population is under 21 years old), the prevalence of disability exponentially increases with age, so this proportion is expected to increase over time (Global Disability). This context, together with the social and economic tensions described above, will affect Haitian society as a whole, particularly vulnerable groups including people with disabilities.
- 1.3.** PwD in Haiti are likely to experience adverse socioeconomic outcomes that include unemployment, living in extreme poverty, and facing numerous barriers to labor market insertion. Although there are no reliable or representative estimates, data for the Port-au-Prince Metropolitan Area indicate that households with PwDs tend to be larger than average, with a higher economic dependence ratio, and the share of PwDs active in the labor market much lower than average (33 vs. 67%). According to local actors, less than 2% of PwD are employed in the labor market, and less than 5% have attended an educational institution. Among the key barriers to social inclusion is limited access to education and training programs and an environment that is still largely unreceptive towards inclusion.
- 1.4.** Haiti has taken several steps to foster social inclusion for PwD. Considering that PwD is among the most vulnerable groups of the Haitian population, the Bureau du Secrétaire d'Etat à l'Intégration des Personnes Handicapées (BSEIPH) was created in 2007, under the Ministry of Social Affairs and Labor (MAST). This institution is responsible to design and implement public policies and programs to strengthen social inclusion and improve the livelihood of PwD. The country also has approved legislation⁶ to integrate PwD into the national economy, including the establishment that Haitian industries have to employ a quota of PwD.
- 1.5.** The BSEIPH has taken steps to improve PwD access to social services through an initiative

to systematically register them in a national database, reaching 53,453 registrations on SIMAST, to offer training to PwD in order to facilitate their labor insertion and to offer labor insertion services focused on PwD9. Other projects aim at considering PwD-specific needs in the design and implementation of public policies focused on risks and natural disasters management or improving accessibility to public institutions and services to PwD.

- 1.6. Despite these efforts, there are limitations still faced by BSEIPH. First, the instrument to assess disabilities is based solely on a perception-based assessment, not including a bio-psychosocial medical assessment. Second, the targeting, registration, and list of PwD in the registry are limited, requiring a strategy to facilitate the targeting and registration of PwD as well as the updating of the lists. Third, the registry of PwD is in a pilot stage, needing structural and procedural reinforcement in order to increase its sustainability and autonomy from other digital systems. Third, the module of SIMAST with the registry of PwD is not interoperable with the platform for labor intermediation of MAST and other Haitian organizations that form part of the ecosystem for labor market insertion (private employment agencies, training centers, and other social services), hindering horizontal governance.
- 1.7. Within this context, the BSEIPH could benefit from the strengthening of the registration system to include a bio-psychosocial assessment, allowing to establish a link between disabilities and their impact on the access to different services for PwD, the reinforcement of the strategy to facilitate the targeting and registration of PwD as well as the updating of the lists of PwD as well as the advancement of the digitalization of the registry, including its interoperability with other systems that would make possible to support the labor market insertion of PwD through labor intermediation platforms that exist in the country. Therefore, it is necessary to design, develop and implement a platform that is accessible and inclusive to PwD for better identification of job opportunities and training for an adequate insertion into the labor market.

2. Objectives

- 2.1. The overall objective of this consultancy is to strengthen the inclusion of PwD led by BSEIPH in Haiti.
- 2.2. The specific objective is the successful implementation and adoption of the platform with the approved design and functional specifications to ensure its interoperability with the public labor intermediation technological platform from MAST.

3. Scope of Services

- 3.1. The consulting firm will provide a scope of services for each phase including multiple elements listed below.
 - 3.1.1. The consulting firm will participate in the planning of the project and ensure the follow-up of its implementation and of all related activities to achieve the expected results.
 - 3.1.2. The consulting firm will ensure that the planned activities are carried out in a timely manner, and in constant compliance with Bank policies and procedures.

4. Key Activities

The consulting firm will be responsible for performing the following activities, without detriment

to others that may arise and that are determined necessary for the achievement of the objectives of this consultancy.

4.1. Implementation and start-up of the platform

- 4.1.1.** Establish a training plan for staff users of the system once it has been implemented. A trained user should be considered as such when he/she is able to perform the functions of the proposed solution on a recurring basis and without assistance. In addition, a system operations manual should be prepared.
- 4.1.2.** Establish a dissemination plan for the promotion and publicity of the system.
- 4.1.3.** Manage key stakeholders of project managers and operators in the MT offices for the use of the platform.
- 4.1.4.** Documentation for system administration
- 4.1.5.** Instructions for use to end-users in multimedia format uploaded to the intranet or platform established by the counterpart.
- 4.1.6.** User usage measurements and corrective actions until 100% usage is achieved in all deliverable transactions in users and operators assigned by the contractor.
- 4.1.7.** Man-hours should be included, with knowledge of the modules, to ensure usage and handover to personnel. The supplier company should provide *BSEIPH* staff with the knowledge and training as well as deliver the codes so that the ministry can make any necessary changes in the future. The involvement of the ministry's technical staff should be from the very beginning of the project in order to ensure its sustainability and maintainability over time.
- 4.1.8.** Create a plan with a budget for the sustainability of the system. The sustainability plan should include:
 - i. Frequency and maintenance windows.
 - ii. Profile and number of personnel required for maintenance.
 - iii. Minimum budget for the maintenance of the necessary infrastructure of the platform.
 - iv. Licensing costs (if any in the technology proposal).
 - v. Equipment maintenance costs.
- 4.1.9.** Media plan for dissemination of the platform. The plan must have a minimum duration of 12 months. The plan must include ATL (above the line) and BTL (below the line) actions as considered by the contracted company.
- 4.1.10.** Platform dissemination plan. The plan must include the development and implementation of the following materials:
 - i. Digital files for social networks and other digital media. The format of these may be established by the contracted company.
 - ii. Graphics for traditional ATL media (written press, radio, television, and specialized magazines). Materials will be developed according to the established media plan.
 - iii. Graphic materials needed for BTL-type activations (presence in fairs, activations, etc.).
- 4.1.11.** Analytics and results of the media plan. After the implementation of the plan, the company must present a final report including the impact of actions.

5. Expected Outcome and Deliverables

5.1. This consultation must submit the following products. All these products must be approved to be considered final products.

5.1.1. Work plan specifying the implementation phases and adoption project, detailing the work times.

5.1.2. First report includes the following:

- i. Documentation for administration and technical maintenance of the system delivered.
- ii. Instructions for end-users in the available multimedia format.
- iii. Measurements of user usage in progress.
- iv. Performance report of the platform after loading.
- v. Systematic analysis of the overall results of the start-up management in the regional and central offices.

5.1.3. Second report includes the following:

- i. Media plan
- ii. Development of graphic and creative materials for the support established in the media plan.

5.1.4. Final report with the results of the actions established in the media plan.

6. Project Schedule and Milestones

Detail	Deadline
Product 1 (20%)	Upon submission and approval of the first product
Product 2 (30%)	Upon submission and approval of the second product
Product 3 (30%)	Upon submission and approval of the third product
Product 4 (20%)	Upon submission and approval of the fourth product

7. Reporting Requirements

- 7.1.** Every report must be submitted to the Bank in an electronic file. The report should include the cover, main document, and all annexes. This file must also be in an electronic format used by the Bank, such as one of the MS Office, JPG and/or TIFF formats. ZIP files (compressed) will not be accepted as final reports due to the regulations of the Bank File Management Section.
- 7.2.** The language of the report should be provided both in French and English.

8. Acceptance Criteria

- 8.1.** Dulce Baptista, Specialist of the Labor Markets Division of the Bank, Nicola Magri, Specialist of the Social Protection & Health Division of the Bank, and Suzanne Duryea, Economics Principal Specialist of the Gender & Diversity Division of the Bank, are authorized to accept the work.
- 8.2.** The deliverables resulting from these terms of reference will be accepted when functional and

non-functional requirements for the project applications (which must have responsive web technology specially adapted for mobile devices) are fully met. The approval will be in writing by the supervisor of this contract as stipulated in 8.1.

9. Other Requirements

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No	Detail	% Payment
1	Product 1	20
2	Product 2	30
3	Product 3	30
4	Product 4	20