

**TERMS OF REFERENCE  
FOR  
ICT & HMIS Specialist (National), Package SD-45  
ADB Loan 3705-BAN (COL): Urban Primary Health Care Services Delivery Project-  
Additional Financing**

**1. Background of the Project:**

The Government of the People's Republic of Bangladesh has received a loan from the Asian Development Bank ("ADB"), Loan no. 3705 BAN and Grant 0607 towards the cost of the Urban Primary Health Care Services Delivery Project-Additional Financing (UPHCSDP-AF) under the Local Government Division (LGD) of the Ministry of Local Government, Rural Development and Cooperatives. The Urban Primary Health Care Services Delivery Project-Additional Financing (UPHCSDP-AF) builds upon three previous urban primary health care (PHC) projects (UPHCP, UPCHP II and UPHCSDP) financed by the Government of Bangladesh (GOB) and the Asian Development Bank (ADB) to further develop and strengthen institutional capacity for sustainable delivery of pro-poor (PHC) services in urban areas through public-private partnership (PPP). The Project will cover a physical network of 45 partnership areas (PAs) in eleven city corporations and eighteen selected municipalities.

**2. Objective and Purpose of the Assignment:**

The ICT and HMIS Specialist will guarantee the uninterrupted and improved implementation of the ongoing ICT and HMIS solution, which is essential for the efficient utilization of information and routine data reporting. This comprised the optimization of service delivery in urban areas, particularly within the UPHCSDP intervention zones, and the visualization of demographic and health service indicator trends. He/she will offer specialized assistance in the expansion and improvement of the Health Management Information System (HMIS) based on DHIS2. Assisting in the implementation of ICT solutions in all Partnership Areas (PAs), revising, updating, and guaranteeing that the system can accommodate changing reporting requirements are all components of this approach. The specialist will play a key role in capacity development, training personnel in the use of the HMIS and related reporting systems and maintaining the technical infrastructure to guarantee system reliability and data security. Additionally, the specialist will be responsible for providing ongoing technical support, troubleshooting, and guiding end-users to maximize the effectiveness of the HMIS solution, thereby enhancing overall healthcare service delivery and project impact.

**3. Detailed Tasks and Scope of Services:**

The ICT & HMIS Specialist will perform the following tasks: but not limited to:

- (i) Assess the needs of PMU, PIU, and PA-NGO management for system implementation and effective data usage.
- (ii) Identify and document technical and functional requirements for updating the patient/client management and service delivery systems.
- (iii) Collaborate with stakeholders to define new data visualization, reporting, and analysis needs.
- (iv) Manage and monitor the implementation of the system in all facilities.
- (v) Coordinate helpdesk support, including technical assistance, troubleshooting, on-the-job training, and regular follow-up reporting.
- (vi) Continue support to the facility/patient management system with unique identification across existing and new facilities.

- (vii) Support PMU and other stakeholders in implementing web-based dashboards for monitoring healthcare indicators.
- (viii) Assist PMU in their capacity development initiatives to manage the DHIS2 based HMIS solutions effectively.
- (ix) Manage general and preventive maintenance of servers, networks, and software tools, including performance tuning, security updates, and disaster recovery testing.

#### **4. Output/ Reporting Requirements:**

In coordination with the DPD (Service Delivery), Senior Program Officer (MIS) and other PMU officials, the ICT & HMIS Specialist jointly with Junior Consultant (ICT & HMIS) will deliver the following outputs/reports:

- Quarterly report on the data reporting needs of PMU, PIU, and PA-NGO management for system implementation and use of data.
- A brief report outlining the ad hoc technical and functional requirements for updating the patient/client management and service delivery systems.
- Bi-monthly documentation of stakeholder meetings, including data visualization, reporting, and analysis needs.
- Support the managing and monitoring of the implementation of the system in all facilities, including timelines, key performance indicators (KPIs), and QPR generation.
- Bimonthly report on helpdesk support, including protocols for technical assistance, troubleshooting, on-the-job training, and follow-up.
- Provide support to the urban facility/patient management system, ensuring patient service delivery and continuum of care across existing and new facilities.
- Implementation report of web-based dashboards for monitoring healthcare indicators.
- Assist PMU in their capacity development initiatives for effective management of DHIS2-based HMIS solutions.
- Bimonthly reports on the general and preventive maintenance of servers, networks, and software tools, including performance tuning, security updates, and disaster recovery testing.
- Work closely/coordinate with LGD IT department/team to prepare for handover of HMIS after project closing. Support the PMU/HMIS firm to prepare operating manual/codes for HMIS handover to LGD.
- Provide training to PIUs and PAs on HMIS, as and when necessary;
- Support PMU to arrange a workshop on data use and interpretation.

#### **5. Workshop, Training:**

The ICT & HMIS Specialist will conduct the workshop as scheduled, subject to prior approval and funding from PMU. Jointly with the PMU, the consultant is responsible for preparing the necessary demonstration and presentation before the Workshop.

#### **6. Reporting Arrangements:**

The ICT & HMIS Specialist will work directly under the close supervision of the Project Director and Deputy Project Directors of UPHCSDP-AF.

#### **7. Qualification and Experience Requirements:**

The consultant must have a Master's Degree in Health Informatics/ ICT or a relevant field. The specialist should have a minimum of ten years of experience in data management where at least five years in DHIS2. The candidate has experience working in the health sector preferably in Urban Health of Bangladesh and/or other developing countries. Preference will be for

individuals who have experience in the development and maintenance of health information systems using DHIS2, notably with ADB/ World Bank or other donor funded projects. The consultant should have a thorough understanding of the management of public health data.

**8. Duration:**

The consulting service will require about **144 working days** inputs (intermittent) and is expected to start from 01 January 2025 and end by 31 December 2025.


**9. Duty Station:**

The ICT & HMIS Specialist will be stationed in the PMU at Dhaka, Bangladesh and be required to travel to various PIUs, CRHCCs and PHCCs in and outside Dhaka as and when necessary. The consultant will discuss and agree on a mutually acceptable working arrangement from his/her home location.

**10. Other Details:**

The ICT & HMIS Specialist will be selected in accordance with the *Guidelines on the Use of Consultants by Asian Development Bank and its Borrowers*. Interested applicants may obtain further details of the project at the address below or from [www.uphcsdp.gov.bd](http://www.uphcsdp.gov.bd).

Office of the Project Director  
Urban Primary Health Care Services Delivery Project-Additional Financing  
Room No. 620, Nagar Bhaban  
5 Phoenix Road, Dhaka, Bangladesh  
Tel.: 02-223380917  
e-mail: [pduphcsdp2@gmail.com](mailto:pduphcsdp2@gmail.com)



A.F.M Alauddin Khan  
Additional Secretary  
Project Director  
UPHCSDP-II, Local Govt. Division  
Ministry of LGRD & C

