

## **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:** Digital Health Technical Consultant (Technical Assistance to MoH-HIS and SDHP Oversight)

**Reference No.:** TBD

**Issued on:** 02 June 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 high-level technical assistance focused on health digitalization under the KOMPAS Project. The Consultant will support the Ministry of Health (MoH) Health Information System (HIS) Department in strengthening digital health governance and enterprise architecture capabilities, while providing expert technical oversight of the Strategic Digital Health Partner (SDHP) on behalf of the Project Coordination Unit (PCU). The assignment will support the transition from fragmented systems toward an integrated digital health ecosystem (Integrated Health Information System – IHIS), including interoperability frameworks, health data registries, and point-of-care applications, ensuring a sustainable, well-governed, and interoperable digital health environment aligned with national priorities and World Bank requirements.

The assignment is expected to commence in June 2026 for an initial period of six (1) months, with the possibility of extension subject to satisfactory performance and project needs. The selected consultant will be subject to a three (3) month probation period.

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:

- Master's degree or higher in Health Informatics, Computer Science, Information Technology, Software Engineering, or a closely related technical field.
- Professional certifications in Enterprise Architecture (e.g., TOGAF) or IT Service Management (e.g., ITIL) are a strong advantage.
- Minimum of 7-10 years of professional experience in designing, implementing, or managing complex health information systems (eHealth, EMR, HMIS).
- Proven experience with health data interoperability frameworks and standards (e.g., HL7, FHIR, IHE)..
- Experience evaluating technical proposals, software architectures, or overseeing IT vendors/partners in a large-scale enterprise environment.
- Exceptional analytical skills; deep understanding of health data privacy and cybersecurity; excellent written and verbal communication in Albanian and English.
- Experience and/or knowledge with World Bank-funded projects and/or other projects financed by international donors is considered 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 16 June 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

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## 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: Digital Health Technical Consultant (Technical Assistance to MoH-HIS and SDHP Oversight)**

### 1. 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 07 May, 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 non-communicable 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).

**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.

**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.

## **2. Objective of the Assignment**

The main objective of this assignment is to provide high-level Technical Assistance (TA) strictly focused on health digitalization under the KOMPAS Project. The Consultant will support the MoH-HIS Department in strengthening its digital health governance and enterprise architecture capabilities, and provide expert technical oversight of the Strategic Digital Health Partner (SDHP)

on behalf of the Project Coordination Unit (PCU). This includes assisting the MoH in transitioning from fragmented systems to an integrated digital health ecosystem (Integrated Health Information System – IHIS), covering interoperability layers, health data registries, and point-of-care applications, ensuring a sustainable and well-governed digital health environment.

### 3. Scope of Work and Key Responsibilities

The Consultant’s responsibilities are divided into two main pillars of health digitalization:

#### **Pillar A: Technical Assistance to the MoH-HIS Department**

- **Digital Health Architecture:** Provide expert consultation to the HIS Department on modern health enterprise architecture.
- **Standards & Interoperability:** Guide the MoH in the adoption and contextualization of global digital health standards (e.g., HL7 FHIR, ICD-11, LOINC).
- **Workflow Digitalization:** Assist the HIS team in translating clinical, administrative, and public health policies into standardized digital workflows.
- **Capacity Building:** Provide ongoing mentorship and knowledge transfer to the MoH-HIS staff.

#### **Pillar B: Technical Oversight and Coordination of the SDHP**

- **Deliverable Validation:** The IT Technical Expert is fully responsible for all technical validation of architecture blueprints, software specifications, and integration frameworks submitted by the SDHP. The IT Technical Expert ensures all technical standards and interoperability requirements are met.
- **Technical Liaison:** The IT Technical Expert acts as the day-to-day technical counterpart for the SDHP’s software engineers and business analysts, strictly for technical specifications and system architecture.
- **Risk Management & Joint Assessment:** Any critical technical risks, delays, or non-compliance issues identified by the IT Technical Expert regarding the SDHP must be reported concurrently to the IT Coordinator and the Component 2 Coordinator, to ensure both technical and contractual mitigation strategies are aligned.
- **Role Delineation Matrix (RACI):** Within the first 15 days of the assignment, the Consultant, together with the PCU, Component 2 Coordinator, and MoH, will develop and sign a RACI matrix (Responsible, Accountable, Consulted, Informed) to explicitly delineate day-to-day interactions with the SDHP and internal review workflows.

### 4. Key Deliverables

1. **Inception Report & Technical Work Plan:** Detailing the TA approach for the MoH-HIS department and the framework for SDHP technical validation (within 30 days of contract signature).

2. **Technical Validation Reports:** Written, formal appraisals of all major technical deliverables submitted by the SDHP (e.g., system architecture, API specifications, data security protocols) prior to final acceptance by the Lead Expert.
3. **Standards Adoption Guidelines:** A contextualized guide for the MoH-HIS on implementing and managing interoperability standards (HL7, FHIR) within the Kosovar health ecosystem.
4. **Quarterly Technical Assistance Reports:** Summarizing capacity-building activities with the HIS department, technical challenges encountered, and workflow digitalization progress.

## 5. Qualifications and Experience

### Overall Qualifications (40%):

- Master's degree or higher in Health Informatics, Computer Science, Information Technology, Software Engineering, or a closely related technical field.
- Professional certifications in Enterprise Architecture (e.g., TOGAF) or IT Service Management (e.g., ITIL) are a strong advantage.

### Relevant Work Experience (60%):

- Minimum of 7-10 years of professional experience in designing, implementing, or managing complex health information systems (eHealth, EMR, HMIS).
- Proven experience with health data interoperability frameworks and standards (e.g., HL7, FHIR, IHE)..
- Experience evaluating technical proposals, software architectures, or overseeing IT vendors/partners in a large-scale enterprise environment.
- Exceptional analytical skills; deep understanding of health data privacy and cybersecurity; excellent written and verbal communication in Albanian and English.

## 6. Institutional Arrangements and Reporting

- The Digital Health Technical Consultant will report to the IT Coordinator within the PCU, while working on a day-to-day basis embedded with or directly alongside the Head of the MoH-HIS Department.
- The consultant will work highly collaboratively with the designated SDHP technical team.
- **Crucial Coordination:** While reporting administratively to the PCU IT Coordinator, the IT Technical Expert has a functional obligation (dotted-line reporting) to provide timely technical validations and reviews to the Lead Expert, enabling the approval of SDHP milestones and contractual deliverables. The Consultant is mandated to attend the weekly/bi-weekly internal SDHP Review Meetings chaired by the Lead Expert.

## 7. Duration and Type of Contract

- **Contract Type:** Standard World Bank Time-Based contract for Individual Consultants.
- **Duration:** The assignment is a full-time position expected to commence upon contract signature for an initial period six (6) months, subject to a three-month probation period and the possibility of extension based on satisfactory performance and project needs. During the three-month probation period, performance will be assessed based on the quality and timeliness of technical validations, adherence to technical standards, and effective support to the MoH-HIS Department in digital health governance and workflow digitalization

### Selection process

Experienced and qualified individuals will be selected in accordance with the World Bank's Procurement Regulations for IPF Borrowers ("the Regulations"), September 2023, based on an open call for Individual Consultants (IC) Selection

The consultant will be selected based on:

- Overall qualification (40 %);
- Relevant professional experience (60 %).