TERMS OF REFERENCE FOR INSTITUTIONAL / INDIVIDUAL CONTRACT

Reference: LRPS-2022-9175925
Title: Development of Effective Vaccine Management Training Materials and Job Aids.
Location: National Department of Health (NDoH)
Duration: 3 months (60 working days)

Background and Justification

The National Department of Health is committed to reaching all children in South Africa with life-saving vaccines. South Africa is guided by a number of legislations such as the Pharmacy Act, the Nursing Act, Good Pharmacy Practice among others that specify the acceptable conduct in handling and administering vaccines. However, a recent national cold chain audit has indicated that there are some gaps in effective vaccine management at all levels, but more pronounced at the health facility level.

It is against this backdrop that the cluster CY&SH, specifically the Expanded Program on Immunization is planning to develop and update the Effective Vaccine Management (EVM) training material as well as develop some EVM job aids to aid the point of care decision-making for frontline workers (vaccinators and depot personnel). Some of the expected effect of the training materials is to strengthen capacity of all trained individuals in:

- Proper vaccine storage temperatures and handling
- Temperature monitoring tools including VVM
- Multi Dose Vial Policy
- Vaccine Forecasting and stock management
- Monitoring Vaccine wastage
- Preventing freezing and practicing the shake test
- Estimating vaccine volume and cold chain capacity
- Knowing the types of cold chain equipment
- Contingency planning
- Drafting Standard Operating Procedures for each level

The updated EVM materials will provide the trained staff with the ability to assess and monitor vaccine supply chains and help countries to improve the supply chain performance. The revised training materials will be uploaded on the Knowledge Hub (KH) platform.

The Knowledge Hub is an online platform which serves to connect the public health workforce to relevant, up-to-date high-quality learning experience, professional development opportunities and resources. Knowledge Hub’s technology is an enabler for public service organizations to share information and learn from each other within online groups.
**Scope of Work**

The development and updating of the Effective Vaccine Management Training materials, with the development of the accompanying job aids with the Knowledge Hub (KH) capacity training framework.

The developed EVM training materials should be suitable for all training modalities and settings namely, online, on-site, classroom, distance self-learning, pre-service and in-service settings. All training materials should have notional hours / credits and unit standards. Completed materials should be uploaded on the KH website of the NDoH, for online self-learning, and other learning approaches.

**Objectives**

1. **Develop EVM training materials to align with the knowledge hub online platform (EVM modules, facilitators guide and PowerPoint presentation (with and without voice-over)).**
   - Relevant quotes of applicable legislation to be presented in each chapter.
   - The modules to include: Vaccine Arrival and Receipt, Storage Temperature, Capacity, Building and Equipment, Maintenance, Stock Management, Distribution, Vaccine Characteristics, Vaccine Wastage monitoring, Contingency Planning; characteristics of vaccines in use in the SA public health system. Final list of modules to be discussed with the NDOH.
   - Add power point slides for each module and learning session. The training materials should be compatible with a several learning platforms namely, eLearning, self-learning, classroom theoretical setting and on-site learning sessions.
   - Relevant annexures including temperature monitoring charts, Vaccine Vial Monitor Charts.
   - Facilitators’ guide.
   - Including Graphic design and layout of all the materials.

2. **Develop EVM job aids and posters**
   a. Desk-top flip chart for vaccinators
   b. Desk-top flip cart for depot workers
   c. 5 Posters of key EVM concepts
   d. Including Graphic design and layout of all the materials

3. **Piloting of the finalized training materials**

4. **Facilitate accreditation for continuous development points**
   All modules have notional hours / credits and unit standards.

5. **Material repository**
   Completed materials uploaded on the website and KH of the NDoH, for online self-learning, and other learning approaches.
## Expected Deliverables and Reporting Requirements

<table>
<thead>
<tr>
<th>Task/Milestone</th>
<th>Deliverable/Output</th>
<th>Timeline</th>
<th>Estimate budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inception report with workplan</td>
<td>Inception Report (to include brief situational analysis, methodologies and Workplan)</td>
<td>5 days</td>
<td>10%</td>
</tr>
</tbody>
</table>
| Develop EVM training materials to align with the knowledge hub online platform including graphic design and layout | • 5 modules developed  
• Add power point slides for each module and learning session. The training materials should be compatible with a several learning platforms namely, eLearning, self-learning, classroom theoretical setting and on-site learning sessions.  
• PowerPoint with and without voiceover and script  
• Including graphic design | 20 days | 30%             |
| Develop EVM training materials to align with the knowledge hub online platform including graphic design and layout | • 5 modules developed  
• Add power point slides for each module and learning session. The training materials should be compatible with a several learning platforms namely, eLearning, self-learning, classroom theoretical setting and on-site learning sessions.  
• PowerPoint with and without voiceover and script  
• Including graphic design | 20 days | 30%             |
| Develop Facilitators’ guide | Finalize Facilitators’ guide                                                      | 5 days   | 10%             |
| Develop EVM job aids and posters | a. Desk-top flip chart for vaccinators  
  b. Desk-top flip cart for depot workers  
  c. 5 Posters of key EVM concepts  
  d. Including Graphic design and layout of all the materials | | |
| Organize and participate in the piloting of the finalized training materials in a selected district and address the areas that need adjustment (UNICEF to fund workshop separately) | 1 week workshop conducted in identified district (estimated 45 participants, conference venue, lunch morning and afternoon teas for 5 days)  
Workshop report: Report – on field testing of the materials and updated materials | 5 days | 10%             |
### Task/Milestone

<table>
<thead>
<tr>
<th>Task/Milestone</th>
<th>Deliverable/Output</th>
<th>Timeline</th>
<th>Estimate budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilitate accreditation for continuous development points:</td>
<td>CPD accreditation</td>
<td>2.5 days</td>
<td>5%</td>
</tr>
<tr>
<td>All modules have notional hours / credits and unit standards.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Material repository; accreditation of training materials; uploading final</td>
<td>Final report</td>
<td>2.5 days</td>
<td>5%</td>
</tr>
<tr>
<td>materials on the KH; draft final report</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Desired competencies, technical background, and experience

The contractor must be accredited to provide training/capacity building in South Africa and have professional and academic experience in developing training materials and building capacity of health care providers. The successful contractor should provide the full CVs of the team lead and all the members including relevant experience.

References of previous similar work done are an added advantage.

The contractor must have proven extensive expertise and knowledge of the Nursing Act, the Pharmacy Act and Good Pharmacy Practice and the National Department of Health’s Expanded Program on Immunization.

Deep understanding of the South African Health System and proven ability to shape and manage relationships with officials and key partners in a demanding environment; good knowledge of complex program design that involves working with multiple stakeholders including technical experts, government, and partners.

Strong negotiation and communication skills to produce quality reports and knowledge products.

Ability to provide high quality outputs in a timely manner while understanding and anticipating the evolving environment.

### Administrative issues

The Health Manager will provide guidance, overall coordination and contribute directly to quality assurance of this project.

The contractor, in conjunction with NDOH and UNICEF will leverage their existing networks and jointly engage relevant stakeholders at National, Provincial and District levels.

UNICEF will not provide office space for the team. All requirements should be included in the budget including venues for workshops, transportation costs etc.
Location and schedule for progress meetings throughout the contract duration to be jointly determined.

UNICEF and NDOH EPI team will be integral parts of the process from beginning to end of the project.

**Conditions**

Official in-country travel will be involved as required. All logistics costs of in-country travel should be factored into the bid/budget and be covered by the service provider.

“As per UNICEF DFAM policy, payment is made against approved deliverables. No advance payment is allowed unless in exceptional circumstances against bank guarantee, subject to a maximum of 30 per cent of the total contract value in cases where advance purchases, for example for supplies or travel, may be necessary”.

The team/firm or individual selected will be governed by and subject to UNICEF’s General Terms and Conditions for institutional or individual contracts.

**Technical Evaluation Criteria and Relative Points**

<table>
<thead>
<tr>
<th>Technical Criteria</th>
<th>Description of Technical Sub-criteria</th>
<th>Maximum Points %</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Overall Response</strong></td>
<td>Completeness of response.</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Overall concord between RFP requirements and proposal</td>
<td>15</td>
</tr>
<tr>
<td><strong>Maximum Points</strong></td>
<td></td>
<td>30</td>
</tr>
<tr>
<td><strong>Institution &amp; Key Personnel</strong></td>
<td>Range and depth of experience with similar projects</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Key personnel to be assigned: relevant qualifications &amp; experience.</td>
<td>5</td>
</tr>
<tr>
<td><strong>Maximum Points</strong></td>
<td></td>
<td>10</td>
</tr>
<tr>
<td><strong>Proposed Methodology and Approach</strong></td>
<td>Proposed Methodology for this project.</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td>Proposed Work Plan to accomplish the Project.</td>
<td>30</td>
</tr>
<tr>
<td><strong>Maximum Points</strong></td>
<td></td>
<td>60</td>
</tr>
<tr>
<td><strong>Total Score for Technical Proposal</strong></td>
<td></td>
<td>100</td>
</tr>
<tr>
<td><strong>Minimum Acceptable Score for Technical Proposal</strong></td>
<td></td>
<td>80</td>
</tr>
</tbody>
</table>

**Weights:** Indicate 70 % Technical vs. 30 % Financial Offer