International Organization for Migration (IOM)
The UN Migration Agency

OPEN TO EXTERNAL CANDIDATES ONLY

Reference No.	:	**CFCV/ID10/2021/087 – REISSUED**
Position Title	:	**Consultancy to Evaluate the Health Insurance Program for Refugees in Indonesia**
Duty Station	:	**Home-based**
Duration of Contract	:	**2 months**
Type of Appointment	:	**Consultancy**
Estimated Start Date	:	**As soon as possible**
Closing Date	:	**28 January 2022**

Established in 1951, IOM is a Related Organization of the United Nations, and as the leading UN agency in the field of migration and works closely with governmental, intergovernmental and non-governmental partners. IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM is committed to a diverse and inclusive environment and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons living with disabilities, to apply to become a part of the organization. Read more about diversity and inclusion at IOM at www.iom.int/diversity.

External candidates will be considered for this vacancy. This is a request for Curricula / **Consultant for Evaluation of Health Insurance Program for Refugee in Indonesia piloted since 16 March 2021.** The success candidate will be offered Consultancy Contract. *Applications from qualified female candidates are encouraged.*

1. Background

As part of IOM's support and cooperation to the Government of Indonesia in the handling of refugees, Migration Health Division (MHD) of IOM Indonesia, provides basic and life-saving healthcare services for refugees under the RCA Programme (Regional Coordination Agreement). For over 10 years, refugees have been able to access health services through community clinics (Puskesmas) or private clinics in their city with the support of the local health department. While this system effectively manages majority of medical cases, for more advanced and chronic care, MHD staff based in field offices continued to facilitate access to secondary and tertiary healthcare services such as specialist outpatient consultations, emergency, and hospitalization via a referral mechanism.

Given the protracted stay of refugees in Indonesia due to limited resettlement options and small number opting to voluntarily return to their home countries of origin, IOM anticipates a need to explore an alternative system for health services that still fulfils the following health objectives: Enable equal and quality access for refugees to a healthcare service at all levels while minimizing the disparity with local hosting communities; Foster self-reliance and reduce dependency on

IOM health team within the refugee community; Improve efficiency in the administration and financing health services delivery while freeing up staff time for human centered programming; Minimize time that staff spent on the approval referrals, collection, and verification of treatment invoices; prevent delay in closing accounts due to late arrival of invoices; and free up time for medical staff to effectively monitor the quality of healthcare service providers, preventing over-treatment and over charging.

For reasons above, since 16 March 2021, IOM has piloted a one-year programme of health care service delivery model using health insurance system in Makassar, Tanjung Pinang and Batam. However, for comprehensive analysis, relevant data from all parties involved such as IOM, health insurance service providers, healthcare service providers and refugees as beneficiaries are required to explore and identify efficiencies and effectiveness of the program.

Therefore, evaluation from external/independent consultant is needed as reference to determine extension plan of this program and scaling up to other locations.

2. Nature of the consultancy

Conduct assessment to evaluate the IOM' pilot health insurance program for refugees in three cities (Makassar, Tanjung Pinang and Batam). In particular, assess and evaluate the efficiency and effectiveness of health service delivery through health insurance system and identify its impact towards IOM, health insurance provider, health service vendors and refugees as beneficiaries. The assessment objectives are summarized below:

- To assess refugees' experience in accessing health services such as Outpatient department, Emergency, Inpatient department, Pharmacy etc. and its impact to them (reliance, dependency).
- To document health service providers' experience in delivering services to the refugees (enabler and barriers) and its impact to them (utilization, workloads, admin/finance process).
- To assess health insurance provider's experience in delivering services (enabler and barriers) and its impact to them (utilization, workloads, admin/finance process).
- To analyze IOM staff's experience (health and support staff), in facilitating assistance (enabler and barriers) and its impact to them (utilization, workloads, admin/finance process).
- To analyze the cost effectiveness and cost benefit of IOM's health insurance project for refugees and provide policy recommendation.

The incumbent shall develop a comprehensive report with actionable and evidence-based recommendations to increase efficiencies of the insurance program for refugees as well as the benefit of the scheme.

The consultant, under the direct supervision of the National Migration Health Officer in Makassar, and the Senior Migration Health Advisor in Jakarta, for technical matters and under the overall supervision of RCA Program Manager, will conduct a survey/ assessment to collect the necessary information from IOM staff, health insurance beneficiaries, health care and insurance providers, and assess local/national practices and policy in order to provide evaluation of health insurance programme, including but not limited to provide policy recommendation to IOM, and related partners and beneficiaries.

3. Tasks to be performed under this contract

The consultant will be responsible to conduct the following assignment:

a. To conduct rapid assessment using mixed quantitative methods (by online survey or phone call or in face to face) with qualitative (by focused group discussion) to explore experiences and impact of health service delivery through insurance system.
b. Conduct assessment and analysis of the existing IOM's secondary and tertiary health service system for refugees in terms of cost, experience from the refugees, the efficiency, and effectiveness in addressing the needs of the refugees. Compare and analyze the existing system with the pilot insurance programme.
c. Coordinate with relevant IOM offices and arrange in person visit to Makassar, Batam and Tanjung Pinang (as necessary) and conduct the required surveys to ensure timely project delivery. Where necessary, arranging and facilitating online, face to face survey/meeting/workshops/focus group discussions in coordination with IOM team.
d. Facilitate and lead discussion, interviews, and consultation with relevant stakeholders to support data collection, resource/reference identification, drafting result and analysis.
e. Develop periodic monitoring and evaluation tools, policy recommendation and follow up action plan on the health service delivery using insurance scheme.
f. Perform any other related duties as may be required.

4. Tangible and measure output of the work assignment

The consultant will provide the following outputs:

a) Assessment process's Proposal/Protocols (including workplan and gantt chart)
b) List of questionnaires and assessment tools
c) Data Sets
d) Final Assessment report
e) Policy brief and recommendation
f) Periodic monitoring evaluation tools

The Senior Migration Health Advisor, in coordination with RCA Program Manager and National Migration Health Officer in Makassar, shall review and evaluate these outputs and give approval on the satisfactory performance of the consultant.

5. Realistic delivery dates and details as to how the work must be delivered

The total duration for this assignment is 2 months.

6. Performance indicators for evaluation of results

The quality, targeted and detailed of the work performed as established in above as well as compliance with agreed delivery dates.

7. Reporting Lines (Type of supervision that will be provided)

Under the direct supervision of the National Migration Health Officer in Makassar, and the Senior Migration Health Advisor in Jakarta, for technical matters and under the overall supervision of RCA Program Manager, the consultant shall be responsible to evaluate health insurance programme and provide policy recommendation to IOM, and related partners and beneficiaries.

8. Consultant's Workplace

The consultant shall work from homebased with possibility of travel to Jakarta, Makassar, Batam, and Tanjung Pinang.

9. Qualifications or Specialized Knowledge/experiences required:

The proposed consultant(s) should have following competence.

- Required master's degree in public health, or health economics, or actuarial, health policy and other related fields.
- Required 5-year experience in health insurance, health economic/financing, or health research.
- Required experience in organizing and facilitating meetings/workshops/focus group discussions
- Experience in working with government and non-government institutions at the
- national and sub-national level (desired).
- Excellent presentation, oral, and written communication skills.
- Strong research and excellent writing skills in English.
- Excellent organizational skills: ability to meet deadlines and work under pressure.
- Strong interpersonal skills, able to communicate and work in diverse settings

Language: Fluency in English, both oral and written. Fluency in Bahasa Indonesia is an advantage.

10. Required Documents

The consultant will need to submit technical and financial proposal in **ENGLISH**.
Each submission must include the following:

1. Technical Proposal with detailed profile of consultant (education, certification, including records on previous work experience especially in similar assignments), methodology, proposed activity work plan describing the activities and timeline during consultancy /module outlines, sample of output used in each phase and processes of implementation, sample of previous work (report/training module).

2. Financial Proposal listing all costs associated with the assignment in local currency (IDR). In particular, the financial proposal should itemize the following:
    a. Consultancy fees, including additional supporting resources person per day/activity.
    b. Variable cost inclusive printing of study tools, banner, meeting costs (if any).

11. General Terms and Condition

Consultants should not assign, transfer, pledge, sub-contract or make other disposition of the consultancy contract or any part thereof, or of any of the Consultant's rights, claims or obligations under the consultancy contract except with the prior written consent of the Organization, in conjunction with HRM. Therefore, only in limited circumstances, when approved in advance.

12. Evaluation

The **technical proposals** of Individual consultant shall be evaluated based on the following criteria and sub-criteria:

i. Specific experience of the Consultant relevant to the assignment:	**Points**
a) Candidate qualification & competence (education, certification)	(5)
b) Experience (previous experience & sample of previous work)	(10)
c) Knowledge of candidate on the project (relevancy of the proposal)	(5)
Total points for criterion (i)	**(20)**

ii. Adequacy of the proposed methodology and work plan in response to the Vacancy Notice	**Points**
a) Methodology and Framework	(10)
b) Workplan	(10)
Total points for criterion (ii)	**(20)**

Only candidate whose proposal having minimum score of technical proposal 25 (point (i) and (ii)) will be invited to present & clarify the proposal in an interview.

iii. Interview	**Points**
a) Methodology and Time Frame	(20)
b) Consultant experience and background	(20)
c) Presentation and clarification to the submitted proposal	(20)
Total points for criterion (iii)	**(60)**
Total points for criterion (i), (ii) and (iii)	**(100)**

The final assessment will be considered based on the following points:

- Technical Proposal and Presentation - 80%
- Financial – 20%

13. How to Apply

Interested applicants must submit:

- A letter of interest (1-page max.) clearly specify suitability and availability date.
- Detailed Curriculum vitae. Applicants should clearly indicate information on previous work and/or experience in translating the document.
- Complete the Personal History Form which can be downloaded at the following link : https://indonesia.iom.int/sites/indonesia/files/Vacancy/document/Personal%20History%20Form.xls
- Please submit other required document as mentioned in point 10 and please find below template of technical proposal and financial proposal.

Application shall be submitted by e-mail to rindonesia@iom.int, indicating the reference code above (**CFCV/ID10/2021/087 – REISSUED**) as subject. The deadline for applications is **28 January 2022.** Candidates applying for this vacancy are required to declare whether they have relatives already working for IOM. *The previous applicant no need to reapply.*

Only applicant who meet the above qualification will be considered

Technical Proposal Template

1. **BACKGROUND**
2. **OBJECTIVES**
3. **SCOPE OF CONSULTANCY**
4. **FRAMEWORK AND THEORY**
5. **METHODOLOGY**
6. **SAMPLE OF OUTPUT**
7. **SAMPLE OF PREVIOUS WORK/REPORT/MODULE (AS ANNEX)**
8. **ACTIVITY WORK SCHEDULE**

A. Type of Activities

No.	Activity/Work Description	*Duration*												
		1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th	
1														
2														
3														
4														
5														

B. Completion and Submission of Reports

Reports	**Date**
1. Inception Report	
2. Interim Progress Report (a) First Status Report (b) Second Status Report	
3. Draft Report	
4. Final Report	

Financial Proposal Template

SUMMARY COST

Costs	Currency	Amount(s)
I – Remuneration Cost		
II - Reimbursable Cost		
Total Amount of Financial Proposal [1]		

[1] Indicate total costs to be paid by IOM in each currency. Such total costs must coincide with the sum of the relevant subtotal indicated in Technical Proposal and Breakdown of Costs by Output/Activity .

A. Breakdown of Costs by Output/Activity

Group of Activities (Phase):[1] _____ _____	**Description:** [2] _____ _____	
Cost Component	**Costs**	
	Currency	Amount
Remuneration [3]		
Reimbursable Expenses [3]		
Subtotals		

[1] Names of activities (phase) should be same as, or corresponds to the ones indicated in ACTIVITY WORK SCHEDULE.

[2] Short description of the activities whose cost breakdown is provided in this Form.

[3] For each currency, Remuneration and Reimbursable Expenses must coincide with relevant Total Costs indicated in Breakdown of Remuneration per Activity and Breakdown of Reimbursable Expenses.

B. **Breakdown of Remuneration per Activity**

[Information provided in this Form should only be used to establish payments to the Individual Consultant requested by Client/IOM]

Name of Activity [1]	**Daily Rate**	**Number of Days**	**Cost per activity**

[1] Names of activities (phase) should be same as, or corresponds to the ones indicated in ACTIVITY WORK SCHEDULE.

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C. Breakdow**n of Reimbursable Expenses**

[Information provided in this Form should only be used to establish payments to the Individual Consultant for services requested by Client/IOM]

Description[1]	**Unit**	**Unit Cost**[2]
1. Workshop resources person		
2. Transportation Cost		
3. Communication Costs		
4. Printing of Documents, Reports, etc		
5. Equipment, instruments, materials, supplies, etc		

[1] Delete items that are not applicable or add other items

[2] Indicate unit cost and currency.

Posting period:

From 14.01.2022 to 28.01.2022