

TERMS OF REFERENCE

Requirement	Business Process analysis and Standard Operating Procedures Consultant (SOPE)
Assignment	Management Information System based on openIMIS to administer Social Insurance and Pensions Agency in Tajikistan
Contract's duration:	1 May to 15 June 2024
Linked missions:	One mission to Dushanbe, Tajikistan
Total Working Days	35 Days

Background

The success of policies aimed at universal social protection depends critically on the use of Information and Communications Technology (ICT) and data, and their effective governance and management. In many countries, the absence of digital management and information systems (MIS) results in excessive processing and turnaround times in service delivery. It also limits the capacity to scale operations to handle a growing volume of data. To reach the objective of universal social protection, countries, through their social security organizations, need to establish solid management information systems, characterized by a coherent set of standardized and integrated business processes enabled by software applications and quality digital data to handle core social security operations.

Under the project *Supporting the implementation of openIMIS to strengthen social protection administration systems*, the ILO is collaborating with GIZ to implement OpenIMIS in selected countries. OpenIMIS is a versatile and open-source application that supports the administration of social protection schemes. It assists with storing and accessing from a single location, beneficiary data, managing data, and enabling automation of core operations such as claims processing. In general, OpenIMIS optimizes processes resulting in higher accuracy, performance, and productivity through reduced paperwork.

Furthermore, the ILO project *'Accelerating Universal Social Protection for Achieving the SDGs and Ending Poverty through Strengthened Governance and Digital Transformation'*, contributes inter alia, to strengthening the digital transformation of social protection systems. The project is funded by the UN and Development Peace Fund (replenished by China) in collaboration with UNDESA. Tajikistan is one of the target countries in this project. With the financial and technical support of both projects, the ILO and the Ministry of Health and Social Protection, agreed to collaborate to strengthen the digital transformation of the Social Insurance and Pensions Agency (SIPA) of the Republic of Tajikistan.

In this context the ILO will also collaborate with the World Bank-financed “Social Protection Modernization and Economic Inclusion” project in support to digital transformation of SIPA and on the interoperability of its MIS system with the MIS of other components of the social protection and labour market systems in Tajikistan.

Currently, SIPA’s business operations still rely predominantly on paper-based and manual processes. This affects the ability of the agency to deliver benefits timely and efficiently and its interoperability with other government agencies.

SIPA’s ability to exchange information with other actors in the field of social protection, notably to allow the portability of benefits cross border is limited by its lack of digitalization. According to information from the Pension Funds of the Russian Federation, more than 850,000 citizens of Tajikistan are registered in the personalized accounting system of Russia Federation Pension Funds, for whom pension insurance contributions are paid. In 2021, an agreement was signed between Tajikistan and the Russian Federation on cooperation in the field of pensions. Within the framework of the concluded agreement, labor migrants have the opportunity, upon reaching retirement age, to apply for their pension, taking into account their work experience, both in Tajikistan and in Russia. SIPA is currently signing an Agreement on electronic interaction with the Pension Fund of the Russian Federation, which can provide data transfer on pensioners. In order to timely assign pensions to labor migrants, it is necessary to develop application programs for sending and receiving data from the Pension Fund of the Russian Federation.

These terms of reference refer to the work of a consultant to conduct business processes and functional assessment, developing the necessary process mapping, and studies to recommend Standard Operating Procedures (SOP) for customizing and implementing the MIS at the SIPA including a solution for the transfer of data from Russian pension funds. These SOPs will then be transformed into customization specifications that will enable a third-party external collaborator to code these adaptations.

OUTPUTS

Output 1: Technical note (10 pages maximum) diagnosing the current SIPA technology and digital ecosystem and a Gap Analysis with recommendations for a technology stack to support the implementation of the new SIPA MIS.

The activities for this output include the training and high-level engagement with SIPA senior management, during a mission to Dushanbe, on the requirements, the decisions needed and the conditions and modus operandi to implement a new MIS, including the opportunities and costs for customizing and operating OpenIMIS.

The technical note includes:

- A high level and synthetic overview of the country’s IT and internet communication environment.

- Mandatory government electronic interfaces and systems, including any mandated requirements for the new software system, emanating from Gossecret and the Agency of Innovation.
- Recommendations for software, hardware and communication requirements for MIS solution
- High level mapping and gap analysis of technology infrastructure and staff to operate an MIS solution
 - o Data Base Engine
 - o Technology Stack to support the desired software deployment and secure operations
 - o Communication and system deployment for interoperability with critical external data sources.
 - o Infrastructure to host future MIS and its backup and security features.

This activity will inform and support the more detailed digital technology assessment to be done in collaboration with the WB “Strengthening Social Protection and Economic Inclusion” project PIU. During the mission to Dushanbe, the consultant will interact with SIPA and other relevant stakeholders, including experts from the WB “Strengthening Social Protection and Economic Inclusion” project PIU.

Output 2: Business Analysis and Flow document

The activities entail:

- analyzing the current business process flow,
- determining and writing the future state of business processes in consultation with SIPA
- highlighting the gaps and improvements through opportunities for dematerialization and simplification of business processes
- comparing the business process needs to the modules existing in the standard OpenIMIS and indicating which modules will be re/used and which ones need to be created anew.
- writing the SOP standard operating procedures for all modules for pensions, survivors, invalidity and unemployment benefits to be administered under the new MIS based on OpenIMIS.
- this includes solutions to exchange electronic information internationally to allow the portability of benefits cross border with Russian Pension Funds dependent on the technical specifications and systems requirement being provided by the Russian counterparts.

Output 3: Functional Analysis and architecture document of the necessary modules for the specific scheme covered by the new MIS.

The functional analysis will review to the extent possible, the existing front end and back end applications legacy systems, which have been developed for pilot application under previous consultation with the European Union.

The consultant will produce a document describing all the specifications needed for software developers

- Users of the system and user interfaces
- Functional requirements derived from business rules / flow
- Data requirements and flows (conceptual and logical data schemes)
- Software, hardware and communication requirements

The functions which will underpin each customized OpenIMIS module are described, as well as the data architecture of the customized OpenIMIS, i.e. a conceptual and logical data flow (data schemes) of the new customized OpenIMIS solution, based on the business processes developed in output 2. Software, hardware and communication requirements are normally those needed for operating OpenIMIS and will also be considered based on Output1.

Attention will be given to specifications regarding the external data exchange solution.

Travel

A mission of up to 4 working days will be held in Dushanbe, in Tajikistan. Necessary translation to and from the Russian language will be provided.

Contract duration:

The duration of the assignment of this contract is from 1 May 2024 to 15 June 2024.

Requirements

The consultants should have the following qualification and experience:

1. Professional with at least 8 years of experience in Pension administration;
2. Excellent understanding of Business Process Analysis as well as development and implementation of MIS systems;
3. Previous work experience with OpenIMIS.
4. Excellent communication and command in written English;
5. Availability to start work May 1st 2024 and to conduct a mission to Dushanbe during that month.
6. Previous work experience with UN System in general and with ILO in particular, will be added advantage;

Submission

The deadline for submission of expression of interest is April 19, 2024. Interested individuals are invited to submit their updated CV and expected rate per day to **desvigne@ilo.org** by **17:30hrs (Geneva time) on Friday, April 19 2024**. Email subject heading should mention **“Tajikistan OpenMIS Business Analysis Consultant”**.