**Terms of Reference - *Consultant (Management Information System/Information Technology)***

***For Mizoram Health Systems Strengthening Project***

**Background**

The Department of Health and Family Welfare, Government of Mizoram is implementing Mizoram Health Systems Strengthening Project (MHSSP) with financial and technical assistance from the World Bank. The Project with support from World Bank aims to improve the management, quality, accessibility and delivery of health services in the state of Mizoram. The Project Management Unit (PMU) established under the Project Director is responsible for overall supervision, overseeing day to day project implementation and co-ordination with other stakeholder agencies.

**Project Objective**

The Project Development Objective (PDO) is “to improve management capacity and quality of health services in Mizoram.” The project aims to improve the quality of and access to health delivery system as well as strengthening of governance and management capacity. The project will target investments towards health facilities and interventions across the state over the five-year project duration. The project will accomplish these objectives through implementation of four components:

1. Strengthen management and accountability through Internal Performance Agreements.
2. Improve the design and management of the state health insurance programs
3. Enhance the quality of health services and support innovations.
4. Contingent Emergency Response Component.

**Scope of work:**

The consultant [Information Technology (IT)] will be responsible for the planning, coordination and implementation of all IT related activities across the project such as designing and implementing IT platform, Enterprise Resource Planning (ERP) solution for health insurance schemes, collecting/tracking regular progress updates and submission of timely report to PMU in close collaboration with other staff of the PMU. He/she will be the focal point/point person for collection, processing and preparation of data, information and reporting from various sources including the Directorates under H&FW, and other department/agencies as required by the Project. He/ she will be a core member of Project Management Unit and shall report to the Project Director, MHSSP.

**Overall Objectives:**

* Implementation of an effective management information system (IT) to support the implementation, and management of contracts/activities, and facilitate effective supervision and monitoring of projects activities.
* Monitoring of PDO indicators and Intermediate Result Indicators.
* Implementation and maintenance of a robust IT system to ensure availability of data, information and analytical reports necessary for effective management of the project on a continuous basis.

**Major Responsibilities**

* Work closely with technical agencies, HRMIS in-charge of NHM, DHS, DHME and Consultant-HMIS (NHM) to capture HMIS and HRMIS data across the state and to develop and/or integrate appropriate IT platform for a robust IT support system that would facilitate effective implementation and management of project under MHSSP.
* Provide technical support to new/existing staff in state and district level in new and existing IT systems and provide assistance with technical issues and implementation of new technology.
* Monitor the current computer systems and networks in the department and revise the existing systems and suggest improvement or upgradation in contexts to software, hardware and network requirements.
* Prevent and Prepare contingency plans for any system failure, back up options, security breach or other challenges.
* Coordinate with technical agency in developing Enterprise Resource Planning (ERP) solution for Health insurance scheme under the department.
* Schedule online meeting/video conference (daily/weekly/monthly) in coordination with Technical Agency and WB Task Team as and when required.
* Identify consultants / IT solution providers in case there is a need for outsourcing of a software management platform.
* Present a quarterly report to the Project Director, MHSSP regarding the overall functioning of the Communication and grievance strategy.
* Capable of developing Dashboard for all project related work for all levels Capable of developing application for all projects in health system.
* Work on website, domain or any other software and generate reports as and when required. (Managing MIS / Trackers / Database / Dash Boards).
* Creating Forms & Formats – as and when required;

Design of Project MIS to capture data related to PDO Indicators and Intermediate Result Indicators. This may include infrastructure, resources and performance data of targeted healthcare facilities using primary/secondary data to facilitate periodic reporting as per indicators.

Assessment and facilitating procurement of ICT resources at PMU, Directorate of Health & Family Welfare, State Govt. and targeted facilities for implementation of Project MIS and other systems like Health Insurance MIS, NQAS certification, etc.

Ensure development and maintenance of all ICT assets created in the Project.

Facilitate convergence/integration of systems and data maintained by various units under Department of Health & Family Welfare, Mizoram such as NHM, MSACS, AYUSH etc.

* Undertake other assignments, which may be assigned from time to time by the Project Director, MHSSP.

**Deliverables:**

* Designing, developing and implementing IT component for the project to improve governance and management capacity, and quality of health services in Mizoram.
* Development of IT infrastructure for the department to improve quality and access to healthcare delivery systems in Mizoram.
* Providing technical support on implementation of Enterprise Resource Planning (ERP) solution for health insurance schemes developed by the Technical Agency.
* Management, maintenance and safe-keeping of project data and documents for strengthening, improvement and enhancement of the quality of health services in Mizoram.
* Facilitating online meeting/video conference (daily/weekly/monthly) in coordination with PMU team, Technical Agency and WB Task Team as and when required.
* Supporting Procurement Expert with electronic procurement processes.
* Identify consultants / IT solution providers in case there is a need for outsourcing of a software management platform.

**Desirable:**

* Experience of working in projects developing IT support and implementation software.
* Manage database of projects and processes.
* Experience in installation, management and maintenance of IT system(s).
* Experience of using applications, software used by national programmes such as HMIS etc.
* Experience of developing application software for State/National level programs and relevant working experience with International funded programme.
* Experience of using commonly used programming languages/frameworks/tools and databases.
* Good working knowledge of word processing, spreadsheet, database, internet and email.

**Qualifications:**

1. Full time MCA or M. Tech or B. Tech (IT / Computer Science)/ Full time Master in Engineering (ME) or Bachelors in Engineering (BE) (IT/Computer science).
2. With minimum overall experience of 5 (five years minimum) of experience in developing, designing and managing information system within organizations (IT/MIS). Preference will be given to candidates with experience of MIS in public health program/ hospital/ national or state level health projects or an NGO health project, in India or abroad.

**Salary and Contract term:**

* The assignment is on purely contractual basis. The tenure will be co-terminus with the project duration. The contract will be for one year at a time, and extended based on satisfactory performance.
* Consolidated Pay of Rs. 50,000/- (Rupees fifty thousand) per month with 5 percent increment on extension of contract.
* Duration of the assignment is 48 months.