

## TERMS OF REFERENCE FOR CONSULTANCY

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Hiring Office:	UNFPA Egypt Country Office
Purpose of consultancy:	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.
Scope of work:  <i>(Description of services, activities, or outputs)</i>	<p>To ensure provision of quality services and fulfilment 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”.</p> <p>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.</p> <p>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.</p> <p>The consultant is required to:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Conduct 4 training workshops for the system, for: <ul style="list-style-type: none"> <li>○ Senior officials at MoHP sector to capacitate them on how to generate reports &amp; utilize the analysis tools to compare row and aggregated data in different quarters, across districts, and governorates;</li> <li>○ M&amp;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;</li> <li>○ Training of trainers: to roll-out the system at governorate level</li> </ul> </li> <li>• 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.</li> </ul>
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:

	<p>-The user manual and training materials in electronic format by 20 December 2019</p> <p>- 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</p>
Monitoring and progress control, including reporting requirements, periodicity format and deadline:	<p>The expert is requested to provide the following:</p> <ol style="list-style-type: none"> <li>1- By 20 December 2019 ; as a first instalment, 50% of the total remuneration will be provided upon receipt of the a user-manual for the system and training materials</li> <li>2- By 10 February 2020; as a second instalment, 50% of the total remuneration will be provided upon receipt of: <ol style="list-style-type: none"> <li>a. A satisfactory training report including topics covered the list and profile of trainees, recommendations (if any), and training feedback along with recommendations</li> <li>b. A short report about the testing of the implementation of the system in one governorate</li> </ol> </li> </ol>
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:	<ol style="list-style-type: none"> <li>1. Advanced educational background in social sciences, public health , or business administration</li> <li>2. Proven experience in development and management of automated systems, preferable with a government entity;</li> <li>3. Proven experience in training</li> <li>4. Experience in working with MoHP is an asset;</li> <li>5. Excellent command of Arabic</li> </ol>
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: Date: 12 November 2019	<i>Maha A. Wanda</i>