

TERMS OF REFERENCE AND SCOPE OF SERVICES

Social Services Improvement Project (SSIP), Social Insurance Administration Project (SIAP) and North Macedonia Emergency Covid-19 Response Project (ERCp)

IT Security Management Officer

I. OVERVIEW

The Government of the Republic of North Macedonia has received Loans from the International Bank for Reconstruction and Development for implementing the Social Services Improvement Project (SSIP), the Social Insurance Administration Project (SIAP) and North Macedonia Emergency Covid-19 Response Project (ERCp).

The SSIP development objective is to expand access to and improve the quality of social services, including preschool services, for vulnerable groups. The Social Services Improvement Project will help address the challenges that are particularly associated with social exclusion of vulnerable groups and the low quality and fragmentation of Early Childhood Education and Care (ECEC) and social services. By supporting strengthening the overall social protection delivery system for improved service provision and access to services by existing social assistance recipients and by vulnerable groups and by support of quality early learning for preschool children and their families and strengthen the transition into primary education with focus on inclusive education and learning, the project will contribute to the GoM's ultimate objectives of alleviating poverty and enhancing human capital by supporting the strengthening of the effectiveness and efficiency of the GoM's social safety net and thereby reducing the inter-generational transmission of poverty over the long run.

The SIAP project activities will address specific functional and technical areas within the administration of social insurance. The project will support the Government's efforts to continue the process of improving the quality of services delivered by the social insurance administration. The SIAP project will make investments in:

- (a) developing a central single unified registry of socially insured individuals (SURS)
- (b) improving the Pension and Invalidity Fund's (PIOM) capacity and business processes
- (c) establishing a Central Disability Certification Coordination Unit (CDCCU)
- (d) revising the list of hazardous occupations eligible for early retirement with extended service period (ESP), and,
- (e) supporting implementation of the legal and institutional framework for employment and professional rehabilitation of persons with disabilities.

The ERCP development objective is to prevent, detect and respond to the threat posed by COVID-19 and strengthen national systems for public health preparedness. This project has three components. Component one will provide immediate support to help the Republic of North Macedonia limit the local transmission of COVID-19 (Coronavirus) through containment strategies. There are four subcomponents: (i) Enhancing case detection, confirmation, contact tracing, reporting, and monitoring; (ii) Strengthening the health system, (iii) Financing of bonuses for health workers and (iv) Vaccine purchasing. Component two will finance temporary income support to eligible individuals and households to enable them to comply with the social distancing measures the Government has introduced to contain the COVID-19 pandemic. There are two subcomponents: (i) Temporary social assistance support, and (ii) Temporary unemployment insurance support. Component three will support the administrative and human resources needed to implement the project and monitor and evaluate progress.

II. OBJECTIVE OF THE ASSIGNMENT

The **IT Security Management Officer (IT SMO)** is responsible for management and monitoring SIEM System in the MLSP, installing and maintaining administrating computer hardware, software and networks of the MLSP and the institutions under the umbrella of the MLSP as well as to provide expert advice regarding the ERCP IT procurements.

III. SPECIFIC TASKS

The consultant –IT Security Management Officer (IT SMO) will provide full time services and shall work with MLSP IT and other staff on everyday IT related activities as follows:

1. Management and monitoring the SIEM security event management / Security Information and Event Management System of the ministry including analyse data collected by the SIEM System to discover and detects threats and information about security incidents.
2. Make recommendations about purchase of technology resources;
3. Participating in development and maintenance/ administration of MLSP software solutions/ data bases;
4. Troubleshoot hardware, software, network and security operating system;
5. Optimisation of Windows Server, Microsoft SQL Server, IIS;
6. Configuration and maintenance of Network Security Appliances (Central and Local offices);
7. Monitor and maintain technology to ensure maximum access;
8. Maintain log and/or list of required repairs and maintenance;
9. Provide network access to all staff where applicable;

10. Ensures software, hardware and network installs, re-installs, upgrades, moves, changes and relocations are made when necessary and as required;
11. Advice staff of security breach and/or change in password or security status ensures installation of lock out program;
12. Conduct and optimise data exchange with various institutions;
13. Ensuring data exchange with other institutions;
14. Define technical needs and requirements for operating servers, updates for ensuring overall operational functioning of the MLSP software;
15. Identify IT opportunities and recommend solutions that will enhance or improve current business processes;
16. Define technical needs and requirements for software packages, updates for ensuring overall operational functioning of the Information systems;
17. Escalate and route complex or unsolved problems to respected IT support companies;
18. Assist on projects or special initiatives as assigned;
19. Other IT related activities.

IV. REPORTING OBLIGATIONS

The consultant shall regularly debrief the Project Director and the Project Manager on the progress in respect to the contract obligations performed.

V. EXPERIENCE AND QUALIFICATIONS OF CONSULTANT

The consultant should have the following experience and qualifications:

- Bachelor's degree in Computer Science and Informatics or at least 15 years of professional experience in management and maintenance of IT systems, hardware and network management. Knowledge and competences in Information security ISO 27001 shall be considered as assets;
- Experience in MS-Windows Operative systems;
- Knowledge of Linux operative system will be considered as an assets;
- Experience in management and administration of Document Management System;
- Knowledge and experience in firewall security systems configurations;
- Knowledge and experience in administration of Windows Server and his Roles and features;
- Experience in administration of server backup solutions;
- Experience in administration of mail servers, active directory and domain security;
- Experience in management of firewall systems. The knowledge of Kaspersky shall be considered as assets;
- Knowledge in understanding software packages and in purchasing;

- Knowledge and competences in Security Information and Event Management System (SEIM System);
- Knowledge of Information Security in compliance with ISO 2700;
- Knowledge in Cyberoam, Sophos, Cisco products will be considered as advantage;
- Knowledge of English.

VI. DATA, LOCAL SERVICES, PERSONNEL AND FACILITIES TO BE PROVIDED BY THE CLIENT

The Consultant will be provided with suitable office space, appropriate equipment such as PC and printer.

Selection method and contract: The selection method is Individual Consultant Selection and the contract shall be Time based according to the World Bank Procurement Regulations for Investment Project Financing (IPF) Borrowers – Procurement in IPF of Goods, Works, Non-Consulting and Consulting Services, (Regulations) issued in July 2016, revised November 2017., www.worldbank.org.

VII. DURATION OF ASSIGNMENT

The Consultant will work under a time-based contract. The assignment will be full time, working 8 hours a day on the regular business days in Macedonia. The contract for this assignment will be until 30 June 2024. A downstream work might be needed, subject to Client's business needs under the project and subject to consultant's satisfactory performance.