**TERMS OF REFERENCE**

**Subject:** Consultancy to conduct intensive end-user monitoring of UNICEF medical supplies

**Type of contract**: Consultant

**National / International:** International

**Expected start date**: 1st September

**Duration:** 8 weeks of which 6 in DPRK

**Supervisor**: M&E Specialist

1. **Background**

**General:**

An efficient and effective monitoring system to ensure correct distribution and use of humanitarian supplies remains central to the work of UNICEF in DPRK Country Office (CO). Humanitarian supplies constitute more than 90 percent of UNICEF’s programming in DPRK. Supply monitoring and supportive supervision activities are critical for UNICEF and Partners to ensure desired health outcomes for children and women.

In 2017 UNICEF tripled its field monitoring to demonstrate results and context-specific accountability for the correct use of humanitarian assistance. 105 counties (50 per cent of the county) were visited by UNICEF’s international staff through 233 field visits. In 2018 the office has adopted a field monitoring Standard Operation Procedure (SOP) with minimum monitoring standards in terms of coverage and frequency of monitoring by core staff of quantitative and qualitative key monitoring questions on the planned availability and use of supplied programme inputs according to established quality standards and protocols. In addition, the SOP institutionalized the practice of at least one intensive monitoring round conducted with external expertise.

To ensure that medical and nutrition commodities are used effectively, efficiently and in accordance with plans agreed with Ministry of Public Health, UNICEF tested the practice of intensive external monitoring in 2017. An intensive monitoring supervision exercise was conducted during six weeks, September-October 2017, to confirm availability, matching distribution lists with actual stocks, conditions of storage, expiry dates, and proper utilization of the UNICEF medical and nutrition supplies and equipment, including vaccines, cold chain, essential drugs, ORS, Malaria, TB medicines and equipment through monitoring visits to 25 counties. In addition to externally validating UNICEF monitoring findings, the intensive monitoring consultancy capitalization report produced summative findings on challenges and recommendations related to areas such as storage/warehouse management, tracking of commodities to the lower levels and quantification of needs from lower levels and implementation of certain policies such as handling and prescription of medicines.

Together, these two types of monitoring – UNICEF field monitoring and intensive monitoring with external expertise – provide significant opportunity for UNICEF and Partners at the national level to accountably assess and ensure availability, continuity and quality delivery of essential services for children and women in need.

**Programme specific:**

UNICEF country programme is supporting MOPH in DPRK in planning, implementation, monitoring and evaluation of maternal, neonatal and child health interventions, including childhood TB and community management of acute malnutrition (CMAM), in different geographical areas:

* Expanded Program on Immunization being implemented in 210 counties, with planned expansion of the cold chain infrastructure reaching RI Hospital and clinics in next three years.
* Community Integrated Management of Childhood Illnesses (cIMNCI) targeted 9 priority “convergent” counties and 41 other counties by the end of 2018. It has been planned to train 5,000 household doctors in applying of IMNCI inclusive of pediatric Tuberculosis
* Essential Medicines program is in 50 counties and provision of ORS across the country
* Child Health Days-twice a year across the country.
* EmONC programme in county and Ri-hospitals of 9 “convergent counties” by 2018
* CMAM programme in county/paediatric hospitals of 189 counties

***Integrated Management of Childhood Illnesses (IMNCI):*** *has been rolling out in 9 “convergent” and 41 other counties* during 2017-2018 programme cycle. This is also an agreed and funded activity in GAVI HSS2 agreed plan. IMNCI is one of the important components of health program to reduce childhood morbidity and mortality from preventable diseases. The IMNCI strategy focuses on implementation of agreed global diseases prevention and treatment protocols where technical expertise and medical knowledge/experience is required to ensure quality of programing. The program implementation needs extensive follow up, field monitoring, training and documentation.

***Pediatric TB (Tuberculosis).*** GF (Global Fund) discontinued supporting of TB-Malaria programme in DPRK since 30th of June 2018. Considering the fact that DPRK is classified as high TB burden country according to the WHO classification and taking into account high prevalence of pediatric TB, UNICEF decided to include pediatric TB agenda to the core MNCH programme. The National IMNCI protocol received a pediatric TB module and with this action UNICEF’s health programme has taken a lead in facilitating of pediatric TB programme through IMNCI channels.

***Maternal and Neonatal Health (MNH) through EmONC:*** UNICEF is currently supporting dissemination of essential EmONC and ENAP packages in 9 “convergent” counties during 2017-2018. Both maternal and neonatal health are key areas of support where DPRK is lagging behind. Uninterrupted technical support is required to enhance capacities of the human and institutions to provide responsive services and avert unnecessary mortality and morbidity. UNICEF in addition to the capacity building activities of obstetricians, midwives and other skilled birth attendants provides emergency obstetrics kits for running of maternity wards.

***Essential Medicines Program*** which also includes Oral Rehydration Salt (ORS) support are also critical programs being supported by UNICEF. The EM program is currently functional in 50 counties while ORS-a lifesaving medicine provided across the country. In addition to these the health program with the nutrition program also facilitates implementation of Child Health days twice a year where medical knowledge and skills are mandatory for effective program implementation. During Child Health Days, children under 5 are screened for acute malnutrition and referred for treatment, receive vitamin A supplements, deworming tablets and ORS, while children aged 6–23 months receive multi-micronutrient powder supplements for home fortification of complementary foods and integrated IYCF counselling.

***CMAM Program:*** The CMAM program has, since its start in 2008, progressively expanded its coverage to today 189/210 counties in DPRK. The CMAM service delivery sites are located at county level, while screening and referral of children for acute malnutrition is conducted at the *Ri* (village) level, in clinics, nurseries and by community Household Doctors. Programme supplies include ready to use therapeutic food (RUTF), therapeutic milk (F100 and F75), multi-micro nutrient powder for home fortification of food for children under 5, systematic drugs and multi-micro nutrient tablets for pregnant and lactating women. Supportive supervision concerns correct application of CMAM program protocols and Infant and Young Child Feeding counseling by paediatricians, whose capacities were developed through successive rounds of training.

**2. Objective(s)**

**Overall objective:**

To reinforce the UNICEF DPRK Country Office to be able to meet its planned minimum monitoring standard targets for 2018 in line with the CO’s Field Monitoring SOP.

**Specific objective:**

To observe the availability, matching distribution lists with actual stocks, conditions of storage, expiry dates, and proper utilization by the intended end-users of the UNICEF and nutrition medical supplies and equipment, including vaccines, cold chain, essential drugs, ORS, TB drugs and equipment supplies through monitoring visits to 25 counties.

Provide supportive supervision on the use of medical and nutrition supplies and participate in the on the job training sessions supported by UNICEF.

##### 3. Major Tasks, Deliverables & Timeframe

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| --- | --- | --- | --- |
| Task | Deliverable | Duration (man-days) | Payment (% of fee) |
| *Plan of (daily/weekly/monthly) activities and monitoring visits covering 25 counties* | *Schedule of field visits*  *Check list* | *6* | *20%* |
| *Carry out field monitoring visits* | *Trip reports* | *24* | *40%* |
| *Write an internal capitalization document describing the situation by health facility, inclusive of best practices and recommendations, along with a power point presentation of key elements* | *Final capitalization report* | 6 | *40%* |

Complete submission of deliverables as per expected standard and quality as assessed by the supervisor is a prerequisite for payment of fee. UNICEF reserves the right to adjust or withhold payments for late deliverables or for deliverables not meeting expected quality.

***4. Methodology***

The consultant will travel extensively throughout the DPRK. When in Pyongyang, the consultant will work on the weekly plan and reporting of key issues to immediate supervisor and Chiefs of Health and Nutrition programmes. The IMNCI health specialist, the 2 national health consultants, the national health officer and the Nutrition team will support the consultant providing the background, the logistics and other necessary tools.

***5. Timeframe***

The consultancy will start on the 1st of September and end on 26th October (in-country mission 8th of September to 20th October, with a week of respectively preparations and for finalisation of capitalization report before and after)

***6. Supervision***

M&E Specialist; Coordination with/weekly reports submission to Chiefs of Health and Nutrition programs

**7. Qualification and requirements**

***Education:***

* Master Degree in Medicine/Public Health, Pharmacy, or another relevant discipline for health supply chain and service delivery monitoring.
* Additional qualification in Supply Chain Management will be an asset.

***Work Experience:***

* At least 7 years of international professional experience in development/humanitarian interventions
* Field oriented experience and ready to spend more than 70% of the time in the field
* Previous work experience with UNICEF, WHO, UNFPA or other international medical organization
* Familiarity with the DPR Korea health system and health partners will be an asset
* Experience in conducting/facilitating trainings
* Proven track record of high quality written analytical reports

***Competencies:*** The successful candidate is expected to demonstrate the following competencies that are considered to be necessary to this consultancy:

Core Competencies

* Excellent communicator of concepts both verbally and in writing to a developing country government and international audience.
* Able to quickly understand instructions, to proactively seek clarification when needed.
* Able to work well in a team environment.

Functional Competencies

* Works independently and is problem-solving oriented.
* Works in a multi-cultural environment and establishes harmonious and effective working relationships.
* Demonstrates communication and relationship-building skills.
* Proven capacity to work across different locations utilizing technical skills within supply chain management and data visualization, management and/or monitoring.

Language: Full professional proficiency in English (written and oral) is required.

***UNICEF core values:***

* Diversity and Inclusion

Treats all people with dignity and respect; shows respect and sensitivity towards gender, cultural and religious differences; challenges prejudice, biases and intolerance in the workplace; encourages diversity wherever possible.

* Integrity

Maintains high ethical standards; takes clear ethical stands; keeps promises; immediately addresses untrustworthy or dishonest behaviour; resists pressure in decision-making from internal and external sources; does not abuse power or authority.

* Commitment

Demonstrates commitment to UNICEF’s mission and to the wider UN system; demonstrates the values of UNICEF in daily activities and behaviours; seeks out new challenges, assignments and responsibilities; promotes UNICEF’s cause.

**8. Evaluation process**

***Qualified candidates are requested to submit:***

1. Cover letter/application.
2. Financial quote for the consultancy with a breakdown in daily rate and travel cost in US Dollars. Travel within DPRK is expected and will be arranged by UNICEF.
3. CV.
4. Examples of previous, relevant work.
5. References.

Applications are to be submitted through UNICEF’s recruitment system (TMS) or by email to [sbaikamara@unicef.org](mailto:sbaikamara@unicef.org) with cc to [syun@unicef.org](mailto:syun@unicef.org) with subject line “UNICEF DPRK Intensive Monitoring Consultancy”. UNICEF considers best value for money as a criterion for evaluating potential candidates. As a general principle, the fees payable to a consultant or individual contractor follow the “best value for money” principle, i.e. achieving the desired outcome at the lowest possible fee.

Applicants will be evaluated by the following criteria. The seemingly most qualified applicants may be invited for a telephone interview prior to offer.

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| --- | --- |
|  | **Applicant** |
| **TECHNICAL QUALIFICATION *(max. 70 points)*** |  |
| **Overall Response (20 points)** |  |
| Understanding of tasks, objectives and completeness and coherence of response |  |
| Overall match between the TOR requirements and consultant’s competencies |  |
| **Technical Capacity (50 points)** |  |
| Relevance of consultant’s experience with similar projects and as per required qualifications |  |
| Quality of previous work (samples) |  |
| References |  |
| **TECHNICAL QUALIFICATION *- Total Points*** |  |
|  |  |
| **FINANCIAL PROPOSAL *(max. 30 points)*** |  |
|  |  |
| **TOTAL SCORE** | **100** |

**9. Other:**

UNICEF General Conditions of Contracts for the Services of Consultants / Individual Contractors apply (see Annex I

**Annex I:**

**General Conditions of Contracts for the Services of Consultants / Individual Contractors**

1. Legal Status

The individual engaged by UNICEF under this contract as a consultant or individual contractor (the “Contractor”) is engaged in a personal capacity and not as representative of a Government or of any other entity external to the United Nations. The Contractor is neither a "staff member" under the Staff Regulations of the United Nations and UNICEF policies and procedures nor an "official" for the purpose of the Convention on the Privileges and Immunities of the United Nations, 1946 (“the Convention”). The Contractor may, however, be afforded the status of "Expert on Mission" in the sense of Section 22 of Article VI of the Convention and if the Contractor is required by UNICEF to travel in order to fulfil the requirements of this contract, the Contractor may be issued a United Nations Certificate in accordance with Section 26 of Article VII of the Convention.

2. Obligations

The Contractor shall complete the assignment set out in the Terms of Reference for this contract with due diligence, efficiency and economy, in accordance with generally accepted professional techniques and practices.

The Contractor must respect the impartiality and independence of UNICEF and the United Nations and in connection with this contract shall neither seek nor accept instructions from anyone other than UNICEF. During the term of this contract the Contractor must refrain from any conduct that would adversely reflect on UNICEF or the United Nations and must not engage in any activity that is incompatible with the administrative instructions and policies and procedures of UNICEF. The Contractor must exercise the utmost discretion in all matters relating to this contract.

In particular, but without limiting the foregoing, the Contractor (a) will conduct him- or herself in a manner consistent with the Standards of Conduct in the International Civil Service; and (b) will comply with the administrative instructions and policies and procedures of UNICEF relating to fraud and corruption; information disclosure; use of electronic communication assets; discrimination, harassment, sexual harassment and abuse of authority; and the requirements set forth in the Secretary General's Bulletin on Special Measures for Protection from Sexual Exploitation and Sexual Abuse.

Unless otherwise authorized by the appropriate official in the office concerned, the Contractor must not communicate at any time to the media or to any institution, person, Government or other entity external to UNICEF any information that has not been made public and which has become known to the Contractor by reason of his or her association with UNICEF or the United Nations. The Contractor may not use such information without the written authorization of UNICEF, and shall under no circumstances use such information for his or her private advantage or that of others. These obligations do not lapse upon termination of this contact.

3. Title rights

UNICEF shall be entitled to all property rights, including but not limited to patents, copyrights and trademarks, with regard to material created by the Contractor which bears a direct relation to, or is made in order to perform, this contract. At the request of UNICEF, the Contractor shall assist in securing such property rights and transferring them to UNICEF in compliance with the requirements of the law governing such rights.

4. Travel

If UNICEF determines that the Contractor needs to travel in order to perform his or her obligations under this contract, that travel shall be specified in the contract and the Contractor’s travel costs shall be set out in the contract. In cases where travel costs have not been set in the contract, travel may either be organized by UNICEF or reimbursed upon submission of receipts within ten (10) days of completion of a specific travel on the following basis:

UNICEF will pay for travel in economy class via the most direct and economical route, provided however that in exceptional circumstances, such as for medical reasons, travel in business class may be approved by UNICEF on a case-by-case basis.

UNICEF will pay for out-of-pocket expenses associated with such travel, up to an amount equivalent to the daily subsistence allowance that would be paid to staff members undertaking similar travel for official purposes.

5. Statement of good health

Before commencing work, the Contractor must deliver to UNICEF a certified self-statement of good health and take full responsibility for the accuracy of that statement. In addition, the Contractor must include in this statement of good health (a) confirmation that he or she has been informed regarding inoculations required for him or her to receive, at his or her own cost and from his or her own medical practitioner or other party, for travel to the country or countries to which travel is authorized; and (b) a statement he or she is covered by medical/health insurance and that, if required to travel beyond commuting distance from his or her usual place or residence to UNICEF (other than to duty station(s) with hardship ratings “H” and “A”, a list of which has been provided to the Contractor) the Contractor’s medical/health insurance covers medical evacuations. The Contractor will be responsible for assuming all costs that may be incurred in relation to the statement of good health.

6. Insurance

The Contractor is fully responsible for arranging, at his or her own expense, such life, health and other forms of insurance covering the term of this contract as he or she considers appropriate taking into account, among other things, the requirements of paragraph 5 above. The Contractor is not eligible to participate in the life or health insurance schemes available to UNICEF and United Nations staff members. The responsibility of UNICEF and the United Nations is limited solely to the payment of compensation under the conditions described in paragraph 7 below.

7. Service incurred death, injury or illness

If the Contractor is travelling with UNICEF’s prior approval and at UNICEF's expense in order to perform his or her obligations under this contract, or is performing his or her obligations under this contract in a UNICEF or United Nations office with UNICEF’s approval, the Contractor (or his or her dependents as appropriate), shall be entitled to compensation from UNICEF in the event of death, injury or illness attributable to the fact that the Contractor was travelling with UNICEF’s prior approval and at UNICEF's expenses in order to perform his or her obligations under this contract, or was performing his or her obligations under this contract in a UNICEF or United Nations office with UNICEF’s approval. Such compensation will be paid through a third party insurance provider retained by UNICEF and shall be capped at the amounts set out in the Administrative Instruction on Consultants and Individual Contractors. Under no circumstances will UNICEF be liable for any other or greater payments to the Contractor (or his or her dependents as appropriate).

8. Arbitration

Any dispute arising out of or, in connection with, this contract shall be resolved through amicable negotiation between the parties.

If the parties are not able to reach agreement after attempting amicable negotiation for a period of thirty (30) days after one party has notified the other of such a dispute, either party may submit the matter to arbitration in accordance with the UNCITRAL procedures within fifteen (15) days thereafter. If neither party submits the matter for arbitration within the specified time the dispute will be deemed resolved to the full satisfaction of both parties. Such arbitration shall take place in New York before a single arbitrator agreed to by both parties; provided however that should the parties be unable to agree on a single arbitrator within thirty days of the request for arbitration, the arbitrator shall be designated by the United Nations Legal Counsel. The decision rendered in the arbitration shall constitute final adjudication of the dispute.

9. Penalties for Underperformance

Payment of fees to the Contractor under this contract, including each instalment or periodic payment (if any), is subject to the Contractor’s full and complete performance of his or her obligations under this contract with regard to such payment to UNICEF’s satisfaction, and UNICEF’s certification to that effect.

10. Termination of Contract

This contract may be terminated by either party before its specified termination date by giving notice in writing to the other party. The period of notice shall be five (5) business days (in the UNICEF office engaging the Contractor) in the case of contracts for a total period of less than two (2) months and ten (10) business days (in the UNICEF office engaging the Contractor) in the case of contracts for a longer period; provided however that in the event of termination on the grounds of impropriety or other misconduct by the Contractor (including but not limited to breach by the Contractor of relevant UNICEF policies, procedures, and administrative instructions), UNICEF shall be entitled to terminate the contract without notice. If this contract is terminated in accordance with this paragraph, the Contractor shall be paid on a pro rata basis determined by UNICEF for the actual amount of work performed to UNICEF’s satisfaction at the time of termination. UNICEF will also pay any outstanding reimbursement claims related to travel by the Contractor. Any additional costs incurred by UNICEF resulting from the termination of the contract by either party may be withheld from any amount otherwise due to the Contractor under this paragraph.

11. Taxation

UNICEF and the United Nations accept no liability for any taxes, duty or other contribution payable by the consultant and individual contractor on payments made under this contract. Neither UNICEF nor the United Nations will issue a statement of earnings to the consultant and individual contractor.