

## **REQUEST FOR EXPRESSIONS OF INTEREST (Consultant Services – Individual Consultant)**

**Country:** Republic of Kosovo

**Project Name:** Kosovo Comprehensive Approach to Health System Strengthening (KOMPAS)

**Loan No.:** IDA 75410

**Assignment Title:** Monitoring and Evaluation Specialist

**Reference No.:** TBD

**Issued on:** 15 May 2026

### **Background**

The Government of Kosovo has received financing from the World Bank toward the cost of the Kosovo Comprehensive Approach to Health System Strengthening Project (KOMPAS) and intends to apply part of the proceeds for consulting services.

The consulting services (“the Services”) include providing technical support for monitoring, evaluation, and reporting of the KOMPAS Project and Pandemic Fund (PF) activities. The Consultant will be responsible for tracking project indicators, ensuring data collection and quality, supporting results framework reporting, and contributing to evidence-based decision-making in line with World Bank procedures and project requirements..

The assignment is expected to commence in June 2026, with the exact start date to be confirmed upon contract signature, until December 31, 2026, with the possibility of extension. The Consultant will undergo a probation period of three (3) months starting from the commencement of the contract. Continuation of the contract beyond the probation period will depend on satisfactory performance, which will be assessed through a formal evaluation at the end of the probation.

The detailed Terms of Reference (TOR) for the assignment are attached to this Request for Expressions of Interest.

The Ministry of Health now invites eligible individual consultants (“Consultants”) to indicate their interest in providing the Services. Interested candidates should submit:

- A Letter of Expression of Interest
- A detailed Curriculum Vitae (CV)
- Copies of diplomas and relevant certifications
- References for similar assignments (if available)

### **Selection Method**

The Consultant will be selected in accordance with the Individual Consultants (IC) method set out in the World Bank Procurement Regulations for IPF Borrowers.

### **Qualifications and Experience Requirements**

The Consultant shall meet the following minimum qualifications:

- Bachelor’s degree in a relevant field such as Economics, Social Sciences, Statistics, Public Health, International Development, or a related discipline. Master’s Degree is desirable.
- At least 7 years of work experience. At least 2 years of relevant experience in Monitoring and Evaluation (M&E)

- Knowledge of M&E frameworks, data collection methodologies, and evaluation techniques
- Excellent skills in data analysis, interpretation of results, and reporting.
- Proven experience in designing and implementing M&E systems and tools for large-scale projects, demonstrating expertise in project management and performance evaluation
- Experience of Microsoft Office, in particular, Excel
- Good team working skills
- Attention to detail and accuracy
- Good problem-solving skills and ability to make suggestions to improve efficiencies
- Able to maintain a positive attitude
- Comfortable taking ownership of tasks
- Ability to work under pressure and handle multiple activities concurrently.
- Excellent command of spoken and written Albanian and English languages.
- Experience and/or knowledge with World Bank-funded projects and/or other projects financed by international donors is an advantage.

The attention of interested Consultants is drawn to paragraphs 3.14, 3.16, and 3.17 of the World Bank Procurement Regulations for IPF Borrowers, setting forth the World Bank's policy on conflict of interest.

Further information can be obtained at the address below during office hours 09:00 to 16:00.

Expressions of Interest must be delivered electronically (by e-mail) to the address below no later than 29 May 2026 at 4:00 PM local time. Expressions of Interest received after the deadline will not be considered.

**Ministry of Health**

Project Coordination Unit Kosovo Comprehensive Approach to Health System Strengthening (KOMPAS)

Pristina, Kosovo

Attn: Fanol Duli, Project Coordinator

Email: [fanol.duli@rks-gov.net](mailto:fanol.duli@rks-gov.net)

CC: Blerim Çerkini, Procurement Specialist

Email: [blerim.cerkini@rks-gov.net](mailto:blerim.cerkini@rks-gov.net)

## TERMS OF REFERENCE

**Country: Kosovo**

**World Bank Loan/Credit Name: Kosovo Comprehensive Approach to Health System Strengthening- KOMPAS**

**Project ID: P179831**

**Ref. No.: TBD**

**Assignment name: Monitoring and Evaluation Specialist**

### Background

Referring to the Financing Agreement between the Republic of Kosovo and the International Development Association for the Kosovo Comprehensive Approach to Health System Strengthening Project (KOMPAS), the KOMPAS Project (P179831) was approved on May 07, 2024. The Project Development Objective (PDO) is to strengthen institutional capacity and governance for quality of care in the Kosovo health system.

The following are the components of the project:

#### **Component 1: Strengthening key health system building blocks for Quality of Care (QoC)**

The objective of this component is to support aspects of public health/Pandemic Preparedness and Response (PPR), service delivery, and health financing (strategic purchasing), that will help unblock the bottlenecks in the structural and process of care. This component will include three sub-components, outlined below:

**Subcomponent 1.1 Improving service delivery.** This subcomponent is aligned with the strategic objectives of the forthcoming Health Sector Strategy for 2023-2030 and builds on the recommendations of the recent World Bank's report highlighting the quality aspect of noncommunicable diseases (NCD) management in Kosovo.

**Subcomponent 1.2 Developing and implementing strategic purchasing for quality.** This subcomponent will support the development and implementation of key strategic purchasing elements which are not in place in Kosovo but are critical for both structural and process aspects of quality care.

**Subcomponent 1.3 Strengthening public health and PPR.** This subcomponent will build on activities carried out under the Kosovo Emergency COVID-19 Response Project (P173819) in the areas of PPR. It will support key areas of the Action Plan of the National Program on Communicable Diseases (2022) and the Action Plan for HCWM (2023). This sub-component is co-financed with the grant from Pandemic Fund as part of MAKE-READY multi-country project for Kosovo, Albania, and North Macedonia.

**Component 2: Developing an Integrated Health Information System (IHIS):** The objective of this component is to support the design, development, and implementation of an integrated digital health ecosystem that is critical for the functioning of the entire health system. The foundational and key strategic IHIS building blocks will set the digitized health data environment to support health service delivery and decision-making.

This activity is informed by the “Kosovo eHealth Feasibility Study,” which was completed under the Kosovo Emergency COVID-19 Project (P173819). The planned system will include Primary Health Care (PHC) facilities and hospitals, as well as laboratories and the National Institute of Public Health (NIPH), and will allow for the seamless transmission and sharing of health information among all authorized individuals. Based on globally recognized best practices and experience with previous health information systems development in Kosovo, the approach will be to not build one monolithic system but rather an ecosystem of cooperating information systems built on common governance, standardization, and technical foundational building blocks. Such a system will also require robust patient confidentiality and data privacy protocols to ensure that only authorized users can access patient data.

This component will include three sub-components, outlined below:

**Subcomponent 2.1: Establishing foundational building blocks of IHIS.** This subcomponent will support the establishment of critical elements of foundational environment (Enterprise Architecture) for digital health systems implementation, including: (i) the legal and regulatory framework for transformed health services delivery through digital systems utilization; (ii) the assessment and design of Master Data Management standards and systems, such as foundational registries and common coding and classification systems; (iii) design and implementation of the Health Information Exchange services; and (iv) upgrade of hardware platforms on central locations and in health facilities.

**Subcomponent 2.2: Digital health support for improvement in QoC.** Implementation of Component 1 will require finalization of the implementation and upgrade of the basic health information system (BHIS). Currently, the BHIS is not fully implemented in all Primary Health Care (PHC) facilities and with full functionality. This subcomponent will support: (i) rolling out the BHIS to all PHC facilities (including finalization of patient empanelment and zoning); (ii) upgrading the BHIS functions (automatic update of codes from key registries and allowing dashboard and smart reporting on facility level); and (iii) upgrading the integration with eReferrals system and introduction of eAppointments.

**Subcomponent 2.3: Implementation of IHIS strategic systems.** The eHealth Feasibility Study envisages full digitalization of the health sector in Kosovo to improve the effectiveness and efficiency of service delivery, clinical decision support, health financing, pandemic preparedness and public health functions, supply chain for pharmaceuticals and nutraceuticals, health workforce management, and health system management and policy making. This sub-component is co-financed with the grant from Pandemic Fund as part of MAKE-READY multi-country project for Kosovo, Albania, and North Macedonia.

**Component 3: Project Management, Monitoring, and Evaluation:** The objective of this component is to support overall project administration, including project management, fiduciary functions (procurement, financial management (FM)), monitoring and evaluation, environmental and social compliance, and regular monitoring of and reporting on project implementation. The component will finance consulting services, including consultants to staff the Project Coordination Unit (PCU), as well as office equipment, training, audits, filing systems, and operating costs.

In parallel to the KOMPAS Project, the Ministry of Health is implementing activities financed by the Pandemic Fund (PF), which support strengthening pandemic prevention, preparedness, and response (PPR) capacities through a One Health approach. These activities are implemented in coordination with relevant national institutions and contribute to improving surveillance,

laboratory systems, and emergency response capacities. The Monitoring and Evaluation Specialist will also support tracking and reporting of PF-related activities, ensuring alignment with KOMPAS M&E arrangements

### **The overall objective of the Assignment**

The overall objective of this assignment is to ensure the effective monitoring, evaluation, and reporting of project activities, ensuring that milestones are met, outcomes are achieved, and the project aligns with its objectives.

This includes integrated monitoring of both KOMPAS and Pandemic Fund (PF) interventions, ensuring consistency of indicators, alignment of reporting timelines, and consolidation of results across both projects.

The role includes tracking the progress of key components, assessing the performance of interventions, and providing timely feedback to stakeholders to ensure transparency, accountability, and informed decision-making throughout the project's lifecycle.

### **Duties and responsibilities**

The Consultant, under the supervision of the Project Coordinator of the PCU, will be responsible for the following:

1. Monitor the indicators that are included in the KOMPAS Project and Pandemic Fund (PF) results framework (i.e. the series of indicators) that was agreed upon by the Government and the World Bank, evaluate the results achieved and assess potential gaps between the targets and the actual results over the implementation period
2. Collaborate closely with MoH, HIF, municipalities, NIPH, FVA, Ministry of Agriculture, and other relevant institutions, ensuring timely receipt of M&E data for both KOMPAS and PF results frameworks
3. Design and implement M&E capacity-building activities, covering both KOMPAS and PF monitoring and reporting requirements;
4. Regularly monitor the quality of M&E systems used to populate the KOMPAS and PF results frameworks, including through routine site visits, identification of data quality issues, and timely recommendations for corrective actions;
5. Contribute to semi-annual progress reports for KOMPAS and support preparation of PF-related implementation reports as required.
6. Coordinate survey activities under KOMPAS and support assessments related to PPR and One Health under PF;
7. Oversee the collection of both qualitative and quantitative data for ongoing monitoring activities and evaluation purposes, including indicators related to service delivery, IHIS, and pandemic preparedness capacities (surveillance, laboratories, coordination).
8. Ensure that data is properly recorded, stored, and analysed in accordance with M&E systems, maintaining data integrity and confidentiality.
9. Monitor the activities related to the development and implementation of the Integrated Health Information System (IHIS). Ensure that IHIS activities are progressing as planned, assess the system's performance, and provide regular reports and updates to relevant stakeholders on the progress and effectiveness of the IHIS implementation.
10. Monitor and support coordination of the activities related to Citizen Engagement (CE) and gender requirements under KOMPAS and PF

11. Track progress of Pandemic Fund-supported activities and ensure their integration within the overall project monitoring system.
12. Support monitoring of pandemic preparedness benchmarks, including progress toward the 7-1-7 target and other agreed indicators.
13. Ensure alignment and harmonization between KOMPAS and PF results frameworks, avoiding duplication and ensuring consistency of indicators and data sources
14. Update the Operation Manual based on potential agreements between the Government and the Bank, including M&E arrangements for both KOMPAS and PF where applicable;
15. Coordinate with implementing institutions and partners to consolidate data and reporting across KOMPAS and PF activities
16. Conduct other key technical functions related to M&E that may be required under the Project

### **Consultant qualifications**

1. Bachelor's degree in a relevant field such as Economics, Social Sciences, Statistics, Public Health, International Development, or a related discipline. Master's Degree is desirable.
2. At least 7 years of work experience. At least 2 years of relevant experience in Monitoring and Evaluation (M&E)
3. Knowledge of M&E frameworks, data collection methodologies, and evaluation techniques
4. Excellent skills in data analysis, interpretation of results, and reporting.
5. Proven experience in designing and implementing M&E systems and tools for large-scale projects, demonstrating expertise in project management and performance evaluation
6. Experience of Microsoft Office, in particular, Excel
7. Good team working skills
8. Attention to detail and accuracy
9. Good problem-solving skills and ability to make suggestions to improve efficiencies
10. Able to maintain a positive attitude
11. Comfortable taking ownership of tasks
12. Ability to work under pressure and handle multiple activities concurrently.
13. Excellent command of spoken and written Albanian and English languages.
14. Experience and/or knowledge with World Bank-funded projects and/or other projects financed by international donors is an advantage.

### **Governance and reporting arrangements**

The Consultant shall perform his/her duties in accordance with contract terms and conditions, legal acts of the Republic of Kosovo, as well as the World Bank requirements and procedures.

The consultant will report to the PCU Project Coordinator and support M&E functions for both KOMPAS and Pandemic Fund activities, working closely with MoH, NIPH, and other relevant institutions involved in PF implementation.

The consultant will be paid on a monthly basis on a rate agreed before the contract signature. All terms and conditions will be described in the consultant contract. The contract will be the Standard World Bank Time-Based contract.

### **Duration and Payment:**

The consultant will work on a full-time basis The assignment is expected to commence in May 2026, with the exact start date to be confirmed upon contract signature, until December 31, 2026,

with the possibility of extension. The Consultant will undergo a probation period of three (3) months starting from the commencement of the contract. Continuation of the contract beyond the probation period will depend on satisfactory performance, which will be assessed through a formal evaluation at the end of the probation.

The Consultant will be paid monthly at a rate agreed upon prior to contract signature. All terms and conditions will be detailed in the consultant contract. The contract will follow the Standard World Bank Time-Based contract format.

### **Selection process**

Experienced and qualified individuals will be selected in accordance with the World Bank's Procurement Regulations for IPF Borrowers ("the Regulations"), as updated in February 2025, based on an open call for Individual Consultants (IC) Selection

The consultant will be selected based on:

- General qualification (50 %);
- Relevant professional experience (50 %).