**Albania: Health System Improvement Project (HSIP)**

**TERMS OF REFERENCE**

**IT/eHealth Expert for HSIP**

**BACKGROUND**

The Government of Albania has received Additional Financing (AF), in the amount of, EUR 25 million for the Health System Improvement Project in Albania. AF is requested to scale – up the activities of the parent project and ensure direct impact to the beneficiaries and further improvement of hospital care service provision in the country. The activities foreseen to be financed under the additional financing are in line with the PDO of the present project and will build on activities successfully implemented under the parent Project and support reconstruction needed to secure development gains..

The additional financing will further support the hospital reform that derived by the Hospital Master Plan as a prerequisite for the rationalization of secondary level of health care in Albania and further improvement of efficiency and quality enhancement of hospitals. The urgency of rationalization and upgrading of the hospital network has been further heightened by the damaged caused by the earthquake. The above will be made possible through the rationalization of oversized hospitals, transformation of current hospital activities and services to a more dynamic and self - efficient health care institution using an integrated approach addressing infrastructure rehabilitation, modern diagnostic equipment and optimization of health care personnel. Building on the results of the parent project (such as the modernization of medical diagnostic equipment’s in 11 regional hospitals, reconstruction of the Pediatric Hospital at Mother Theresa Hospital, the new building of Laç hospital) the activities foreseen under additional financing are fully aligned with the extended reform agenda and further improvement of hospital care provision. The reconstruction of the regional and municipal hospitals will give an opportunity to implement the updated HMP. The outcomes of the parent project have encouraged the Ministry of Health and Social Protection in pursuing a deeper reform in the secondary level of care starting with the further improvement of diagnostic care, full optimization of regional hospital services, transformation of services in selected municipality hospitals and implementation of health information system in regional hospitals. The improvement of the hospital health care system in the country in all its tiers starting from strengthening management and governance for public hospital services, health financing arrangements, information systems, for improved efficiency and quality of health care in Albania continues to be a main objective for the government of Albania.

Under this component the additional financing will support also consultancies that are expected to provide the necessary TA to develop a ―National Strategy for identifying gender inequalities and addressing gender equity.The Project will fund consulting services to support the preparation of a gender strategy that will reflect the recommendations of the Government National Program for Breast Cancer Treatment, accompanied by the strengthening of the on-going awareness activities initiated by the Government.

Component 2 was designed to support the improvement of monitoring and management of service quality and efficiency through the improvement of health management information systems and of medical equipment management and maintenance system. The implementation of Health Information System in regional hospitals is one of the main tiers of the parent project. Since progress has been made for the design of the system and through the additional financing would be able to extend the implementation of the system in all 11 regional hospitals. This includes the extension of software licensing and additional training activities as well as the design and purchase of equipment and of local computer networks for these additional seven hospitals.

Moreover, the additional financing will also cover and address gender mainstreaming Climate-co benefits and Citizen Engagement that are actually parent of the current project. The Project is expected to finance piloting social patient-based accountability mechanisms to enhance patient feedback.

Gender-based analysis with be mainstreamed in the establishment of the social accountability mechanisms as well as in the study. The feedback will be analyzed based on gender.

In addition, Project activities monitoring mechanism will disaggregate beneficiary-based indicators on gender. All hospitals have already in place social accountability mechanisms. They collect patient feedback and over 50% (accountability very high) of the patients use the mechanisms. The feedback of the patients/citizens has influenced MOHSP decisions making in decentralization of services near to the place of residence as for example offering of the perinatal dialysis in some regional hospitals while previously this service was offered only to QSUT. The proposed AF will further strengthen the gender activities of the parent Project, focusing on breast cancer prevention, as one of priority areas under the MoHSP program. Furthermore the Hospital Master Plan, has provided the vision of the reforms and investments in the hospital sector in the medium and long term, in light of it a series of restructuring refurbishment activities will be held under the additional financing in order to start the implementation of the reforms. Accreditation of public hospitals to guarantee safe and quality services remains a long-term objective for MOHSP.

The process started in 2018 and until now 2 (two) university hospitals, 4 (four) regional hospitals, 1 (one) municipality hospital and 6 (six) primary health care facilities have been able to fulfill the accreditation criteria’s. Accreditation is a long process that includes the fulfillment of a long list of criteria’s starting from infrastructure, medical equipment’s, human resources, implementation of clinical protocols and guidelines and the meeting of Key Performance Indicators (KPIs) include bed occupancy, average length of stay, number of surgical procedures, obstetrics and gynecology activity, emergency room (ER) activity and hospital personnel.

In light of the Health System Improvement Project objective to contribute to the modernization of selected public hospitals, improving hospital management and infrastructure supporting Hospital Services Infrastructure MOHSP.

A Project Coordination Unit (PCU) is already established for existing HSIP project and will continue into force for the Additional Financing to support implementation. The PCU, headed by the Project Manager, will include core staff responsible for fiduciary and safeguard management.

The PCU will monitor and evaluate the Project results framework and will include core staff responsible for technical and fiduciary management at least the following positions, such as a full-time Project Manager, an IT coordinator, a Civil Engineer, an Environmental Engineer, a Procurement Expert and Financial Management Expert and Contract Management Monitoring and Evaluation Expert, ESE expert.

These Terms of Reference for the position of the “ *IT Expert*” are tailored as the need to strengthen the PMT’s consultancy management role, as substantial for the Project’s implementation and achieving the Project objectives, specifically, for successfully completion of the current extended Project and taking into account additional activities associated with the proposed Additional Financing. GoA intends to apply part of the proceeds for payment of the “ *IT Expert*” as part of the Project Management Team (PMT).

**OBJECTIVES OF THE ASSIGNMENT**

The Ministry of Health and Social Protection (MoHSP) seeks the Consultancy Services of an experienced Individual Consultant “*IT Expert*” as part of the PMT (full-time engagement) and it was intended to apply part of the proceeds for payment of this Individual Consultancy. The objective of this assignment is to:

* The e-Health Coordinator will be responsible for coordination and monitoring of IT/eHealth related project activities, progress reporting and provision of technical assistance to the MoHSP divisions and other organizations involved in related activities. Strengthen the contract management, monitoring capacity of the PCU in the execution of planned contracts of HSIP- Health System Improvement Project, through the provision of IT/eHealth contract management, monitoring, advice and support;
* Provide Technical Support to CC/CMT and ensure contract management processes are carried out in compliance with the Financing Agreement, World Bank Procurement and Consultants Guidelines and their associated local Regulations.
* In charge of monitoring and evaluation of project implementation and outcomes for proper and timely monitoring and reporting on overall project.

**SCOPE OF WORK**

The specific functions and responsibilities of the “*IT Expert*” include:

* Provide technical support and advice to the CC/CMT/PCU as related to IT/eHealth contract management, administration and monitoring.
* Timely submission of monitoring reports, according to project documentation and project operation manual, in accordance with the legislation of the Republic of Albania and the World Bank, and other reports upon requests;
* Preparation of materials required for project supervision by the World Bank’s project team and audit by external auditors;
* Ensuring confidentiality and non-disclosure of official and commercial secrets.
* Defining the scope of e-Health related project components, planning timescales and the resources needed, preparing individual work plans and budgets for IT/eHealth related components according to implementation and procurement plans;
* Prepare inputs for adjustment of implementation plans and procurement plans for the e-Health related components;
* Working with beneficiaries to determine requirements analyzing IT requirements within beneficiary agencies/ entities and giving independent and objective advice on the use of IT;
* Clarifying beneficiary system specifications, understanding their work practices and the nature of their work;
* Travelling to beneficiary sites, liaising with staff at all organizational levels, defining software, hardware and network requirements;
* Assist in the preparation of the Terms of References for all e-Health and general IT related activities financed by the project;
* Helping beneficiaries with change-management activities;
* Prevent and resolve administrative and technical issues emerging in the process of implementation of e-Health related components with support of MoHSP staff;
* Ensuring compliance of delivered goods, works and services with the requirements of contracts signed under the project. Informing Project Highest Authority as per the POM and Project Manager about cases of incompliance or issues with execution of contracts made under the e-Health related components;
* Organizing training for users and other consultants;
* Preparing documentation and presenting progress reports;
* Regularly exchange information with project counterparts;
* Maintaining the communication with the World Bank supervision and support teams;
* Participate in assessment of performance of local and international consultants.
* Being involved in purchasing and support as per the client request, and where appropriate;
* Working along with the Technical Working Group, Contract Coordinator/s, Contract management team/s, Project Coordination Unit, Project beneficiaries and other stakeholders for implementations of all IT activities financed by the project;
* Participation in the IT procurement process and assisting the EC during the bid evaluation in preparation process of technical evaluation for bids received;
* Duties of an e-Health Coordinator can include PCU network management, software development and project database administration, update and maintenance of the HSIP website;
* He/She will assist during the designation of IT systems and assess the effectiveness of technology resources already in use or new systems that are being implemented. Additionally, he/she will determine the practicality of changes and modification of systems, working close with the beneficiary and World Bank
* Preparation of a Contract Administration and Monitoring Plan. He/ She will prepare a contract-monitoring plan for each IT/eHealth contract of the HSIP Project and make relevant coordination and reminders to CC/CMT for the successful completion of all contract activities in a timely manner.
* Participate on the negotiation process with firms/individual consultant.
* In collaboration with Procurement and Financial Experts use World Bank procurement guidelines and financial procedures to advise CC/CMT as needed to monitor and verify all type issues encounter related IT/eHealth services contracts.
* Assist the PCU in the preparation of weekly and biannually and other requested progress reports for the PCU, including identification of delays and recommendations for remedial actions in contract implementation;
* Support PCU for contract administration issues that may accrue liabilities for the project;
* Support for PCU Financial management staff to review the documentations required as per the contract provision for the payment purpose.
* Recommend contract modifications and amendments, based on the findings and issues encounter during the contract management process.
* Review of contract documents - priority and inter-correlation of contract documents; conditions of contract; Terms of Reference; payment schedules and covenants; implementation milestones (deliverables, reports etc.);
* Assist the project manager in providing progress reports and other relevant reports related to project overall performance which may be requested from the Ministry of Health and Social Protection and or World Bank.

The *IT/eHealth Expert* will report to and work under the direction of the highest authority as per the POM and Project Manager.

**CLIENT’S CONTRIBUTION**

The Client will provide office space and equipment required for the HSIP’s *Contract Management and Monitoring and Evaluation Expert* to perform the tasks assigned.

**QUALIFICATION**

* The Master Degree in information systems, informatics, computer science, electronics, electrical engineering, natural sciences or other relevant field;
* Minimum 5, preferably 10 years of professional experience in the field, including experience with government systems;
* Proven previous experiences in designing and developing IT systems in Public and Private Sector;
* Previous experience in health and/or health insurance computerization would be an advantage;
* Experience in similar assignments especially with public administration will be an asset;
* Experience of participation and working with in multidisciplinary teams;
* Previous Experience working with international agencies projects, preferably World Bank funded project;
* Previous experience working with foreign donors will be an advantage;
* Fluency in both written and spoken English;.

**TERMS OF THE ASSIGNMENT**

* The Consultant shall be engaged on full-time basis. The remuneration will be paid on a monthly basis and implemented according to Applicable Law.
* The Consultant will be offered opportunities to develop professionally by attending relevant training events and courses during the term of the contract.
* The type of contract for this assignments is Time Based Contract.

**SELECTION AND CONTRACTING**

The selection method to be applied is Individual Consultant (IC). The contract will be Time Based on full time basis in accordance with the procedures set out the World Bank’s Procurement Regulations for IPF Borrowers (procurement in investment project financing Goods, Works, Non-Consulting and Consulting Services July 2016 Revised November 2017 and August 2018). Attention is brought to the WB rules on conflict of Interest. The contract is expected to be signed for a 5 month period until 31 December 2024 with three months probation period.

**DURATION**

It is required that the *IT/eHealth Expert* position to continue until the end of the project.