

TERMS OF REFERENCE

For documenting the business case of evaluating the cost-effectiveness of an online service delivery model

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 "Expansion of digital access to vital HIV services in Moldova", funded by Elton John AIDS Foundation, intends to allocate a part of the funds to involve an expert (legal entity or individual) to document the business case of assessing the cost-effectiveness of the online service delivery model.

II. PURPOSE OF THE SERVICE

The purpose of the service is to document a business case of evaluating the cost effectiveness of an online service delivery model. (The development of the business case will analyze how well the project's product (mobile application) meets business objectives, demonstrates its value (including financial and economic benefits), and justifies the investment in the project. The document will be used to disseminate the results of the project as evidence of its promise and effectiveness to its partners who are initially interested in multiplying the results.

II. DESCRIPTION OF ACTIVITIES AND RESPONSIBILITIES

The examiner will be responsible for performing the following tasks:

1. Study health and social service models:

Analyze offline services provided in prevention, treatment, care and support for people living with HIV, taking into account current standards and patient needs.

2. Performance indicators:

Identify key performance indicators to evaluate the services provided, including but not limited to financial and economic indicators.

3. Online model of service delivery:

Develop a methodology for selecting and detailing a case study of online delivery of health and social services, including stages of patient interaction and technological solutions.

4. Comparison with offline services:

Develop a methodology to compare the cost-effectiveness of online services with traditional offline services, including aspects of cost, service quality and customer satisfaction.

5. Documenting the business case for cost-effectiveness evaluation:

According to the developed methodology and tools, organize the process to document the business case for evaluating the cost-effectiveness of the online service delivery model.

6. Documentation Development:

Write a detailed description of the business case, including an assessment of financial performance, improved service quality, increased customer satisfaction and other key indicators.

7. Presentation of the business case:

Prepare presentation materials to effectively present the business case to all stakeholders.

IV. EXPECTED RESULTS

1. Study of health and social service models:

Models of services provided for prevention, treatment, care and support for people living with HIV were analyzed and documented. (Collected data will be used in the development of the methodology).

2. Methodology Development:

A document describing a methodology for defining a business case for evaluating the cost effectiveness of an online service delivery model has been developed.

The document shall include, but is not limited to, the following information:

- a) Key performance indicators to evaluate the services provided, including financial and economic indicators.
- b) Criteria for selecting a specific example of providing medical and social services in an online format.
- c) A methodology for comparing the cost-effectiveness of online services with offline services.
- d) Analyze the risks associated with the project and prescribe approaches to their management.

3. Documenting a business case for cost-effectiveness assessment:

Developed a document detailing the efficiency of online service delivery compared to the offline model, on specific performance indicators, including an assessment of financial efficiency.

V. QUALIFICATION REQUIREMENTS (evaluation criteria)**General Qualifications (30 points)**

- Proven experience in public health, public health management or sociology for at least five years. (max. 30).

Experience and specialized skills (60 points)

- Proven experience in economics, management, finance, analytics and other related fields for at least 5 years (max. 20 points);

- Proven experience in developing and describing business cases, especially in the field of healthcare (max. 20 points).

- Experience in working with information systems in the field of service delivery (max. 20 points).

Language skills (10 points)

- Consultant with fluency in Russian and English. (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.