**UNICEF Moldova**

**Terms of Reference**

**National Individual Consultancy for needs assessment in Remote Real-Time Temperature Monitoring (RTM) system for vaccine refrigerators in the Republic of Moldova**

**Location:** Republic of Moldova, with local travels

**Duration and timeline:** **40 working days** (within a four-month period October 2022 – January 2023)

1. **Background**

UNICEF is supporting the Government of Moldova in strengthening the cold chain system for national immunization programme and COVID-19 vaccination. A strong cold chain system is crucial to ensure the safety of vaccines. Currently, one of the risks associated with the stability and quality if the cold chain system is the lack of technical capabilities to remotely control the temperature in the vaccine refrigerators, which can lead to improper conditions for vaccine storage and consequently - to their degradation. To partly address this challenge, UNICEF has already installed 3 RTMs at the central warehouse of the National Agency of Public Health (NAPH). Next, UNICEF will support the Ministry of Health to install RTM devices in all vaccine warehouses at the local level, totaling 44. A functional RTM represents an essential asset to perform automatic temperature auditing and remote data logging. Moreover, there is a RTM portal that allows the automatic transmission of data to the server, with data access, setup of alarm thresholds, and setup of alarm recipients through internet accessible dashboard, capable of alarm notifications via SMS, email and/or iOS & Android mobile applications. Furthermore, it is configurable to suit specific applications and scalable to allow for the later installation of additional temperature monitoring products and/or storage facilities.

The storage of vaccines in the Republic of Moldova has 3 levels. Initially, the vaccines are stored in the central storage, and then they are distributed to 10 regional vaccine warehouses. Finally, they are distributed to 34 warehouses at the rayon level according to planned and needed quantities.

The consultant will assess the need to establish RTMs in all 44 warehouses and in the central one and will develop an improvement plan for RTM at the national level to be validated by relevant stakeholders and UNICEF.

1. **Purpose of the assignment**

The purpose of this consultancy is to provide technical support to UNICEF CO Moldova and government partners with the assessment of the current situation regarding the RTM for vaccine refrigerators in place and, to provide a scale-up budgeted plan (two scenarios) for the public health warehouses across the country.

1. **Objectives of the consultancy**

The objectives of this consultancy are:

* Conduct an assessment of gaps and needs for the RTM system in the Republic of Moldova;
* Conduct an assessment of the RTM web portal and provide further recommendations for improvement;
* Develop a costed scale-up plan, including two potential scenarios (installation of RTM in the central warehouse and other 10 regional ones; installation of RTM in all 44 warehouses at the national level, including the regional and the central warehouse) and a summary report.
* Conduct a workshop with the NAPH technical working group to validate and discuss the results of the assessments and the new proposed plan for scaling-up the intervention at the national level.

1. Details of how the work should be delivered

To achieve the above-mentioned objectives, the consultant, in close consultation with UNICEF and the NAPH, will conduct an assessment of gaps and needs for the RTM system in the Republic of Moldova. Moreover, the RTM web portal will be assessed as well. Subsequently, a budgeted scale-up plan, including two potential scenarios will be developed. Moreover, the contractor will conduct a workshop with the NAPH to validate and discuss the results of the assessment and the new proposed plan.

1. Deliverables and delivery dates

|  |  |
| --- | --- |
| **Description of Deliverables** | **Target Delivery Date** |
| Development and presenting the methodology of the assessment to the NAPH technical group. | 2 weeks after the commencement of the contract (Oct 2022)  *4 working days* |
| Assessment of gaps and needs for the RTM system conducted Assessment of RTM web portal conducted | 9 weeks after the commencement of the contract (Dec 2022)  *28 working days* |
| Develop a budgeted scale-up plan, including two potential scenarios for the RTM system at the national level and a summary report provided in English | 11 weeks after the commencement of the contract (Jan 2023)  *4 working days* |
| Conduct a workshop for the NAPH and other relevant stakeholders | 13 weeks after the commencement of the contract (Jan 2023)  *4 working days* |

1. Reporting requirements

The consultant will report to the UNICEF Health Officer who will regularly communicate with the consultant and provide feedback and guidance on his/her performance and all other necessary support so as to achieve the objectives of the consultancy, as well as remain aware of any upcoming issues related to the consultant’s performance and quality of work.

All activities and deliverables undertaken by the consultant shall be discussed and planned in consultation with UNICEF. The consultant is expected to deliver each component of the workplan electronically (in Word format) and in English. At each stage, the deliverable shall be sent to the UNICEF Health Officer by email.

1. Performance indicators for evaluation of results:

The performance of work will be evaluated based on the following indicators:

* Completion of tasks specified in ToR;
* Compliance with the established deadlines for submission of deliverables;
* Quality of work;
* Demonstration of high standards in cooperation and communication with UNICEF and counterparts

1. Qualifications and experience

* Degree in public health, (bio-)engineering or other health related areas.
* At least 3 years of experience in (bio-)engineering, RTM, medical supply chain management, vaccine management, cold chain, and logistics.
* Proven experience in conducting similar assignments.
* Familiarity with relevant WHO and UNICEF standards and tools.
* Experience in developing RTM improvement plans.
* Strong communication, interpersonal skills and sensitivity to different cultural contexts and situations.
* Previous experience with the UN is an asset.
* Fluency in Romanian and strong command of English, both oral and written, is required.
* Working knowledge of Russian is considered an asset.

1. **Content of technical proposal**

* Relevant experience with similar type of assignments (max 300 words)
* Proposed approach and methodology (max 1500 words), including:
  + Details of how the work would be conducted
  + Timeline and milestones
  + Risks and mitigation measures
  + Ethical considerations and how the consultant will address them

Annex:

* Short Sample or links to related work previously conducted by the consultant
* Curriculum Vitae.

1. **Content of financial proposal**

The applicant should fill in the Financial Offer Template and specify the all-inclusive consultancy fee in MDL, per day of work, requested for the tasks described in the Terms of Reference, as well as breakdown of other applicable expenses (as specified in paragraph 14 of this ToR).

Other expenses directly related to the ToR assignments and deliverables such as: (translation/interpretation costs, local transportation etc.) may be included in the financial offer unless specified that UNICEF will cover them separately (see paragraph 14 and 15 below).

The final selection will be based on the principle of “best value for money” i.e. achieving desired outcome at lowest possible fee.

If not provided by ToR, UNICEF will not reimburse costs not directly related to the assignment. This contract does not allow payment of off-hours, medical insurance, taxes, and sick leave.

UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/output is incomplete, not delivered or for failure to meet deadlines.

**Evaluation criteria for selection**

The candidate is expected to reflect in the submission the qualifications, knowledge and experience related to the requirements listed above. Technical evaluation will be performed through a desk review of applications, evaluation of technical proposals, and if necessary, may be supplemented by an interview.

The total amount of points to be allocated for the price component is 30. The maximum number of points (30) will be allotted to the lowest price proposal of a technically qualified offer. Points for other offers will be calculated as Points (x) = (lowest offer/ offer x) \* 30.

The selection process is aimed at selecting the applicant who obtains the highest cumulative score (technical evaluation + financial offer evaluation points) following “best value for money” principle.

1. **Payment schedule**

The payment will be linked to the following deliverables upon satisfactory completion and acceptance by UNICEF:

|  |  |
| --- | --- |
| **Deliverable**  **(delivered according to the timeline agreed upon with UNICEF)** | **Proportion of payment** |
| Development and presenting the methodology of the assessment to the NAPH technical group. | 50% |
| Assessment of gaps and needs for the RTM system,  Assessment of RTM web portal conducted. |
| Develop a budgeted scale-up plan, including two potential scenarios for the RTM system at the national level. | 50% |
| Conduct a workshop for the NAPH and other relevant stakeholders. |

UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs are incomplete, not delivered for failure to meet deadlines.

1. Definition of supervisory arrangements

The selected organization will work under direct supervision of the UNICEF Health Officer. Contract payments will be rendered upon written approval by the UNICEF Health Officer, and contingent upon the quality of deliverables.

UNICEF will regularly communicate with the selected organization and provide formats for reports, feedback and guidance on performance and all other necessary support so as to achieve objectives of the assessment, as well as remain aware of any upcoming issues related to expert’s performance and quality of work.

1. Work location and official travel involved

The assignment will be performed remotely and will require local travel in order to conduct the RTM assessment at the national level.

The consultant will make and pay for own travel arrangements, in order to complete the deliverables outlined in this TOR.

1. Support provided by UNICEF

UNICEF will regularly communicate with the specialist and provide feedback and guidance and necessary support so to achieve objectives of the work, as well as remain aware of any upcoming issues related to the performance and quality of work. UNICEF will provide an initial package of relevant documents and available research, and an initial list of relevant experts and counterparts to work with. UNICEF will also request relevant data – as agreed upon with the consultant – from relevant government counterparts.

1. **Ethical considerations**

The Contractor will ensure that the process is in line with the United Nations Evaluation Group (UNEG) Ethical Guidelines. The Contractor should be sensitive to beliefs, manners and customs and act with integrity and honesty while interacting with stakeholders and beneficiaries. Furthermore, the Contractor should protect the anonymity and confidentiality of individual information. All participants should be informed about the context and purpose of the Assessment, as well as about the confidentiality of the information shared. The Contractor is allowed to use documents and information provided only for the tasks related to these terms of reference.

As per the [DHR PROCEDURE ON CONSULTANTS AND INDIVIDUAL CONTRACTORS](https://unicef.sharepoint.com/sites/portals/RF/Regulatory%20Framework%20Library/DHR%20Procedure%20on%20Consultants%20-%20DHR_PROCEDURE_2018_005.pdf), together with the Notification letter, the contractor will be sent the [link on Agora](https://agora.unicef.org/course/view.php?id=15620) containing UNICEF policies on Prohibiting and Combatting Fraud and Corruption; Prohibition of discrimination, harassment, sexual harassment and abuse of authority and other relevant policies for their information and acknowledgment. The selected candidate must complete the applicable mandatory online courses on UNICEF’s learning platform prior to signature of contract.  All certificates should be presented as part of the contract.

1. **Other considerations**

Individuals engaged under a consultancy or individual contract will not be considered “staff members” under the Staff Regulations and Rules of the United Nations and UNICEF’s policies and procedures and will not be entitled to benefits provided therein (such as leave entitlements and medical insurance coverage). Their conditions of service will be governed by their contract and the General Conditions of Contracts for the Services of Consultants and Individual Contractors. Consultants and individual contractors are responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws.

The selected candidate is solely responsible to ensure that the visa (if applicable) and health insurance required to perform the duties of the contract are valid for the entire period of the contract.

Selected candidates are subject to confirmation of fully-vaccinated status against SARS-CoV-2 (COVID-19) with a World Health Organization (WHO)-endorsed vaccine, which must be met prior to taking up the assignment. It does not apply to consultants who will work remotely and are not expected to work on or visit UNICEF premises, programme delivery locations or directly interact with communities UNICEF works with, nor to travel to perform functions for UNICEF for the duration of their consultancy contracts.

UNICEF offers reasonable accommodation for consultants with disabilities. This may include, for example, accessible software, travel assistance for missions or personal attendants. We encourage you to disclose your disability during your application in case you need reasonable accommodation during the selection process and afterwards in your assignment

1. Child Safeguarding

Is this project/assignment considered as “[Elevated Risk Role](https://unicef.sharepoint.com/sites/DHR-ChildSafeguarding/DocumentLibrary1/Guidance%20on%20Identifying%20Elevated%20Risk%20Roles_finalversion.pdf?CT=1590792470221&OR=ItemsView)” from a child safeguarding perspective?

   YES     NO       If YES, check all that apply:

**Direct contact role** YES       NO  

If yes, please indicate the number of hours/months of direct interpersonal contact with children, or work in their immediately physical proximity, with limited supervision by a more senior member of personnel:

|  |
| --- |
|  |

**Child data role** YES      NO    

If yes, please indicate the number of hours/months of manipulating or transmitting personal-identifiable information of children (name, national ID, location data, photos):

|  |
| --- |
|  |