

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: Coordinator for Component 2 (Integrated Health Information System – IHIS)

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 strategic oversight, coordination, and overall management of Component 2 of the KOMPAS Project, with a primary focus on the Integrated Health Information System (IHIS). The Consultant will ensure effective coordination of Component 2 activities, facilitate collaboration among key stakeholders, coordinate the Strategic Digital Health Partner (SDHP), and support the alignment of all digital health initiatives with national priorities and World Bank project requirements.

The assignment is expected to commence in June 2026 for an initial period of six (6) 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, Public Administration, IT Management, Business Administration, or a related field.
- Professional certifications in Project Management (e.g., PMP/PRINCE2) or Vendor/Contract Management are highly desirable.

- Minimum of 7–10 years of professional experience in IT project management, vendor management, or coordinating large-scale IT/digital consultancy contracts.
- Demonstrated experience acting as a liaison between high-level government ministries (e.g., Ministries of Health, IT/Digitalization, or other institutions) and external international technical firms.
- Familiarity with national IT infrastructure, digital governance standards, and health information systems.
- Fluency in English (written and spoken) is mandatory; proficiency in Albanian or Serbian is a strong advantage.
- 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

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: Coordinator for Component 2 (Integrated Health Information System – IHIS)

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), which 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 **Component 2 Coordinator** shall be responsible for the strategic oversight, coordination, and overall management of Component 2 of the World Bank-financed KOMPAS Project, with a primary focus on the Integrated Health Information System (IHIS). In this capacity, the Specialist will ensure the effective coordination of Component 2 activities, facilitating comprehensive

coordination with the Strategic Digital Health Partner (SDHP) to maximize the impact of their technical advisory and consulting deliverables. As the Coordinator, it will ensure that all phases of IHIS development remain in strict alignment with the Ministry of Health's institutional objectives, thereby establishing a resilient, modernized, and scalable framework for the national health information architecture.

Furthermore, the Component 2 Coordinator shall oversee the cross-cutting digitalization activities embedded within Component 1. The core objective is to mandate interoperability, technical synergy, and seamless data continuity with the overarching IHIS framework established under Component 2. Serving as the primary institutional liaison among the Ministry of Health, the Ministry of Digitalization, and the MoH Health Information System (HIS) Department, the Coordinator will drive multi-stakeholder coordination to mitigate the risk of technical silos and align cross-component digital initiatives. By operating in close collaboration with the Project Coordination Unit (PCU) IT Technical Expert—who maintains responsibility for the foundational technical architecture—the Component 2 Coordinator will guarantee the seamless integration of Component 1 and 2 digital elements, fostering a cohesive and unified digital transformation strategy across the entire KOMPAS Project portfolio.

3. Scope of Services

The Component 2 Coordinator will be responsible for the coordination of KOMPAS activities under Component 2, including stakeholder engagement, SDHP coordination within the implementation framework, and ensuring strategic alignment across institutions. Specific responsibilities include:

- **Technical Oversight and Management:** The Coordinator will oversee and manage the implementation of subcomponents 2.1, 2.2, and 2.3, alongside the digitalization activities embedded within Component 1, ensuring effective planning, coordination, and alignment of all digital initiatives. This includes ensuring that all relevant stakeholders are adequately informed and that decision-making processes are seamlessly coordinated with the respective Ministries and institutions. The design, development, and implementation of digital health systems will be carried out by relevant implementing entities in line with project arrangements. The Coordinator will oversee, manage, coordinate, and monitor these cross-component activities to ensure technical synergy, data continuity, and strict alignment with project objectives, timelines, and national priorities.
- **SDHP Coordination within Component 2:** Act as the primary point of contact for the Strategic Digital Health Partner (SDHP) within the scope of Component 2 and the digitalization aspects of Component 1. The SDHP will provide technical advisory and consulting support, including assistance in the preparation of technical documentation (e.g., Terms of Reference, technical specifications) and strategic guidance. The Coordinator will ensure the effective coordination of SDHP inputs and alignment with the objectives of Component 2 and the cross-component digital initiatives of Component 1.
- **Stakeholder Coordination:** Facilitate structured and regular coordination between relevant Component 2 stakeholders and the cross-component digital initiatives of

Component 1, including MoH leadership, the Ministry of Digitalization, the MoH Health Information System (HIS) Department, the Project Coordination Unit (PCU), and the Strategic Digital Health Partner (SDHP), to ensure cross-institutional alignment on digital health priorities and governance frameworks.

- **Coordination with the IT Technical Expert:** Work in close collaboration with the IT Technical Expert within the Project Coordination Unit (PCU) of the Ministry of Health, who is responsible for technical validation of architecture designs, software specifications, and integration frameworks. The Component 2 Coordinator ensures that technical inputs are appropriately reflected in strategic coordination and decision-making processes.
- **Deliverable Review & Coordination Process:** Coordinate the overall review and approval workflow for deliverables under Component 2 and the cross-component digital initiatives of Component 1. This includes integrating technical assessments and validation outputs provided by the IT Technical Expert and institutional feedback from relevant stakeholders, including MoH structures and the SDHP, to support informed review and endorsement processes.
- **Issue Resolution & Risk Management:** Facilitate resolution of implementation issues and strategic bottlenecks related to Component 2 activities. The Lead Expert ensures that risk mitigation actions are communicated based on consolidated technical and institutional inputs.
- **Role Delineation Matrix (RACI):** Within the first 15 days of the assignment, the Coordinator, in collaboration with the PCU, IT Technical Expert within the Ministry of Health, and MoH, will develop a RACI matrix (Responsible, Accountable, Consulted, Informed) to clearly define roles, responsibilities, and interaction mechanisms for Component 2 implementation and coordination processes Coordinator.

4. Key Deliverables

1. A comprehensive framework outlining coordination mechanisms, communication protocols, review and approval workflows, and structured meetings for all Component 2 activities and the cross-component digital initiatives of Component 1. This includes coordination within the Ministry of Health (MoH), including its Health Information System (HIS) Department and its Project Coordination Unit (PCU), with the IT Technical Expert, the Ministry of Digitalisation and Public Administration, and other relevant stakeholders involved in the implementation of Component 2 and the cross-component digital initiatives of Component 1. The plan will define overall governance and coordination arrangements for Component 2 and will be developed within 30 days of contract signature.
2. Monthly Component 2 Coordination Briefs: Monthly reports summarizing overall coordination, implementation progress, key decisions, and outstanding issues across all Component 2 activities. The briefs will reflect progress across subcomponents 2.1, 2.2, and 2.3 and will support continuous monitoring and decision-making...

3. **Component 2 Implementation and Deliverable Review Reports:** Structured documentation consolidating feedback and review inputs on deliverables and activities under Component 2. These reports will integrate technical validation from the IT Technical Expert and institutional inputs from relevant stakeholders, ensuring informed coordination and decision-making.
4. **Quarterly Component 2 Performance Reports:** Quarterly assessments of overall Component 2 implementation performance, focusing on progress across all subcomponents, quality of deliverables, coordination effectiveness, and alignment with project objectives. These reports will be submitted to the PCU to support monitoring and strategic decision-making.
5. **Coordination Meetings:** The Component 2 Coordinator will facilitate and coordinate regular (weekly or bi-weekly or monthly) Component 2 coordination meetings involving key stakeholders, including the Ministry of Health (MoH) and its HIS Department, the Ministry of Digitalization and Public Administration, the Project Implementation Unit (PIU) including the IT Technical Expert, and the Strategic Digital Health Partner (SDHP), to ensure alignment on implementation progress, technical issues, and deliverables.

5. Institutional Arrangements and Reporting

- **Reporting Line:** The Component 2 Coordinator will report to the General Secretary of the Ministry of Digitalization and Public Administration and the General Secretary of the Ministry of Health, and the Project Implementation Unit (PIU) of the Ministry of Health on all matters related to Component 2 implementation and coordination activities.
- **Institutional Collaboration:** The Coordinator will maintain close working relationships within the Ministry of Digitalization and Public Administration, including the Health Information System (HIS) Department, as well as with the Ministry of Health, ensuring effective coordination and alignment across all Component 2 stakeholders.
- **Technical Collaboration:** The Coordinator will work in close daily collaboration with the IT Technical Expert within the Project Coordination Unit (PCU) of the Ministry of Health, who provides technical expertise and validation support for architecture, integration, and system design matters within Component 2.

6. Qualifications and Experience

Overall Qualifications (50%):

- Master's degree or higher in Health Informatics, Public Administration, IT Management, Business Administration, or a related field.
- Professional certifications in Project Management (e.g., PMP/PRINCE2) or Vendor/Contract Management are highly desirable.

Relevant Work Experience (50%):

- Minimum of 7-10 years of professional experience in IT project management, vendor management, or coordinating large-scale IT/digital consultancy contracts.
- Demonstrated experience acting as a liaison between high-level government ministries (e.g., Ministries of Health, IT/Digitalization, or other) and external international technical firms.
- Familiarity with national IT infrastructure, digital governance standards, and health information systems.
- Fluency in English (written and spoken) is mandatory; proficiency in Albanian or Serbian is a strong advantage.

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 of six (6) months, subject to a three-month probation period and the possibility of extension based on satisfactory performance and project needs
- The Coordinator will be paid on a monthly basis at a rate agreed prior to contract signature. All terms and conditions, including payment arrangements and performance expectations, will be defined in the coordinator's contract.

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