**TERMS OF REFERENCE**

**Provision of IT support services in implementation of the National TB electronic database**

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| **Brief background**: Within the GF project, WHO is providing technical assistance to NTP on implementation of electronic TB recording and reporting information system (TBRRIS). TB-recording and reporting information system (TB RRIS) designed to be compatible with the overall national health information system (HIS). It will strengthen the accuracy and correctness of the reported ТВ data and facilitate analyses of data and their use for decision-making.At this point in time, implementation of the electronic TB recording and reporting information system (TBRRIS) is in a testing phase. Server was set up and connected to the users’ computers and entering the testing data has been started. WHO is seeking local IT specialist (individual or company) to support NTP and WHO international consultants in implementation of electronic TB recording and reporting information system (TBRRIS). |
| **Scope of work:** To support NTP Manager/NTP focal point on TBRRIS and WHO International Experts from PAS Center based in Moldova in implementation of electronic TB recording and reporting information system (TBRRIS), WHO will contract local IT specialist/IT company to perform the following tasks:*Connectivity related activities:** Regular maintenance of the NTP LAN, facilitating stable operation of the active network devices used for functionality of TBRRIS (hubs, switches, routers, firewalls etc.).
* Address the appropriate issues and technical supervisory of the solutions to the technical services of the NTP. Advise NTP Manager on IT matters related to implementation of TBRRIS.
* Ensure uninterrupted connectivity of the TBRRIS users to the servers to provide uninterrupted data entry.
* Provide troubleshooting/address issues related to IT/connectivity/network operation that arise in implementation of TBRRIS.
* Support NTP manager/NTP focal point on TBRRIS in processing and installation of additional cybersecurity equipment.

*TB-RRIS Deployment/Update Related Activities:** Support IT company with server setup and configuration at TurkmenTelecom after installation of cybersecurity equipment.
* To support the IT company with deployment of TBRRIS at TurkmenTelecom
* To update TB-RRIS deployed at TurkmenTelecom as needed.

*TB-RRIS Functioning Related Activities:** Monitor of IIS (Internet/Intranet Information Service) server.
* Monitor TBRRIS database implementation and provide needed IT support.
* Monitor TBRRIS database functionality at Turkmen Telekom on regular basis as per local procedures.
* Administration, operation, regular back up and maintenance of the of TBRRIS database, including both hardware and software. End-user support in using the TBRRIS software.
* Complete any other tasks related to implementation of TB-RRIS, as assigned by the NTP Manager/NTP focal point on TBRRIS, WHO CO and WHO Experts.
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| **Deliverables**Progress report on provided IT support for implementation of TBRRIS on monthly basis, including abovementioned activities. |
| Expected results:* Piloting phase of implementation of electronic TB recording and reporting information system (TBRRIS) is going on smoothly and successfully completed by end of December 2023 and NTP is ready to roll-out it to the regions-based roll-out plan stated in the Regulation for TBRRIS. Issues encountered with functionality of TBRRIS communicated to the WHO International Expert in a timely manner. Timely update and functionality of TBRRIS is ensured. Implementation of TBRRIS closely coordinated with the NTP Manager and the NTP Manager is satisfied with TBRRIS functioning.
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| 1. **Contract duration**
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| 1 July - 31 December 2023 (during piloting of TBRRIS on central level of NTP) |
| 1. **Qualifications, experience, skills and languages**
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| **Qualifications:**• Education in the IT and IT management**Experience:**• At least 5 years of expertise in IT support, including administration of IIS (Internet/intranet Information Services), administration of Windows Server, Monitoring and administration of Microsoft SQL Server (2014 and higher), Knowledge of Transact SQL, Experience with Load Balancing as well as Windows operating systems, common Windows applications, local network, commonly used Internet connection equipment.**Skills/Knowledge** • Excellent communication skills**Languages:**Excellent knowledge of Turkmen, Russian, English is an asset. |
| 1. **Supervision**
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| The IT Specialist will work under the supervision of the NTP Manager/NTP focal point on TBRRIS and National Professional Officer WHO CO in TKM and WHO Experts on implementation of TB-RRIS. |
| 1. **Location (including in-country missions, if any)**
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| The services are to be provided in Turkmenistan. In-country travel will be paid separately, out of scope of the prospective contract. |
| 1. **Remuneration**
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| Terms of payment:Interested individuals / companies are to submit their proposals for monthly remuneration services to email: localprocurementtkm@who.int Deadline for submission of proposals: 15 June 2023. |