**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** |
| 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** |
| 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.  |  |  | | --- | --- | | **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** |
| The contract duration will be three months. |
| 1. **Qualifications, experience, skills and languages** |
| ***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. |
| 1. **Supervision** |
| Consultant will work under Technical Officer (Data Science and Digital Health) supervision. |
| 1. **Location** |
| Bishkek, Kyrgyzstan |