

**TERMS OF REFERENCE
FOR
Junior Consultant (ICT & HMIS), Package SD-46
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 Junior Consultant (ICT & HMIS) will specifically support the PANGOs under this project, covering 45 Partnership Areas. The primary objective of recruiting a Junior Consultant for ICT & HMIS is to bolster the ongoing efforts in implementing and supporting ICT and Health Management Information Systems (HMIS) within the project. This role is crucial for ensuring the continuity and effectiveness of ICT and HMIS solutions among all Partnership Areas (PAs). The Junior Consultant will work under the supervision of the ICT and HMIS Specialist to provide essential support for the project's ICT and HMIS activities. This includes assisting in data collection, management, and reporting processes to visualize demographic and health service trends. The consultant will also play a key role in ensuring the functionality and user support of the DHIS2-based systems, facilitating smooth data entry and reporting at the facility level.

3. Detailed Tasks and Scope of Services:

The Junior Consultant (ICT & HMIS) will perform the following tasks: but not limited to:

- (i) Assist the ICT and HMIS Specialist in analyzing the support requirements for implementing HMIS solutions in the seven new Partnership Area (PA) clinics.
- (ii) Support the identification of technical and functional requirements for modifying patient/client management and service delivery systems.
- (iii) Assist in identifying necessary changes to the Quarterly Performance Report (QPR) and develop a plan for its redesign or amendments.
- (iv) Collaborate with project teams to define new reporting requirements for data visualization, reporting, and analysis.
- (v) Support the ICT and HMIS Specialist in developing support plan for implementing patient and facility management systems in all PAs.
- (vi) Assist in monitoring and providing hands-on support during system implementation across all new facilities, including helpdesk and online support.
- (vii) Contribute to the management of the help desk, ensuring it provides timely technical support, routine troubleshooting, and follow-up reporting.
- (viii) Support the development and updating of reporting and monitoring tools to facilitate the visualization of healthcare indicators.
- (ix) Contribute to the capacity development initiatives led by PMU to manage the developed HMIS DHIS2 solutions.


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

- (x) Assist in the ongoing operation of the dedicated help desk to support all HMIS solutions and ICT structures.
- (xi) Participate in the management of the WhatsApp support group and the creation of e-learning content, including support videos and training materials.

4. Output/Reporting Requirements

The Junior Consultant (ICT & HMIS) will provide assistance to the ICT & HMIS Specialist in the delivery of the following report/deliverables, in collaboration with the DPD (Service Delivery), Senior Program Officer (MIS), and other PMU officials:

- 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. Reporting Arrangements:

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

6. Qualification and Experience Requirements:

The consultant must have a Master's Degree in health informatics/ public health/ data science, or ICT. The specialist should have a minimum of seven years of experience in data management where at least three years in DHIS2 with a particular emphasis on urban health, and preferable at a national level. Preference will be for individuals who have experience in the development of health information systems using DHIS2, notably with ADB/ World Bank or other donor funded projects.

7. Duration:

The consulting service will require about **216 working days** inputs (intermittent) and is expected to start from 01 January 2025 and end by 31 December 2025.


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8. Duty Station:

The Junior Consultant (ICT & HMIS) will be stationed at the PMU office/ Homein Dhaka, Bangladesh and be required to travel to various PIUs, CRHCCs and PHCCs in and outside Dhaka as and when necessary.

9. Other Details:

The Junior Consultant (ICT & HMIS) 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.

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: pduphcsdp@gmail.com



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Ministry of LGRD

