

TERMS OF REFERENCE

Support to acute and post-acute health care for vulnerable persons in Lebanon.

Consultancy for Accessibility of Hotline and Communication materials

1. CONTEXT:

Humanity & Inclusion, the new name of *Handicap International* (HI), is an independent and impartial aid and development organization with no religious or political affiliations operating in situations of poverty and exclusion, conflict and disaster. We work alongside people with disabilities and vulnerable people to help meet their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights. Since the organization was first founded in 1982, we have worked in 62 countries in support to development effort or in response to emergencies
Humanity & Inclusion mission is:

“Outraged by the injustice faced by people with disabilities and vulnerable populations, we aspire to a world of solidarity and inclusion, enriched by our differences, where everyone can live in dignity.”

HI has been working **in Lebanon since 1992** in the Palestinian refugee camps and clusters (rehabilitation and promoting the rights of people with disabilities, and mental health work). The association has since continued to provide assistance through different sectors mainly Rehabilitation, Mental Health, Inclusive and Specialized Education, Mine Action, and Inclusive Humanitarian Action.

HI aims to enhance access to specialized MHPSS services for vulnerable populations through a partnership with local actors under project funded by ECHO. HI partner is dedicated to the provision of specialized mental health services. This includes a mobile mental health clinic program designed to reach underserved communities and ensure mental health support is widely accessible. To further improve the accessibility and inclusiveness of the mobile clinic, we seek a consultant with a strong engineering background to provide expert guidance and innovative solutions.

2. DESCRIPTION OF THE REQUIRED SERVICE PROVISION

➤ Overall and specific goals

This consultancy aims to enhance the accessibility and inclusiveness of the partner’s hotline line and communication tools. This includes assessing the current lifeline in coordination with the partner, identify the finding and the recommendations, agree on the actions and implement solutions to improve service delivery guaranteeing the accessibility for all persons equally including persons with different types of impairments; sensorial, mobility, intellectual and mental health disorders.

➤ Services requested

1. Assessment:

- a. Conduct a comprehensive assessment.
- b. Identify communicational barriers to accessibility and inclusiveness for diverse populations especially persons with impairments.

2. Design and Implementation:

- a. Develop solutions to address identified barriers.
- b. Design modifications and develop action plan in coordination with HI and the partner.
- c. Implement approved solutions in coordination with HI and the partner.

3. Monitoring and Evaluation:

- a. Establish metrics for evaluating the effectiveness of implemented solutions.
- b. Conduct regular follow-up and monitoring and provide reports on progress and impact.
- c. Provide technical advice to HI procurement team, facilitating the submission of PLs and process with logistic team.
- d. Review the specifications submitted by the supplier performing the actions implemented or the production work.

➤ Anticipated results and indicators to facilitate acceptance and validation of final outcomes

- Accessibility assessment report.
- Implementation action plan.
- Accessibility actions conducted
- Submission of Final Report

3. CONSULTANT'S PROFILE

- Individual or company
- Experience related to accessible and inclusive communication.
- Proven experience in designing and implementing solutions for accessible and inclusive information services.
- Strong understanding of accessibility and inclusiveness principles.
- Excellent communication skills.
- Strong Language in written and Oral: English and Arabic
- Practical knowledge of rights-based approaches and Inclusion.
- Strong analytical and report-writing skills.
- Excellent speaking and writing skills in English
- Reports of previous consultancy services for similar activities.
- Portfolio for similar projects
- CV(s) with details of qualifications and details of two professional referees
- Motivation Letter
- Valid company registration certificates and all legal documents, if individual a valid form of identification, and documentation showing the individual is authorized to operate as a freelancer or consultant (profession practice certificate).

4. SERVICE DURATION AND LOCATION

- Start date: February 2025
- Mission end date: April 2025
- The number of mission days corresponds to the number of days spent in the mission location, including week-ends and bank holidays, + the days required for briefings, debriefings and reports.

It is expected that the assessment of lifeline to be done on the second week of March 2025, before the assessment, the consultant should have the induction with HI team and agree on the assessment and reporting tools and templates. After that the implementation of the accessibility actions is expected to be done by mid of April, meanwhile the Consultant should share the report of the assessment and the recommendations, agree with HI and partner on the actions and implementation plan.

- Service location(s)
HI and partner offices in Beirut.

5. WORK SCHEDULE

- On the basis of the proposed timetable laid down in these Terms of Reference, the Consultant must set up a work schedule for the performance of the service.
- The work schedule must clearly specify the manner in which the Consultant will approach the activities required to perform the service.
- The schedule must indicate the progress and/or the standard of service performance, including the criteria and/or indicators to check that the service provision is proceeding smoothly.
- The below work schedule will be reviewed with the consultant once recruited:

Action	Duration	R	Time
Induction + Planning	1 day	PM+ Inclusion Team with Consultant	7-3-2025
Preparation of assessment tools with HI inclusion team and reports template	2 days	Consultant + Inclusion officers	11-3-2025
Conduct Assessment	2 days	Consultant + Inclusion officers	Second week of March 2025
Reporting on the assessment	2 days	Consultant	Second week of March 2025
Meeting with HI and partner to agree on the accessibility actions	1 day	Consultant + Inclusion team+ PM	Third week of March 2025
Agree with HI on the implementation plan	1 day	Consultant	Third week of March 2025
Implement the accessibility actions and follow up on implemented actions after finalization	2 weeks (to be confirmed and agreed with the consultant based on the implementation plan)	Consultant with Inclusion team	Till mid-April (TBC) 2025
reporting	2 days	Consultant	End of April 2025
Debriefing with HI and partner	1 day	Consultant	End of April-First week of May 2025

6. REPORT

- Contents (schedule), language, format and quantity:
Two reports will be requested from the consultant/company, the accessibility assessment report that should include the assessment method, findings, and recommendation. And a final report

that should include the whole process of assessment, recommendations, Implementation Action Plan, Implementation process and Flow, Results of follow up on the implementation.

Reports templates will be agreed with HI on the second day of the consultancy, before starting the assessment.

➤ Submission date: first report should be submitted maximum by mid of March, while the second report on the first of May.

➤ Deliverables:

- Accessibility assessment report.
- Implementation Plan
- Submission of Final Report

7. Evaluation and Selection Criteria

Criteria	Weight
Administrative	10%
Technical	60%
Financial	40%

8. RESOURCE PERSON

➤ Within the framework of the service provision, the Consultant will be asked to collaborate with Handicap International's teams and in particular with Mrs. Amira Fleety who will be the point of contact.

9. BUDGET

The overall cost of the evaluation including transport costs (international and local), logistics costs, accommodation, and translation costs; with proposals for payment modalities shall be submitted by the evaluator with a detailed budget.

Payments for the evaluation are according to the following:

1. First payment: 20% - at contract signature
2. Second payment: 40% - at accessibility assessment report and implementation plan
3. Third payment: 40% - after validation of final report and reception of service and submission of all deliverables.

Please note that the last payment is conditional on the validation of the final report and not on the sending of the final report. By validation, we mean validation of the quality and under no circumstances of the appreciation of the project evaluated.

10.VALIDATION

Contractor (Last name Forename Position Date and Signature)		Consultant (Last name Forename Date and Signature)

Administrative and technical appendices

- Methodological approach, which explain how the consultant will be performing each of the activities, how is going to do the accessibility assessment, what are the tools s/he will be using, report template if possible, examples of expected accessibility actions.
- During the inception of the activities, HI and the consultant will agree on the report template, but would be encouraged to send a template for the accessibility assessment report.