**TERMS OF REFERENCE**

 **Development of technical requirements for creation of the digital module of the State Guaranteed Healthcare services list (Personal Health Benefit Package)**

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| 1. **Background**
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| The **State-Guaranteed Benefit Program for Medical Services** was established by **Decree No. 493** of the **Cabinet of Ministers of the Kyrgyz Republic** on **21 September 2023**. The Program defines the **scope, types, and conditions** of healthcare services guaranteed to citizens of the Kyrgyz Republic.The Program is **difficult to understand** due to its large volume and complex conditions. Both citizens and healthcare workers struggle to interpret it correctly. This often leads to **errors and misunderstanding** of service entitlements. Doctors are **overloaded** with verifying patient status and calculating benefits. **Digitization** will solve these problems and provide **clear, accessible information** for everyone, especially for vulnerable groups.Providing each citizen with **access to information about their personal rights and available medical services** under the Program through a **single e-government mobile application** will lead to the following outcomes:1. **Awareness of entitlements** – citizens clearly understand which services they are entitled to and under what conditions.
2. **Timely care-seeking** – individuals seek medical help without delay due to confidence in their eligibility.
3. **Increased trust in the system** – transparency strengthens public confidence in fair and equal access.
4. **Fewer conflicts and complaints** – reduced dissatisfaction caused by misunderstandings or service denial.
5. **Proactive health behavior** – awareness of available services encourages prevention and regular check-ups.

In line with this objective, the **World Health Organization (WHO)** supports the **Ministry of Health** in **digitizing the list of healthcare services** and developing a **module within the existing information system** for **categorizing individuals based on their eligibility** for various services. The module will also provide **personalized information** to each person about their **rights to health services**.The consultant will be tasked with **developing technical Terms of Reference (ToR)** for the **digitization of the healthcare services list** and the **individual categorization module**. The ToR will guide the software development team in designing and implementing an **IT solution** that meets the needs of the Ministry of Health. |
| 1. **Deliverables**
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| The consultant is expected to deliver the following outputs:1. **Review** the State-Guaranteed Benefit Program and existing health information systems.
2. **Identify functional and technical requirements** for digitizing the services list and categorization system.
3. **Define** **user roles, data flows, security measures, and integration points** with current systems.
4. **Develop** **technical specifications** including system architecture, categorization logic, and user interface requirements.
5. **Prepare** a **draft ToR document** for stakeholder review.
6. **Incorporate** **feedback** and submit the **final ToR** ready for implementation.

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| **Deliverable** | **Timeline** |
| Work Plan (Inception Report) | 3 week |
| Draft Technical ToR, including Visual Presentation | 4 week |
| Stakeholder review and presentation | 2 week |
| Final Technical ToR, including Visual Presentation | 3 week |

**Financial statement:** financial statement is required and shall be submitted upon completion of the work. |
| 1. **Contract duration**
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| The contract duration will be three months. |
| 1. **Qualifications, experience, skills and languages**
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| ***Qualifications:*****Required:*** An advanced university degree (Master’s level or above) in economics, finance, public health, IT, or a related field.

***Experience:*****Required:*** A minimum of 5 years of experience in in IT and digital systems development, including managing roles national digital platforms in the **public sector**.
* **Experience developing Terms of Reference (ToR)**, technical specifications, and regulatory documents for IT projects in the public sector.
* Strong understanding of transformation initiatives in government digitalization interventions.
* Experience in digital health initiatives.
* Experience in organizing and conducting stakeholder consultations.
* Experience working with government health programs and international organizations.

**Desirable:*** Previous work with WHO, UN agencies, or similar organizations.

***Skills/Knowledge:*****Required:*** Excellent analytical, report writing and presentation skills.
* Strong technical writing and documentation skills.
* Familiarity with digital healthcare platforms, particularly interoperability with government systems.
* Ability to conduct stakeholder consultations and needs assessments.

***Languages:*****Required:*** Fluent written and spoken Russian.

**Desirable:*** Knowledge of Kyrgyz is an asset.
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| 1. **Supervision**
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|  Consultant will work under Technical Officer (Data Science and Digital Health) supervision. |
| 1. **Location**
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| Bishkek, Kyrgyzstan |