

**UNITED NATIONS CHILDREN'S FUND
TERMS OF REFERENCE
MANAGEMENT OF FIELD STAFF IN UTTAR PRADESH**

1. PURPOSE OF ASSIGNMENT (Attach background documents if necessary):

Background

- Established as a vast and complex network, the Social Mobilization Network (SMNet) spearheads a strategic campaign of behavior and social change through more than 5,000 Community Mobilization Coordinators (CMC), over 550 Block Mobilization Coordinators (BMC) and almost a 100 district and division-level managerial staff. Their prime goal is to mobilize families and communities for universal administration of the Oral Polio Vaccine (OPV) in identified high-risk areas of 46 of 72 districts Uttar Pradesh.
- WPV1 and WPV3 transmission is significantly interrupted and substantial progress has been made in UP and in particular in western UP, traditionally the most endemic area in India and the source of WPV1 viral strains affecting the whole country. The country is dropped from endemic country list in 2012 and remain polio free till date. The risk of polio virus transmission is very high considering reverse transmission mechanism from the polio endemic countries. Subsequent numbers of children are missed which is a challenge for the partners and UNICEF. And the SMNet is poised to address these challenges through strategic communication and social mobilization in the high risk areas of 45 districts of the state.
- Convergence around polio program was adopted under 107 block plan endorsed by India Expert Advisory Group and UNICEF is committed to improve routine immunization, nutrition status, water and sanitation in 53 blocks in Uttar Pradesh where SMNet is present. Under “polio for all and all for polio” strategy adopted SMNet skill set other polio mobilization to be enhanced for convergence programming
- Support UNICEF’s efforts to strengthen health systems and build capacities of Government and Non Governmental stakeholders for child survival and maternal health interventions.
- Assist and facilitate division, district, block & field level officials in accelerating the delivery of high impact services under NRHM-RCH II (maternal, new born, child health, nutrition) and thus contribute to progress towards achieving MDGs 4 and 5: Reduction in U5MR and MMR.
- Provide technical assistance to UNICEF, division, district and block health officials for health and nutrition services with special focus on Integrated Management of Newborn and Childhood Illnesses, Routine Immunization, Japanese Encephalitis vaccination, Vitamin A, Zinc supplementation and other Maternal and Child Survival interventions.

Purpose:

The purpose is to provide financial and HR management consultancy support to UNICEF-initiated Social Mobilization Network (SMNet), Polio Convergence Divisional Health & Nutrition Coordinators (DHNRC) in the state of Uttar Pradesh. The primary objective of contracting the Management Contractor is to effectively manage the disbursement of professional fee, honorarium, and reimburse other expenses to SMNET and support staff in 46 districts of UP & Lucknow, provide Human Resources Management services and facilitate recruitment of manpower, and any other services related to the management of human resources for providing technical and monitoring support to the polio eradication programme in the State. For the DHNRC similar services as mentioned above will be provided in 17 districts of Uttar Pradesh.

2. PROGRAMME AREA AND SPECIFIC PROJECT INVOLVED:

Strategic communication and social mobilization for polio eradication.
Convergence programming around polio high risk areas
System strengthening through DHNSTCs

3. WHAT IS THE BASIC PROJECT OBJECTIVE TO WHICH THE CONSULTANCY IS RELATED?

The primary objective of contracting the Management Contractor is to effectively manage the disbursement of professional fee and honorarium, and reimburse other expenses to social mobilization network and support staff in 46 districts of UP , convergence programming, sanitation programming and DHNSTC programming, provide Human Resources Management services and facilitate recruitment of manpower, and any other services related to the management of human resources, logistics and financial support for providing technical and monitoring support to UNICEF programme in the State.

4. DUTY STATION:

72 Districts in Uttar Pradesh

5. SUPERVISOR:

Program Manager-Polio, Lucknow, UNICEF State Office for Uttar Pradesh

6. MAJOR TASKS TO BE ACCOMPLISHED (Estimate the time required to complete each task. Attach additional sheets if necessary to describe assignment):

The Contractor will be responsible for monitoring and disbursement of professional fee and honorarium, reimbursing other expenses to the existing professionals in the following capacity and liquidating them. Refer attached documents for details about consultant positions of various programmes who will be on the contacts of the agency.

D) HUMAN RESOURCES MANAGEMENT:

- CONTRACTOR will source its technical consultants through a competition and transparent recruitment process and deploy their technical consultants based on the terms of reference provided by UNICEF for their programmes;
- CONTRACTOR will ensure that while sourcing and contracting their technical consultants all governmental (State or Centre) rules and regulations applicable are adhered to;
- CONTRACTOR during the hiring process will ensure that the Advertisements placed by CONTRACTOR in any media for contracting of technical consultants will not carry the UNICEF logo nor identify UNICEF as the prospective contractor/employer. CONTRACTOR will also ensure that the text of the advertisement do not carry any references to UNICEF; The costs of such advertisements will be reimbursed by UNICEF. Contractor will seek prior approval from UNICEF before incurring such costs;
- CONTRACTOR will receive and screen the CVs of technical consultants;
- All logistics arrangements during the hiring process eg. reimbursement of boarding, lodging, travel etc. will be managed by CONTRACTOR as per their policy; The costs of boarding, lodging, travel etc. will be reimbursed by UNICEF. Prior approval needs to be obtained from UNICEF for such costs;
- CONTRACTOR will ensure that all the consultants have valid contracts and these contracts adhere to CONTRACTOR's own internal policy and the statutory labor and legal requirements, policies of the State/Centre governments. CONTRACTOR contracts with its technical consultants should not contain any reference to UNICEF.

- CONTRACTOR will ensure that the technical consultants being hired by the CONTRACTOR are in line with the programmatic needs and terms of reference, as specified in various contract between UNICEF and the CONTRACTOR. CONTRACTOR will seek technical advice from UNICEF on the candidature of technical consultants. UNICEF's reserve the right to direct CONTRACTOR to discontinue the contracts of the technical consultants based on the programmatic needs.
- CONTRACTOR will ensure that the technical consultants hired by CONTRACTOR have Income Tax Permanent Account Numbers (PAN), deducts taxes (TDS) as per income tax act applicable, issues TDS certificates to technical consultants. CONTRACTOR will also orient its technical consultants on the income tax filing procedures. An overview of the TDS certificates issued by the CONTRACTOR should be submitted to UNICEF on a quarterly basis.
- CONTRACTOR will ensure that all the contracted technical consultants will have a valid group life insurance of Rs. 500,000 and medical insurance policies of Rs.50,000 as per their policy. CONTRACTOR will be responsible for the management of the insurance claims from initiation to final claim payment. CONTRACTOR will also orient its technical consultants on the insurance policy and claim procedures. The costs of the policies will be reimbursed to the CONTRACTOR at actuals.
- CONTRACTOR will maintain an updated database of all its technical consultants which will include the duration of contracts, start & end dates, value, purpose, their deployment in programme, leave records, insurance details etc. and performance evaluation database of technical consultants. CONTRACTOR will ensure that the designated supervisor of the technical consultants completes the performance evaluations of technical consultants and forward it to the CONTRACTOR for updation of their database. The frequency of such evaluation will be mutually agreed between CONTRACTOR, designated supervisor and UNICEF.
- In addition, CONTRACTOR will maintain a roaster and database of prospective technical consultants.
- Officials assigned by State Governments can be part of the vetting process during the selection of technical consultants for various programmes.

II) FINANCIAL MANAGEMENT

a) Accounting

- CONTRACTOR will maintain the accounts under this contract based on generally accepted accounting principles. Accounts should be maintained in computerized standard accounting software such as Tally etc;
- CONTRACTOR will maintain proper records and documentation of funds received and disbursed under this contract. CONTRACTOR should produce all records to UNICEF as and when requested;
- By 25th of each month CONTRACTOR will submit the Invoice to UNICEF for each of the programme cluster separately and based on the contract (institutional short service agreements (SSA)) signed between the CONTRACTOR AND UNICEF. The invoices should be accompanied by list of technical consultants of CONTRACTOR deployed for each programme. The first invoice will cover the period 1st to 25th of January and subsequent period of invoices will start from 26th and will cover a one month period.
- UNICEF will ensure that all CONTRACTOR invoices are paid by 1st of each month.
- CONTRACTOR will make payments to the consultants for its professional inputs by 5th of each month of the current month and by 10th of each month for its reimbursements of previous month by bank drafts/transfers or locally drawn cheques. These payments will be made based on the monthly appraisal certificates received from its technical consultants and approved by assigned Supervisors;
- For reimbursement of all other expenditures, CONTRACTOR will check and verify the claims, bills, vouchers submitted by their technical consultants. All reimbursement to its technical consultants should be processed within 2 weeks of its receipt by CONTRACTOR. CONTRACTOR will prepare a consolidated statement of expenditure of reimbursable per programme or as per contract (institutional Short-Service Agreements (SSAs)) issued;

- CONTRACTOR will ensure that payment slips are issued to its technical consultants for all the payments made and a copy of it is maintained in CONTRACTOR records.
 - CONTRACTOR will maintain an overview and checklist of all payments made for eg. reimbursement claims received & paid to its technical consultants;
- b) Deduction of excess or wrong payments:**
- Any excess or wrong payments made by CONTRACTOR and billed to UNICEF will be recovered from CONTRACTOR. The recovery will be done by deducting the amount paid in excess/wrongly from the CONTRACTOR monthly invoices against this contract;
- c) Verification:**
- CONTRACTOR will ensure field verification/third party verification of 20% of vouchers submitted by its technical consultants.
 - It will be the responsibility of CONTRACTOR to check the authenticity of the bills and vouchers submitted for payment.

III) LOGISTICS MANAGEMENT

- CONTRACTOR will arrange transportation for its technical consultants for programme implementation through hiring of suitable vehicles. CONTRACTOR will ensure that the vehicles hired are approved by authorities for commercial use and adhere to the safety standards as prescribed by the traffic authorities of the State.
- CONTRACTOR will conduct a “Bidding Process” to identify travel agencies for the vehicle requirements. This bidding will be conducted in consultation with UNICEF and two representatives of UNICEF will participate in the adjudication process;
- CONTRACTOR will ensure that the vehicles are provided by the transport agencies in a timely and efficient manner;
- CONTRACTOR will maintain records of the bookings, usage and will make direct payments to the transport agencies for vehicles hired;
- CONTRACTOR will prepare a monthly plan for the transport requirements programme wise and make bookings accordingly. CONTRACTOR will also maintain records and overviews of the bookings made, actual usage, costs incurred etc.
- Contractor will do complete logistic management of programme consultations / meetings/workshops on specific request from UNICEF; Contractor will book venues at State/District levels for programme consultations/meetings/workshops; Budget for the above events will be prepared by Contractor and prior approval from UNICEF will be obtained;
- Contractor will disburse payments to the participants towards boarding, lodging, travel etc based on prior approval from UNICEF.

7. END PRODUCT (e.g. final report, article, documents, etc.):

- Submission of monthly invoices;
- Liquidation/Utilization Statement of the previous month on a monthly basis with a qualitative report;
- Monthly overview of leave record of the sub-contracted consultants;
- Quarterly overview of TDS deduction of the sub-contracted consultants;
- A detailed field verification report of the previous month on a monthly basis.

8. ESTIMATED DURATION OF THE CONTRACT :

24 months

9. OFFICIAL TRAVEL INVOLVED (itinerary and duration)

NOT APPLICABLE

10. ESTIMATED COST OF THE CONSULTANCY:

Approximately USD 7.5 million for 12 months (consultancy fee including the professional fee, honorarium and other expenses related to the all programmes)

11. AMOUNT BUDGETED FOR THIS ACTIVITY:

YES

12. QUALIFICATIONS OR SPECIALIZED KNOWLEDGE/EXPERIENCE REQUIRED:

- Reputed Consultancy/Management organization with experience of large scale project management preferably in social mobilization for development programmes.
- Capacity to handle disbursements of large sums of money with experience in field level monitoring and investigations.
- The Contractor should have qualified and skilled staff to handle the day-to-day requirements, whose minimum qualification should be graduate and should be fluency in English and Hindi.
- The Contractor should have one Project Manager and at least 5 dedicated and qualified accounts personnel for day to day management of the programme.
- The Contractor should have one experienced and qualified HR person to ensure proper recruitment/selection of personnel.
- The Contractor should have a well established office in Lucknow with proper infrastructure – Computers, printers, photocopying machines, telecommunication equipments etc.
- The Contractor will ensure that the required staff as per the proposed organogram, Annexure I, will be on board before commencement of the agreement.
- In case, at any given time, if UNICEF finds that the said number of staff, their competency level and potential are not in line with the agreed terms and conditions, then UNICEF reserves the right to request for an immediate change of the concerned staff. Failing with, the Contractor's contract may be terminated without any prior notice.

Prepared by:

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Date: 1st June 2012

Agreed by:

Chief of Field Office, UNICEF Office for Uttar Pradesh

Date:

Agreed by:

Senior Programme Manager, UNICEF India

Date: 1st June 2012

Approved by:

David McLoughlin
Deputy Representative Programme, UNICEF India

Date: 1st June 2012
