

# REQUEST FOR EXPRESSION OF INTEREST

Republic of Lebanon

Ministry of Public Health

Lebanon Health Resilience Project (P163476)

Consultancy Services for

## Information Technology Analyst

(Loan No. 87710-LB; Contract Code: LB-MOPH-201928-CS-INDV)

The Lebanon Health Resilience Project (LHRP) is a five-year project funded by the World Bank. The project is designed to support the Ministry of Public Health (MoPH) strategy to establish a pro-poor Universal Health Coverage program. The project aims to increase access to quality healthcare services to poor Lebanese identified by the Ministry of Social Affairs (MoSA) through the National Poverty Targeting Program (NPTP), based on a proxy-means testing targeting mechanism. All identified individuals will benefit from comprehensive packages of defined health services delivered at 204 Primary Health Care Centers (PHCCs) selected from the MoPH PHCCs network.

The Ministry of Public Health is seeking to recruit an Information Technology (IT) Analyst to assist in overall project implementation. The tasks of IT Analyst will include: (i) Assist in the analysis, design and implementation of new Information Systems/ modules as needed; (ii) Analyze and evaluate current information systems and identify new requirements; (iii) Support the NEHP Director in the management of daily activities and in implementing policies; (iv) Communicate with users to understand their additional requirements and needs; (v) Regularly test and troubleshoot IT systems and fix issues in a timely manner; (vi) Train and educate users on the current and new IT systems; (vii) Enhance the security and the performance of the IT systems and software; (viii) Design API for the integration between the existing and new IT systems; (ix) Prepare documents, such as terms of reference, technical specifications, and requirements documentation, that are needed to purchase new IS or IT resources for the project; (x) Prepare quarterly and annual reports as per World Bank project requirements; (xi) Assist in the preparation and continued update of the Project Operations Manual (POM), as needed; (xii) Coordinate the work of outsourced consultants/firms, as needed; Perform other relevant duties as required

The MoPH hereby invites eligible Consultants to indicate their interest in providing the Services. Interested Consultants should provide information indicating that they are qualified to perform the Services.

An IT Analyst will be selected in accordance with the procedures set out in the World Bank's Procurement in Investment Project Financing Goods, Works, Non-Consulting, and Consulting Services (dated July 2016 and revised in November 2017 and August 2018).

Interested Consultants are requested to provide the following information:

- A CV showing relevant similar experience, previous academic and professional achievement

Expression of Interest must be delivered electronically or by hand to the address below not later than Friday, November 20, 2020. The subject of the e-mail should be: "LHRP - IT Analyst"

**Ministry of Public Health**

*Attention: Mr. Ibrahim Assaad*

*Title: Operations Assistant*

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**Lebanon Health Resilience Project**  
**Terms of Reference**  
**IT System Analyst**  
**PROC REF: LB-MOPH-201928-CS-INDV**

**I- BACKGROUND AND OBJECTIVES**

The Government of Lebanon (GoL) has received financing from the World Bank toward the cost of *Lebanon Health Resilience Project (LHRP)*. The LHRP is a five-year project that aims to increase access to quality healthcare services to poor Lebanese and displaced Syrians in Lebanon and to strengthen the Government's capacity to respond to COVID-19. This project will: (i) provide subsidized packages of essential healthcare services to 250,000 poor Lebanese identified by the National Poverty Targeting Program; (ii) strengthen the technical and organizational capacities of the Ministry of Public Health (MoPH), Primary Healthcare Centers (PHCCs), and public hospitals; and (iii) strengthen the capacity of the GoL to respond to the COVID-19 outbreak.

**II- RESPONSIBILITIES**

The MoPH is seeking to recruit an IT System Analyst. The IT System Analyst will assist MoPH with the analysis, design and implementation of different information systems (IS). The IT System Analyst will work closely with the National E-Health Program (NEHP) at the MoPH and will be responsible for the following:

- Assist in the analysis, design and implementation of new Information Systems/ modules as needed.
- Analyze and evaluate current information systems and identify new requirements;
- Support the NEHP Director in the management of daily activities and in implementing policies;
- Communicate with users to understand their additional requirements and needs;
- Regularly test and troubleshoot IT systems and fix issues in a timely manner;
- Train and educate users on the current and new IT systems;
- Enhance the security and the performance of the IT systems and software;
- Design API for the integration between the existing and new IT systems;
- Prepare documents, such as terms of reference, technical specifications, and requirements documentation, that are needed to purchase new IS or IT resources for the project;
- Prepare quarterly and annual reports as per World Bank project requirements;
- Assist in the preparation and continued update of the Project Operations Manual (POM), as needed;
- Coordinate the work of outsourced consultants/firms, as needed;
- Perform other relevant duties as required.

**III- DURATION**

The contract period is for one year, extendable upon satisfactory performance and mutual agreement. The first six (6) months will be considered as probationary period, based on which the consultant's performance will be evaluated. The contract may be terminated with no remedy if the performance was evaluated as not satisfactory.

#### **IV-REPORTING REQUIREMENTS**

The IT System Analyst will report to the Project Management Unit's (PMU) Project Manager and coordinate with MoPH departments and other stakeholders as needed. The IT System Analyst is expected to work closely and under the direct supervision of the National E-Health Program Director.

#### **V- QUALIFICATIONS**

##### Education:

- Bachelor's degree in computer science or equivalent education related to Information System and/or programming.

##### Knowledge and Experience:

- Minimum 4 years of experience in a similar position;
- Minimum 2 years of experience in software development in the health sector mainly in Mobile Application Development in Web, Hybrid and Native for Phones and Tablets (Android & IOS);
- Knowledge of business information systems;
- Knowledge and experience in workflow and business process management and familiarity with business process standards and functions;
- Knowledge and demonstrated experience in tools and techniques used for project management;
- Familiarity and demonstrated experience in the technology used by MoPH (.NET, SQL, MySQL, Python and ArcGIS.) at both back and front ends; deep knowledge of health data/ records and database management for the health sector;
- Knowledge and demonstrated experience in practices and techniques used by database administrators (DBA);
- Experience in web services and user interface design in both English and Arabic languages.

##### Skills and Abilities:

- Strong analytical, communication and management skills.
- Excellent reporting skills;
- Good skills in Microsoft Office;
- Ability to refine specifications and resolve technical issues;
- High motivation;
- Ability to work under pressure and ensure availability upon emergency; .
- Proven track record in team building, team management, collaboration and cooperation; and

- Fluency in English and Arabic.