



Caribbean Digital Transformation Project

IDA – 6685DM

Terms of Reference

**Technical Officer – Health Management and
Information Systems**

DM-MPWDE-378409-CS-INDV

October 2023

TERMS OF REFERENCE FOR TECHNICAL OFFICER – HEALTH MANAGEMENT AND INFORMATION SYSTEMS

A. INTRODUCTION

<p>1. Project Number: P171528</p>	<p>2. Organization name: Ministry of Public Works, Public Utilities, and the Digital Economy (MPWPUDE)</p>
<p>3. Project Name: Caribbean Digital Transformation Project (CARDTP)</p>	<p>3.1. Position: Technical Officer – Health Management & Information System</p>
<p>4. Contract Duration: Beginning: January 1, 2024 End: December 31, 2024</p>	<p>4.1 This position reports to: Project Manager - CARDTP</p>
<p>5. Project Background:</p> <p>Sitting halfway along the Eastern Caribbean archipelago, Dominica is located just a few miles from Martinique to the south and Guadeloupe to the north. Stretching 751 km² (290 square miles), Dominica boasts 148 km (91 miles) of coastal line. Dominica’s official name is the ‘Commonwealth of Dominica,’ which is mostly referenced in official communications and to further distinguish the island from the Dominican Republic, its northerly Caribbean sister. Dominica is the most northerly of the Windward Islands grouping.</p> <p>Following Hurricane Maria in September 2017, the Government of Commonwealth of Dominica (GoCD) has instituted resilience as a central theme to the country’s rebuilding efforts and socioeconomic development plans, with the aim to make Dominica the first climate resilient country in the world. The hurricane resulted in losses and damages of over 200 percent of GDP, with the telecom sector alone suffering over US\$40 million in losses and damages. Furthermore, the GoCD lost data and records and suffered losses beyond its infrastructure, highlighting the need to make government more resilient so that it can better prepare for and respond to incidents and restore operations and services quickly. The Government recognizes the role digital technologies and solutions can play in strengthening the islands and its inhabitants’ climate resilience, as well as the importance of integration with the global digital economy to expand markets and drive sustainability of businesses, government, and individuals. In small island countries such as those in the Eastern Caribbean region, in Dominica in particular, the resilience of governments has a very direct impact on the resilience of society at large.</p> <p>The GoCD’s recovery and resilience building efforts include development of a Government Wide Area Network, and nodal digital infrastructure to lay the foundations for digitization of government. The GoCD has engaged in a partnership with Digicel Dominica Ltd. to connect all government service locations (Government offices, schools, hospitals, and health centers) to high-speed connectivity delivered using fiber optic networks. The network, being developed under the partnership, will provide multiple layers of redundant connectivity—underground and overhead fiber, microwave, and satellite at key locations—in addition to cloud services to host Government data and services. The government connectivity project includes development of a</p>	

primary data center to host the government cloud and applications, as well as a secondary location to serve as a backup site.

The improved connectivity can be leveraged to develop digital government services and increase the level of digitization of government operations, which is currently lagging. Currently Dominica lacks the enablers of digital government, including an enterprise architecture, interoperability framework, identification and authentication, but has a recently built limited government payment portal. Uniquely and securely identifying residents through a digital ID is fundamental to enable access to digital services, both public and private, but the current ID ecosystem in Dominica is fragmented and not interconnected. In order to fully utilize and benefit from investments in cross-cutting enablers and specific digital government services, there is also a need for legal and regulatory reforms across key areas of the digital economy. These enabling environment improvements are a key first step towards removing roadblocks to improved adoption of digital services among individuals and businesses, as well as contributing to the development of digital applications and services by emerging entrepreneurs in Dominica.

The Caribbean Digital Transformation Project (CARDTP) is to be funded through the World Bank and aims to enhance the use of technology in the public sector as well as the private sector to conduct business transactions, build a robust and resilient IT infrastructure and to develop modern platforms to facilitate and enhance these business transactions. The development objectives are to contribute to increased access to digital connectivity, digital public services and the creation of technology enabled businesses and jobs in Dominica.

National-level activities will be financed from an IDA credit to Dominica in the amount of SDR20,500,000 (equivalent to US\$28.0 million). The Caribbean Digital Transformation Project (called “project” going forth) comprises four components that address key bottlenecks and harness opportunities to develop the Eastern Caribbean Digital Economy as a driver of growth, job creation and improved service delivery.

The Program will also be financed through a regional IDA grant, and implemented by a Regional Project Implementation Unit (RPIU) housed at the Organisation of Eastern Caribbean States (OECS). RPIU will work with other regional institution stakeholders as relevant depending on the technical area being supported. Regionally implemented activities will focus on strengthening the enabling environment to promote investment, competition, and innovation in telecoms and digital financial services, regional cybersecurity collaboration, and a modernized and harmonized data protection and privacy regime across the region. It will also be complemented by a regional level advanced digital skills program open to high potential digital specialists from Dominica.

It aims to ensure that every individual and business in Dominica is empowered with the access to broadband, digital financial services, and skills needed to actively participate in an increasingly digital marketplace and society. It leverages public sector modernization and digitization to improve service delivery and to drive creation of a digital culture across Dominica.

To support the improved management of digital risks, the project will bolster cybersecurity policy, capacity, and planning tools in the region. It will facilitate technology adoption to improve productivity of flagship industries and create demand for digitally enabled jobs. It aims to foster regional integration and cooperation to capture the economies of scale and scope required to increase impact and value for money of the project interventions and to create a more competitive, seamless regional digital market to attract investment and provide room for growth of digital firms.

A brief description of the project components is as follows:

Component 1: Digital Enabling Environment

This component will support the development of a positive enabling environment for Dominica's digital economy that drives competition, investment and innovation while promoting trust and security of online transactions. It will focus on legal, regulatory and institutional reforms to support modernization of the telecommunications and digital financial services sectors while mitigating growing risks of a digital economy including cybersecurity and data protection and privacy.

1.1 - Telecommunications: Legal and Regulatory Environment, Institutions and Capacity Support

1.2 - Digital Financial Services: Legal and Regulatory Environment, Institutions, and Capacity

1.3 - Cybersecurity, Data Protection and Privacy: Legal and Regulatory Environment, Institutions and Capacity Support

Component 2: Digital Government Infrastructure, Platforms and Services

This component will support public sector modernization, resilience, and delivery of digital public services to individuals and businesses. It will aim to ensure that Dominica has put in place the core infrastructure, platforms, institutions, and human capacity needed to efficiently and effectively manage internal government operations, and to build on these core enablers to make public services widely accessible online from anywhere within the country, region or across the globe. It will also prepare Dominica's government for deeper interconnectivity and interoperability of data and information systems across borders to smooth administration of regional trade, immigration and other services. Finally, it will aim to ensure continuity of government operations and services, enable real-time data driven decision making and ability to rapidly target and deliver payments and social services to citizens and businesses in the event of natural disasters.

2.1 – Development of Cross-Cutting Enablers of Digital Government Operations and Services

2.2 - Government Productivity Platforms and Citizen-Centric Digital Services

Component 3: Digital Skills and Technology Adoption

This component aims to better equip individuals and businesses in Dominica for the jobs and economy of the future and to spur innovation and productivity growth. It aims to create a pool of advanced digital talent to better position Dominica to attract investment by digital firms. It takes a comprehensive supply and demand side approach, supporting greater technology adoption and utilization of digitally enabled business models to drive demand for newly skilled employees and well as making connections with global employment opportunities through online working platforms.

- 3.1 - Workforce-Ready Digital Skills
- 3.2 - Technology Adoption

Component 4: Project Implementation Support

This component includes support to the Project Implementation Unit (PIU) for the implementation and management of national level project activities, including for staffing of the PIU, capacity building and training initiatives as well as recruitment of a technical advisory and implementation support firm. Key technical functions to be supported can include but will not be limited to project manager, technical specialists, procurement specialists, financial management specialist, environmental and social specialists, monitoring and evaluation and communications.

B. INSTITUTIONAL ARRANGEMENTS

Arrangements:

The Project will be implemented by the Project Implementation Unit (PIU) of the Ministry of Public Works, Public Utilities, and the Digital Economy (MPWPUDE). The PIU will be responsible for the overall implementation of the Project with emphasis on reporting and monitoring and evaluation, financial management, contracts management, safeguards oversight, and procurement.

The PIU will report directly to the Project Steering Committee for the lifetime of the project. It will be responsible for coordinating and managing all the technical aspects of the project, facilitating inter-ministerial coordination, and implementing digital initiatives across the various Ministries, Departments and Agencies (MDAs) of the GoCD. The PIU will support development of key policies and regulations and inter-agency coordination to enable consensus building together with other key agencies like the ICT Unit and the Digital Transformation Unit of the GoCD. Core technical responsibilities include adoption of digital technologies, effective coordination of departmental information system development and implementation. The Project Steering Committee will determine if technical committees are required for policy formulation and convene such committees as necessary (i.e., for Cybersecurity, Data Protection and Privacy, Service Delivery, ePayments, Digital Identity, Interoperability, etc.). The PIU, with guidance and support from the management firm, will also be responsible for promoting change management practices and stakeholder engagement, developing effective programs for digital Government skills development, knowledge exchange and awareness-raising.

The consultant is expected to work with the PIU to ensure that the Component 3 is executed in order to build capacity for the sustenance the digital transformation agenda beyond the life of the Project.

C. FUNCTIONS

<p>Key duties of this position:</p>	<p>The primary function of this post is to provide technical assistance to and liaising with the Ministry of Health, Wellness and Social Services, Caribbean Digital Transformation Project-Project Implementation Unit (CARDTP-PIU), and the (HM&IS) developers in order to ensure efficient coordination of the implementation of the Health Management and Information System (HM&IS) within the Health Sector in Dominica. Additionally, the Technical Officer will plan and administer all activities related to telemedicine information systems design, security, and recovery in consultation with other information technology personnel; and perform other related duties.</p>
<p>Responsibilities</p>	
<p><i>Technical Officer – Health Management and Information Systems</i></p> <p>Under the general guidance of the Project Manager - Caribbean Digital Transformation Project and in collaboration with the HM&IS Implementation Task Force, the incumbent is responsible for, but not necessarily limited to, the following duties:</p> <ul style="list-style-type: none"> • Serve as the CARDTP-PIU and the Ministry of Health, Wellness and Social Services’ Liaison during the development of the Health Management and Information System for the Health Sector; • Provide strategic advice and leadership to the Ministry of Health, Wellness and Social Services related to information systems for health strategic and technical enablers to improve the efficiency and efficacy, and to improve the availability of quality data and information to support program and policy decision-making; • Plan, promote, and coordinate the implementation of activities on priority issues pertaining to the gathering and dissemination of strategic information and knowledge relating to the HM&IS; • Oversee the development of national strategies related to the strengthening of interconnected and interoperable national information systems for health, considering the information and communication technologies, existing resources, structures, mechanisms, and environment of the country; • Reviewing and developing data models and database systems in consultation with the PAHO Team and the Information and Communication Technology Unit (ICTU); • Assist the PIU Project Manager in Monitoring Tasks, Deliverables & Milestones during HM&IS implementation and coordinate with all team members, flag issues & concerns 	

	<p>satisfaction, ensures commitments are met, sets appropriate customer expectations, and responds to customer needs.</p> <p>LEVEL 2 Effectively and productively engages with others and establishes trust, credibility, and confidence with others.</p> <p>LEVEL 1 Encourages teamwork across the institution. Establishes and models the standard for teams and teamwork. Provides significant contributions when participating in internal and external work teams. Initiates and leads mutually beneficial productive interpersonal relationships based on trust, both within and outside of the institution.</p> <p>Ensures that others buy into leader's mission, goals, agenda, climate, tone, and policy. Sets a good example by modeling behaviors that align with the vision, mission, and values of the institution. Ensures that team tasks are completed, can communicate easily within the unit and across the organization, is enthusiastic, committed to the team and provides feedback and coaching.</p> <p>LEVEL 1 Demonstrates strong technical/functional proficiencies and knowledge in areas of expertise. Shows knowledge of organisational business and demonstrates proficiency in the strategic and financial processes.</p> <p>LEVEL 2</p> <p>SKILLS/KNOWLEDGE</p> <ul style="list-style-type: none"> • Skilled in Advanced hardware & software troubleshooting
	<p>Interpersonal Skills</p>
	<p>Teamwork</p>
	<p>Leadership</p>
	<p>Technical/Functional Expertise</p>

	<ul style="list-style-type: none"> • Has a clear understanding of the Software Development Lifecycle • Skilled in organizational activities • Skilled in problem-solving • Understands HM&IS Functionalities
Language Skills	High proficiency in spoken and written English
Computer Literacy	<ul style="list-style-type: none"> • Advanced writing, communication, and presentation skills in Microsoft PowerPoint Presentation, Microsoft Project would also be an asset.

E. CONTRACT DURATION AND ESTIMATED TIME INPUT

The assignment will be on a contractual basis for one (1) year in the first instance and may be subject to renewal based on satisfactory performance reviews

F. REPORTING REQUIREMENTS

- The Technical Officer – Health Management and Information System will report to the Project Manager – CARDTP Project Implementation Unit.
- The Consultant will submit a report, at the end of each month, detailing the activities performed by the Consultant in the month to which it refers.

G. FACILITIES TO BE PROVIDED BY THE CLIENT

- Office space
- Basic amenities including telephone, computer
- Access to vehicle