# TERMS OF REFERENCE FOR CONSULTANCY

<table>
<thead>
<tr>
<th><strong>Hiring Office:</strong></th>
<th>UNFPA Egypt Country Office</th>
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</thead>
<tbody>
<tr>
<td><strong>Purpose of consultancy:</strong></td>
<td>Strengthening indicators that qualify family planning (FP) clinics to be granted “El Wessam” logo of Excellence through enhancing the use of an automated reporting system.</td>
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| **Scope of work:** | To ensure provision of quality services and fulfillment of human rights in FP service provision, UNFPA supported the FP Sector at the Ministry of Health and Population (MOHP) in establishing a quality assurance system for clinics. This system accredits clinics providing high-quality services by granting them the logo of Excellence “El-Wessam”.

Family planning clinics are selected to obtain the “El-Wessam” logo every quarter according to their respective score of quality indicators provided that they obtain 95% or more in quality assessment for two consecutive quarters. This score is based on a set of core and non-core indicators that have to be fulfilled by the clinic, divided into 9 pillars.

To ensure effective recording and data analysis of the progress of clinics, an automated system was developed to efficiently and fairly evaluate the clinics and put plans for quality enhancement.

The consultant is required to:

- Develop a user-manual for the system, that includes instructions about the automated registration, system dynamics, and dashboard usage for top-level management at the FP sector
- Conduct 4 training workshops for the system, for:
  - Senior officials at MoHP sector to capacitate them on how to generate reports & utilize the analysis tools to compare row and aggregated data in different quarters, across districts, and governorates;
  - M&E department at FP sector: Technical orientation about the system to comprehend the architect of the system and data-base, functionalities of the different modules, carryout first line support;
  - Training of trainers: to roll-out the system at governorate level
- Test the implementation of the system in one governorate, and implement recommendations accordingly. The governorate will be decided at a later stage with the MOHP. |
| **Duration and working schedule:** | 25 November 2019 to 10 February 2020 |
| **Delivery dates and how work will be delivered (e.g. electronic, hard copy etc.):** | The consultant will be responsible to deliver: |
- The user manual and training materials in electronic format by 20 December 2019
- Final report of the consultancy including a briefing on 4 training workshops conducted and the system testing report in electronic format by 10 February 2020

| Monitoring and progress control, including reporting requirements, periodicity format and deadline: | The expert is requested to provide the following:
| | 1. By 20 December 2019; as a first instalment, 50% of the total remuneration will be provided upon receipt of the user-manual for the system and training materials.
| | 2. By 10 February 2020; as a second instalment, 50% of the total remuneration will be provided upon receipt of:
| | a. A satisfactory training report including topics covered the list and profile of trainees, recommendations (if any), and training feedback along with recommendations.
| | b. A short report about the testing of the implementation of the system in one governorate.

| Supervisory arrangements: | Reproductive Health Program Specialist, UNFPA-Egypt in close coordination with the FP Sector at MOHP

| Expected travel: | N/A

| Required expertise, qualifications and competencies, including language requirements: | 1. Advanced educational background in social sciences, public health, or business administration.
| | 2. Proven experience in development and management of automated systems, preferable with a government entity;
| | 3. Proven experience in training.
| | 4. Experience in working with MoHP is an asset;
| | 5. Excellent command of Arabic

| Inputs / services to be provided by UNFPA or implementing partner (e.g. support services, office space, equipment), if applicable: | UNFPA will assist in introducing the consultant to the MoHP/FP Sector, coordination as well as providing relevant information requested by the consultant.

| Other relevant information or special conditions, if any: | N/A

| Signature of Requesting Officer in Hiring Office: | [Signature]
| Date: 12 November 2019 |