

TERMS OF REFERENCE

for documenting an online model for the delivery of health and social services.

I. GENERAL PROVISIONS.

Public Association "Positive Initiative" is a patient organization of people living with HIV, hepatitis C and tuberculosis, as well as vulnerable groups, with extensive experience in the field of HIV/AIDS and drug addiction, working throughout the Republic of Moldova.

The organization's goals are aimed towards:

- Prevention of HIV/AIDS, viral hepatitis C, tuberculosis, drug addiction and other socially dangerous diseases;
- Increasing access to treatment, care and support in the context of HIV/AIDS, viral hepatitis C, tuberculosis and drug abuse epidemics;
- Broad involvement of beneficiaries in decision-making on key issues of responding to the epidemic of HIV/AIDS, viral hepatitis C, tuberculosis, drug addiction and other socially dangerous diseases, as well as addressing its consequences at all levels;
- Strengthening the capacity of beneficiary organizations and communities;
- Protection of human rights and freedoms, etc.

The organization's work aims to bring together all responsible parties and stakeholders, strengthen community systems, influence public opinion and public policy in order to create an environment in which every person, regardless of their vulnerability, has all the rights and opportunities necessary for a dignified life.

Currently, A.O. Positive Initiative, within the framework of the project "Expanding Digital Access to Vital HIV Services in Moldova", funded by Elton John AIDS Foundation, intends to allocate part of the funds to the involvement of an expert in the project. (legal entity or individual) to document the online model of health and social service delivery.

II. PURPOSE OF THE SERVICE

The purpose of the service is to document online models of health and social care service delivery. A document that clearly describes the methodology for delivering health and social care services in an online format. This document will ensure that the system is documented in detail and will be used for dissemination to stakeholders from other countries in the region.

III. DESCRIPTION OF ACTIVITIES AND RESPONSIBILITIES

The examiner will be responsible for performing the following tasks:

1. Requirements for analysis and information gathering

1.1 Examine regulatory documents

To study local and international regulations governing the provision of health and social services in online format.

1.2 Familiarize with the logic of the information system

Familiarize with the structure and algorithm of the information system for providing online services.

2. Development of a methodology for documenting the online model of health and social service delivery.

2.1 Identify key sections of the methodology

Develop the structure of the document, including introduction, aims and objectives, description of the service delivery process, security requirements, etc.

2.2 Establish key principles

Formulate the basic principles that will underpin the documentation of health and social service delivery in an online format.

2.3 Identify documentation tools

Develop tools to collect and analyze data on health and social service delivery in an online format.

2.4 Collect feedback

Hold meetings with health care representatives, social workers, and potential users of the system to present the developed methodology and collect feedback.

3. Documenting the process of service delivery in an online format

3.1 Presentation of the methodology

Conduct sessions with health and social workers and potential users of the system to present the final version of the methodology

3.2 Coordination of the documentation process

According to the developed methodology and tools, organize the process of documenting the provision of health and social services in online format.

4. Development of documentation.

4.1 Systematization of collected information

Systematize and classify the collected information, highlight key aspects and features of the online model of health and social services.

4.2 Creating a documentation structure

Create a documentation structure, including sections reflecting all phases of the online model, from requirements analysis to the documentation process.

4.3 Description of functionality and processes

Describe in detail the functionality of the online model, including health and social service delivery processes, milestones and user interactions.

IV. EXPECTED RESULTS

1. Analysis and study of regulatory documents.

Regulatory documents, including local and international acts regulating the provision of health and social services in online format are identified and studied (Collected data will be used in the development of the methodology).

2. Methodology development.

A document describing the methodology for documenting the provision of health and social online services was developed.

Sessions with stakeholders:

At least 3 sessions were held with health care representatives and HIV NCO workers, as well as with potential users of the system to collect feedback and finalize the methodology.

3. Documentation of the process of providing services in online format.

The data describing the process of providing services in online format was collected.

4. Development of documentation.

A document describing the functionality of the online model was developed, including the processes of providing health and social services, key steps and interaction with users.

V. QUALIFICATION REQUIREMENTS (evaluation criteria)

1. General Qualifications (30 points)

- Proven Experience of a minimum of five years of higher education in public health, public health management, or sociology. (max 30 points);

2. Experience and specialized skills (60 points)

- At least 5 years of work experience in the field of HIV/AIDS (max. 20 points);
- Experience in documenting processes of health and social service delivery (max. 20 points).
- Experience with health information systems. (max. 20 points).

3. Language skills (10 points)

- Consultant with fluent knowledge of Russian and English languages. (max. 10 points).

EVALUATION CRITERIA	MAXIMUM points possible
General Qualifications	30
Experience and specialized skills	60
Language skills	10
Total:	100

Consultants whose resumes will meet the criteria specified in the "TOR", having scored more than 90 points, will compete on the basis of technical and financial proposals.

VI. DURATION OF SERVICE/CONTRACT

The selected consultant will undertake all responsibilities outlined in this Terms of Reference. The provision of services will begin from the date of signing the contract.

The Consultant will coordinate the execution of work with the Project Coordinator.