

**TERMS OF REFERENCE
FOR
International Consultant- Leveraging Behavioural Insights to Improve COVID-19 Healthcare
Waste Management in Hospitals**

AGENCY/PROJECT NAME: United Nations Development Programme (UNDP)

TYPE OF CONTRACT: Individual Contractor

COUNTRY OF ASSIGNMENT: Home-based with no travel required

DURATION: 1 August 2022 – 31 December 2022 for maximum 40 working days

A. BACKGROUND and PROJECT DESCRIPTION

The highly contagious and transmissible nature of COVID-19 has led to the exponential increase of healthcare waste generated in healthcare and quarantine facilities, medical laboratories, and biomedical research facilities. The increase in the amount of personal protective equipment (PPE) used during the COVID-19 pandemic, compared to normal circumstances, has further contributed towards the increase in healthcare waste generation. For example, recent research estimated that in some cities in the Asia-Pacific region the volume of healthcare waste has increased by 500% on average compared to before the pandemic.¹ If not properly treated and managed, such large amounts of healthcare waste will pose serious risks of disease transmission to waste pickers, waste workers, healthcare workers, patients, and to the community more broadly, through exposure to infectious agents. Unmanaged or poorly managed healthcare waste will also increase environmental risks.

The COVID-19 pandemic has put significant additional burdens on all phases of healthcare waste management systems, from segregation, collection, storage, transportation, treatment to final disposal. International organizations, including WHO, have developed a series of guidelines to support countries to manage healthcare waste resulting from the current pandemic. Many countries have also formulated policies, plans, and Standard Operating Procedures (SOPs) on COVID-19 healthcare waste management at the national and local levels. However, limited capacities continue to persist, such as shortages of waste treatment equipment and facilities, lack of technologies for safe transportation and disposal, lack of professional workers and expertise for safe operations, and limited behavioural changes made towards better management of COVID-19 healthcare waste.

UNDP, in partnership with the Government of China, is undertaking a regional project titled, “Learning from China’s Experience to Improve the Ability of Response to COVID-19 in Asia and the Pacific Region”, to strengthen capacities for COVID-19 healthcare waste management in five countries: Cambodia, Lao PDR, Myanmar, Nepal, and the Philippines. Under this project, the Disaster Risk Reduction and Recovery for Building Resilience Team at the UNDP Bangkok Regional Hub (UNDP BRH DRT) is conducting research to better understand the most pressing issues for healthcare waste management in the five project countries. Based on the findings and analysis from the research, the UNDP BRH DRT will conduct behavioural insights (BI) experiments in hospitals (one experiment in each project country), which will contribute to improving their healthcare waste management.

OBJECTIVE AND SCOPE OF THE ASSIGNMENT

UNDP is seeking a Contractor with expertise in behavioural science and behavioural insights (BI) approaches or similar behavioural change interventions to provide remote support to the five UNDP Country Offices (COs) in the Asia-Pacific region in designing, implementing, and evaluating the BI experiments in relation to healthcare waste management.

SCOPE OF SERVICES

¹ ADB. [Managing Infectious Medical Waste during the COVID-19 Pandemic](#), 2020.

Under the overall supervision of the Team Leader and the Urban Risk Resilience Consultant of the Disaster Risk Reduction and Recovery for Building Resilience Team at UNDP Bangkok Regional Hub (UNDP BRH DRT), and in close consultation with the International Consultant on Baseline and Benchmarking Assessment on COVID-19 Medical Waste Management (hereafter International Consultant) and National Consultants (one in each project country), the Contractor will undertake the following:

- *Develop an Inception Report providing a detailed methodology and workplan.* The Inception Report should include the following: how the interventions for the BI experiments will be identified, how the identified interventions will be undertaken, how the results from the experiments will be measured, and other elements that the Contractor deems relevant to a high-quality methodological approach. One to two rounds of feedback from the UNDP BRH DRT are required.
- *Design five BI experiments in hospitals (one experiment in each project country) that are tailored for each country context, in consultation with the International Consultant and the National Consultants.* The Contractor should design the experiments based on the most pressing issues for healthcare waste management in the five project countries (that will be identified by the International Consultant in the draft Baseline and Benchmarking Assessment Report), which will serve as inputs for the design of the BI experiments to tackle these broader issues at the specific hospitals.
- *Support the implementation and evaluation of the BI experiments, in close coordination with the International Consultant and the National Consultants.* The experiments should follow the detailed methodology designed for the assignment, whilst being fully customised for each country context and the specific behaviours that need to be addressed. The Contractor should provide step-by-step guidance to the National Consultants to implement the BI experiment in each of their countries.
- *Throughout this assignment the Contractor should engage regularly with the UNDP BRH DRT, the International Consultant, the National Consultants, the UNDP Country Offices (COs) in the five project countries, and relevant partners as requested by the COs.* This might include regular meetings to provide updates, explain rationales and approaches, share results, receive feedback, and help them to strengthen their capacities for healthcare waste management.
- *Support the National Consultants to develop BI Experiment Country Reports, which should provide an overview of and lessons learned from the BI experiment in each country, and recommendations that can be used to guide the UNDP BRH DRT and the five UNDP COs in the further development of BI interventions in the field of healthcare waste management.* The Contractor should compile the BI Experiment Country Reports prepared by the National Consultants.
- *Develop a draft Synthesis Report that captures the results, outcomes, and lessons learned from the five BI experiments, as well as recommendations for hospitals in the Asia-Pacific region.* One to two rounds of feedback from the UNDP BRH DRT are required.
- *Incorporate the feedback and submit the final Synthesis Report to the UNDP BRH DRT.*

EXPECTED DELIVERABLES

Deliverables/Outputs	Due Dates
1. An Inception Report providing a detailed methodology and workplan (5 days)	15 August 2022
2. Five BI experiments (one in each country) designed in close coordination with the International and National Consultants (including associated materials or methods as appropriate) (20 days)	9 September 2022
3. A Synthesis Report that captures the results, outcomes, lessons learned from the five BI experiments, as well as the recommendations for hospitals in the Asia-Pacific region. (15 days)	9 December 2022

INSTITUTIONAL ARRANGEMENT

The Contractor shall work under the direct supervision and guidance of the Team Leader and the Urban Risk Resilience Consultant of the UNDP BRH DRT. The supervision will include approvals of the deliverables as

identified in the previous section. The Contractor will maintain close communication with the UNDP BRH team to update the progress and report any delays in the implementation as well as emerging risks if any. Ad-hoc progress sharing may be additionally requested by the UNDP BRH team when required. Under the overall guidance of the UNDP BRH DRT, the Contractor will coordinate with the International Consultant and the National Consultants on the implementation of this assignment.

DURATION OF ASSIGNMENT, DUTY STATION

The expected duration of the assignment is for five months from 1 August 2022 to 31 December 2022, for maximum 40 working days.

This assignment will cover the five project countries and will be home-based, with no travel required.

EXPERIENCE AND QUALIFICATIONS

Education:

- At least Master's degree in behavioural science, economics, development studies, psychology, medical science, public health, waste management, hospital management or related fields;

Experience:

- At least five years of progressively responsible experience applying behavioural insights in the development context;
- At least two projects implemented related to healthcare waste management;
- Experience in building capacities and/or delivering trainings on behavioural insights an asset;
- Previous work experience with UN agencies an asset

Language Requirement:

- Language proficiency in written and oral English.

Competencies:

- **Professionalism:** Ability to conduct trainings using various methods. Ability to plan own work and manage conflicting priorities. Shows persistence when faced with difficult problems or challenges; remains calm in stressful situations. Takes responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- **Communication:** Speaks and writes clearly and effectively and demonstrates openness in sharing information and keeping people informed.
- **Teamwork:** Works collaboratively with UN colleagues and partners to achieve deliverables for the trainings
- **Planning and Organizing:** Develops clear goals that are consistent with agreed work deliverables for the assignment; identifies priority activities and allocates appropriate amount of time and resources for completing work; uses time efficiently.
- **Accountability:** Takes ownership of all responsibilities and honours commitments; delivers outputs for which one has responsibility within prescribed time, cost and quality standards; operates in compliance with organizational regulations and rules

SCOPE OF PRICE PROPOSAL AND SCHEDULE OF PAYMENTS

The method of payment is output-based scheme. The payments shall be released upon satisfactory submission of the required deliverables by the due dates, or as otherwise agreed with the BRH DRT.

The required review time is between one to two weeks after submission of the deliverables.

In the event of unforeseeable travel not anticipated in this ToR, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and the Contractor, prior to travel and will be reimbursed at actual documented cost.

Payment will be made based on the satisfactory delivery of the deliverables, as follows:

Deliverables	Deadline	% of payment
1. Submission and approval of Deliverable 1	15 August 2022	30%
2. Submission and approval of Deliverables 2 and 3	9 December 2022	70%

EVALUATION CRITERIA

The candidates will be evaluated based on the following methodology:

Cumulative Analysis: The candidates will be evaluated through Cumulative Analysis method. When using the weighted scoring method, the award of the contract will be made to the individual consultant whose offer has been evaluated and determined as:

- Responsive/compliant/acceptable; and
- Having received the highest score out of set of weighted combine technical evaluation of desk review and interview (70%), and financial criteria (30%). Financial score shall be computed as a ratio of the proposal being evaluated and the lowest priced proposal received by UNDP for the assignment.

Technical Criteria for Evaluation – 70% (Maximum 70 points)

- Criteria 1: At least Masters' Degree in behavioural science, economics, development studies, psychology, medical science, public health, waste management, hospital management or related field – (Max 10 points)
- Criteria 2: At least five years of progressively responsible experience applying behavioural insights in the development context – (Max 30 points)
- Criteria 3: At least two projects implemented related to healthcare waste management – (Max 20 points)
- Criteria 4: Experience in building capacities and/or delivering trainings on behavioural insights – (Max 5 points)
- Criteria 5: Previous work experience with UN agencies – (Max 5 points)

**Only candidates obtaining a minimum of 70% of the total technical points would be considered for the Financial Evaluation.

Financial Evaluation (30%)

Financial proposals from all technically qualified candidates will be scored out 30 marks based on the formula provided below. The maximum marks (30) will be assigned to the lowest financial proposal.

All other proposals will receive points according to the following formula:

- $p = y (\mu/z)$.

Where:

- p = points for the financial proposal being evaluated;
- y = maximum number of points for the financial proposal;
- μ = price of the lowest priced proposal;
- z = price of the proposal being evaluated.

APPLICATION PROCEDURE/RECOMMENDED PRESENTATION OF OFFER

Instructions to Applicants: Click on the "Apply now" button. Input your information in the appropriate Sections: personal information, language proficiency, education, resume and motivation. Upon completion of the first page, please hit "submit application" tab at the end of the page then the uploading option for the required document will be available.

Interested candidates must submit the following documents/information to demonstrate their qualifications. Please group them into one (1) single PDF document:

1. **Letter of Confirmation of Interest and Availability with Financial Proposal** (in USD) using the template provided as **Annex III**

Financial proposal: Consultant shall quote an all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided for the entire assignment. The term “all-inclusive” implies that all costs (professional fees, communications, consumables, etc.) that could be incurred by the IC in completing the assignment are already factored into the proposed fee submitted in the proposal.

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 indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.

2. **P11 / Personal CV**, indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references with contact details.

****Failure to submit the above-mentioned documents or Incomplete proposals shall result in disqualification**

****Please group all your document into one (1) single PDF document as the application system only allows to upload maximum one document.**

The short-listed candidates may be contacted, and the successful candidate will be notified.