



Terms of Reference

Assignment Title	National Individual Consultancy for the Duty of Care Centre Operation Expert for UN in Malawi - IC/MWI/036-2021.
Project	UN COVID-19 Response Project
Type of Contract	Individual Contract – National
Contract Period	65 working days or three months
Start date	16 September 2021
Supervisor	United Nations Resident Coordinator
Location	Lilongwe
Country	Malawi

Background

The worldwide pandemic of COVID-19 has been raging around the world since the end of 2019. Malawi is currently experiencing a third wave of COVID-19 and limited medical facilities and essential infrastructure throughout the country, as well as a low vaccination rate, mean that additional support is required to ensure that UN staff and their dependents have access to adequate prevention response and treatment.

A care management strategy for UN staff and their dependents was developed and plans put into action. The UN Duty-of Care group evaluated ICU and isolation facilities in Malawi. Based on the outcome that facilities in the country are marginal, the United Nations Country Team (UNCT, 19 Organisations) decided to create a COVID-19 treatment Centre for the United Nations Family and partnering INGO, targeting a population of around 3000 – 4000 people. The project was fully funded by the resident UN Agencies. The centre was ready to receive patients from mid-August 2020 and has been fully operational since 22nd September 2020.

Since May 2020, a Medical Evacuation Framework for COVID-19 cases amongst the UN staff and eligible dependents has been in place, resulting in the nomination of a COVID-19 coordinator for each of the concerned countries. Since September 2020, national and international staff of INGOs are eligible to use this service as well.

Vaccinations against SARS-CoV-2 have been available in Malawi since 3 March 2021; the UN COVID-19 Treatment Centre served as vaccination centre for UN family, staff from affiliated INGOs and members of the Diplomatic Corps.



The Duty-of-Care Centre Operation Expert Function shall support the smooth running of the UN COVID-19 Treatment Centre, facilitate vaccination campaigns and serve as liaison point for the various stake holders of the project.

Key objective

To provide effective support and delivery of COVID-19 care, treatment, and prevention services for the UN and eligible INGO to ensure a sustainable COVID-19 Duty of Care response operation for UN Staff, family and INGO.

Scope of work

The project of running eight hospital beds level (1) plus four beds level (2) so called HDU, commenced in September 2020 and has currently been extended until the end of 2021. The Target Population is 2200 UN staff and eligible dependents plus members from the international community. This comes to a total of about 3500 people. It is currently able to care for patients on level 1 and 2. Level 3 ICU care remains a challenge and medical evacuation is the FLOD for patients with severe or critical symptoms of COVID-19.

The administration of the project and especially the running of the treatment centre requires planning, administration and monitoring of the project. The United Nations in Malawi have agreed to carry through the project together.

Under the guidance of the Resident Coordinator and the direct supervision of Head of RCO, the consultant will support, co-ordinate and partially carry through the running of UN COVID-19 Treatment Centre for the UN and INGO, to ensure a sustainable COVID-19 Duty of Care response operation for UN Staff, family and the INGO .

1. Support the COVID-19 Coordinator for Duty-of Care in following the *Treatment Centre Project Action Plan* and contribute to the implementation of the phases of the project.
2. Managing meeting minutes, activities and agreements between stakeholders.
3. Support the medical team of the partnering hospital with processes, e.g. establishing agreements with the insurance companies used by the UN agencies; drafting TORs for clinical staff; mapping of Training Needs for medical staff this including research for best training methods and content, training modalities, time frame, support conducting the training, set up of classes in line with COVID-19 requirements of social distancing et al.
4. Supervise and support the activities of the medical team of the partnering hospital with day-to-day operation, e.g. inventory, procurement needs and staffing issues and training.
5. Support the COVID-19 coordinator with the implementation of MEDEVAC protocol.
6. Support the rollout of vaccine programme.
7. Support COVID-19 related awareness sessions for UN staff and dependents
8. Other activities may be required, depending on how the project evolves.

Deliverables

Progress will be monitored as per the schedule of each deliverable outlined below:



Milestones	Percentage	Tentative due date	Approver
Payment upon submission and approval of monthly report, covering TC activities and MEDEVAC if applicable	50%	end of each month	UNRC
Payment upon submission and approval of monthly report, covering vaccination activities, as applicable	30%	End of each month	UNRC
Payment upon submission and approval of report demonstrating support to the COVID-19 coordinator function	20%	end of each month	UNRC

Institutional Arrangement

The Consultant will submit a monthly report on the activities carried out by the end of the last week of each month.

Progress will be monitored as per the schedule of each deliverable outlined above including

- Meetings with the supervisors
- Periodic teleconference will be conducted to discuss the scope of work and the deliverables
- Report at the end of each month

The Resident Coordinator will provide the overall supervisory arrangements with immediate follow up by the Head of RCO.

Time frame/ Duration of the Work

The assignment will run from 16 September to 15 December 2021 for a period of three months or 65,25 working days. Duties are based on the evolving COVID-19 emergency requirements in the country. Alterations to the TOR may be required, depending on the evolving of the Pandemic.

Duty Station

Lilongwe, Malawi. Homebased and at the Treatment Centre.

It is expected that the consultant will partially work from the hospital location. This requires movement with own vehicle, given the contact restrictions in time of COVID-19. The consultant will not need to enter the isolation ward once infectious patients are admitted.

Availability

Immediate availability is required in order to provide this service in the emergency response.

Education and Experience Required

- At least Master's degree in public health or global health management is required.



- At least 5 years of experience in the public health sector including in programme design, implementation (including budget implementation) and management in humanitarian setting; in lieu, experience in other service oriented fields can be considered;
- At least 5 years of experience in coordination of teams in a health context, including demonstrated ability to communicate with diverse team members, identify issues in the team and work towards solutions; organizing, convening and managing follow up to meetings; and organizing training for team members

Competencies

- Fluent knowledge of English
- Ability to coordinate a response to public health emergencies
- Good communication skills
- Good writing and editing skills
- Awareness and understanding of the importance of speaking out and advocacy in humanitarian background.

Evaluation

Cumulative analysis

The proposals will be evaluated using the cumulative analysis method with a split 70% technical and 30% financial scoring. The proposal with the highest cumulative scoring will be awarded the contract. Applications will be evaluated technically, and points are attributed based on how well the proposal meets the requirements of the Terms of Reference using the guidelines detailed in the table below:

When using this weighted scoring method, the award of the contract may be made to the individual consultant whose offer has been evaluated and determined as:

a) Responsive/compliant/acceptable, and

b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

* Technical Criteria weighting; 70%

* Financial Criteria weighting; 30%

Only candidates obtaining a minimum of 49 points in the Technical Evaluation would be considered for the Financial Evaluation. Interviews may be conducted as part of technical assessment for shortlisted proposals.

Criteria	Points	Percentage
Qualification		10%
▪ Atleast Masters degree in public health or global health management is required.	10	
Experience		50%
▪ Minimum 5 years of experience in public health sector towards program design, implementation (including budget implementation) and management in humanitarian setting.	25	



<ul style="list-style-type: none"> At least 5 years of experience in coordination of teams in a health context, including demonstrated ability to communicate with diverse team members, identify issues in the team and work towards solutions; organizing, convening and managing follow up to meetings; and organizing training for team members 	25	
Competencies		10%
<ul style="list-style-type: none"> Fluent knowledge of English Ability to coordinate a response to public health emergencies Good communication skills Good writing and editing skills Awareness and understanding of the importance of speaking out and advocacy in humanitarian background. 	2 2 2 2 2	
Technical Criteria		70%
Financial Criteria – Lowest Price		30%
Total		100%

Documents to be included when submitting Consultancy Proposals

The following documents may be requested:

- Latest updated Curriculum vitae (CV) or Resume
- Duly executed **Letter of Confirmation of Interest and Availability** using the template provided by UNDP. **Template of Letter of Confirmation of Interest and Availability can be accessible from this [UNDP Malawi Procurement page](#)**
- Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided. If an Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the Offeror must stipulate that arrangement at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.

10.0 Lump-sum contracts

The financial proposal shall specify a total lump-sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in instalments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump-sum amount (including travel, living expenses, and number of anticipated working days).

11.0 Travel



One return ticket is envisaged for this assignment. In general, UNDP should not accept travel costs exceeding those of an economy return class ticket; should the IC wish to travel on a higher class, they should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging, and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

Submission Instructions

Proposals may be submitted on or before the deadline as indicated below. Proposals must be submitted using this generic email etenderbox.mw@undp.org with the **Mandatory email subject: National Individual Consultancy for the Duty of Care Centre Operation Expert for UN in Malawi - IC/MWI/036-2021. (bids will not be considered, if failed to adhere to this instruction)** address only.

Incomplete proposals and failure to comply with proposal submission instruction may not be considered or may result in disqualification of proposal.

Completed proposals should be submitted using no later than **24th August 2021 (Malawi Time)**.

For any clarification regarding this assignment please write to Susan Mkandawire on procurement.mw@undp.org. Only written communication will be responded.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Approval

This TOR is approved by:

Signature:

Name: Sabina Lauber

Title: Head of RCO a.i.

UNRCO Malawi