

## **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:** Pandemic Fund (PF) Project Operations Officer

**Reference No.:** TBD

**Issued on:** 03 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 technical, administrative, and operational support for the implementation of Pandemic Fund (PF)-supported activities under the KOMPAS Project. The Consultant will support coordination, procurement and financial tracking support, documentation, reporting, and implementation monitoring of PF-related interventions integrated within KOMPAS Components 1, 2, and 3.

The assignment is expected to commence in June 2026, with the exact start date to be confirmed upon contract signature, and will continue until December 31, 2026, with the possibility of extension, subject to satisfactory performance.

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 Health, Public Administration, Business Administration, Economics, Management, or related discipline. A degree in Public Health is an advantage.

- At least 3 years of professional experience in project coordination, administrative support, or project implementation support

- Experience in projects financed by international financial institutions or donors is highly desirable
- Familiarity with procurement systems such as World Bank STEP is an advantage
- Strong organizational, coordination, and reporting skills
- Proficiency in Microsoft Office applications
- Ability to work in a team and under pressure
- Fluency in Albanian and English (written and spoken)

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 **17 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

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: Pandemic Fund (PF) Project Operations Officer**

### **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 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).

Additional Financing (AF) resources support: (i) scaling up AMR surveillance and analytics; (ii) procurement of laboratory equipment and consumables based on national capacity assessments; (iii) strengthening biosafety and biosecurity through risk assessments, equipment, and standard operating procedures; and (iv) targeted refurbishment of laboratory spaces to improve workflows and accreditation readiness. The AF also funds expansion of HCWM infrastructure and practices, including equipment and operational systems, alongside workforce training for laboratory staff, frontline health workers, and epidemiological surge capacity (including training, simulation exercises, and emergency response preparedness)

**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 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.

AF financing under Component 2 strengthens and operationalizes digital foundations critical for real-time surveillance and data-driven response. The AF supports development and rollout of an integrated LIMS, enhanced disease surveillance and early warning systems, and improved interoperability between surveillance platforms, laboratory systems, and analytics tools under a One Health approach. Resources finance software development and adaptation, targeted IT hardware, and technical assistance to ensure alignment with the modular and interoperable IHIS architecture defined under KOMPAS. By embedding these systems within the broader health information exchange ecosystem, the AF enables timely data sharing, performance monitoring, and cross-border information exchange, amplifying the preparedness impact of ongoing digital health investments.

**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.

Under Component 3, the AF provides additional resources to support effective implementation, coordination, and oversight of the expanded scope of activities. This includes financing for incremental PCU staffing and specialist support (including procurement, fiduciary, monitoring and evaluation (M&E), and environmental and social standards-related functions), operating costs associated with the AF scale-up, and strengthened M&E capacity. AF resources ensure that implementation of PF-financed activities is fully integrated into existing project management, reporting, and results monitoring systems, thereby maintaining fiduciary integrity, implementation speed, and accountability

**Objective of the Assignment:**

The primary objective of this assignment is to provide high-quality administrative, logistical, and operational support to facilitate the implementation of the Pandemic Fund grant. This role is strictly focused on coordination, process tracking, and administrative support, without executive decision-making authority.

**3. Scope of Work** The PF Project Support Officer will be responsible for the following duties:

- Support overall project implementation and day-to-day coordination of PF activities
- Prepare terms of references, support preparation of technical specifications and other relevant documentation, in coordination with implementing entities, to initiate implementation of activities
- Prepare action and budget plans for PF related activities
- Organize meetings, workshops, and project related reports
- Provide direct support to the Health Specialist and PCU Project Coordinator in monitoring the implementation status of Pandemic Fund (PF) activities. This includes preparing executive summaries on activity progress, identifying operational challenges, and regularly updating work plans to ensure that all project objectives are met according to the projected timelines.
- Assist Procurement Specialist in maintaining accurate and up-to-date procurement records of PF related activities as requested by Procurement Specialist. Facilitate the data entry, uploading of technical specifications, Terms of Reference, and tracking of procurement packages within the World Bank's Systematic Tracking of Exchanges in Procurement (STEP) portal.
- Assist the Financial Management (FM) Specialist in collecting and organizing supporting documents for Withdrawal Applications for Pandemic Fund Grant. Ensure that all payment vouchers, invoices, and receipts are reconciled with the project's quarterly financial reports before submission to the World Bank.
- Support the Health Specialist in the preparation of as-needed progress updates and ad hoc reports by aggregating real-time data from various implementation units.
- Prepare progress reports and implementation updates. Track project milestones and reporting for results indicators of PF related activities

- Support donor coordination meetings and events related to joint interventions of PF activities
- Maintain a systematic electronic and physical filing system for all project-related documentation, ensuring that all correspondence, WB No-Objections, contracts, and financial records are properly archived and easily retrievable for audit purposes.
- Coordinate all logistical arrangements for project-related events, including capacity-building workshops and official working group meetings. This includes securing venues, arranging translation services, preparing participant rosters, and organizing materials.
- Draft, format, and route official correspondence, memos, and letters to internal Ministry departments and external stakeholders (e.g., Food and Veterinary Agency, World Bank) under the guidance of the Health Specialist and PCU Project Coordinator.

**4. Reporting and Institutional Arrangements;** The Officer will report directly to the PCU Coordinator and Health Specialist and will work under the overall guidance of the Project Coordinator.

The Officer will be based at the Ministry of Health in Pristina.

**5. Qualifications and Experience Requirements** The successful candidate should possess the following qualifications:

- A University degree (Bachelor's) in Health, Business Administration, Public Administration, Economics, Management, or a related field. A degree in public health is desirable.
- Minimum of three (3) years of professional experience in project coordination, administrative support, project assistance, or office management.
  - Prior experience working on projects financed by international financial institutions or international donor organizations is highly preferred.
  - Familiarity with international procurement portals (such as the World Bank STEP system) is considered a strong advantage.
- Excellent organizational and time-management skills.
- Proficiency in standard office software (Microsoft Word, Excel, PowerPoint, Outlook).
- Strong interpersonal skills and the ability to work effectively in a team environment.
- Fluency in spoken and written Albanian and English is mandatory.

**Duration and Payment:**

The Officer will work on a full-time basis. The assignment is planned to start June, 30, 2026 and continue until December 31 2026, with possibility of extension. The Officer 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 Officer 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.

### **Client Contribution**

Consultant will be based and work in the MoH premises in Pristina. The MoH will provide office space and equipment required.

### **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:

- The overall consultant qualification (50 %);
- Relevant work experience (50 %).