

# Detailed Terms of reference for the outsourcing agency

1. **Take over the existing RNTCP consultants' network on agency's payroll in employment mode which includes:**
  - Completion of joining formalities
  - Issuing contracts to consultants
  - Maintaining database for network
  - Dealing with day to day issues pertaining to human resource management
  - Maintaining leave records of the network
  
2. **Manage/administer the monthly payroll in compliance with all statutory requirements**
  - Design and develop salary structure based on gross remuneration scales provided by WHO
  - Take appropriate medical/accident insurance coverage for the network
  - Completion of all statutory requirements with regard to PF, income tax, etc.as applicable.
  
3. **Make arrangements for travel, hiring of vehicles, air/train travel, mobile and internet connections, and provision of laptops.**
  - Engagement of a centralized vehicle hiring agency(ies) for day-to-day travel of field consultants by road.
  - Engagement of a centralized agency (travel agent) for arrangement of air tickets/train tickets for consultants
  - Arrange for corporate connectivity for mobiles and internet connection for the entire network
  - Develop applications and deploy systems to promote frequent inter-consultant networking and communication with WHO and CTD, including instant messaging and new social networking tools.
  - Maintenance of laptops (provided by WHO) for the consultants
  - Set up helpdesks for dealing with consultant's queries pertaining to travel, payments, logistics etc.
  - Scrutiny and processing of monthly travel claims based on the monthly travel summary
  - Ensure receipt of monthly travel claims within two months from the consultants and settlement within a period of one month from its receipt.

- Visits to different states for reviewing upkeep of records, administrative issues, vehicle hiring arrangements, leave/absences, etc.
- 4. Submission of monthly reports**
- Ensure receipt of monthly activity report from the consultants by 10<sup>th</sup> of every month, including minutes of State/regional consultants meeting, conduct quality assessment, collate and submit a summarized report to WHO and CTD
- 5. Institute a competitive process of recruitment to fill up vacancies, as and when they arise for the smooth functioning of the network.**
- Drafting and advertising vacancy notices in newspapers including development of job application forms for getting standardized information from applicants
  - Screening of applications
  - Short-listing of the suitable candidates based on the preliminary telephonic interviews
  - Submission of the shortlisted candidates to WHO
  - Making logistical arrangements for the final interviews
  - Scrutiny of travel claims of the candidates called for interview and arranging reimbursements
- 6. Organize induction trainings, update trainings, bi-annual meetings at national level of the network comprising WHO, CTD and State TB Officers (STOs), and quarterly regional coordination meetings of WHO, CTD and field consultants.**
- Arranging venue for the training/meetings through a competitive and transparent selection based on quotes obtained.
  - Coordinating with hotels for making logistical arrangements
  - Making travel arrangements for participants of the meeting
  - Develop competency of consultants for efficient and timely completion of administrative requirements through induction and regular update training
  - Develop advanced competencies of consultants for technical area of work, through identification of opportunities, registration and travel support for 3<sup>rd</sup> party trainings, in coordination with WHO.

- Travel and other logistics assistance for consultants participating international conferences/trainings as per nomination by WHO
- 7. Monitor the network activities, performance, and professionalism, and conduct annual appraisals for input to WHO Focal Point performance assessment.**
- Maintain SMART online system for routine monitoring of consultant activities.
  - Conduct regular auditing of travel and activities, with periodic on-site verification and interview with State and District health officials and programme staffs.
- 8. Other requirements/reports/documents**
- Submission of monthly cash flow statements
  - Submission of certified audited statements of expenditure on quarterly basis
  - Admin and financial performance reports of selected consultants
  - In case of recruitments, screening outcomes for selected high scoring applicants
  - Reports and statement of expenditure pertaining to the review meeting and induction trainings
  - Any other reports as desired by WHO
  - Submit a bank guarantee for INR \_\_\_\_\_(to be communicated to the selected agency)
  - Open and operate a designated bank account exclusively for this project and submit monthly bank reconciliation statements.
  - The agency shall exercise adequate internal controls and ensure oversight and utmost diligence for cost efficiency on reimbursable components of the budget; separately maintain WHO ledger accounts on double entry system and allow access and extend full cooperation to WHO or its authorized person(s)/agency to examine accounting records during the course of the Agreement or later, as deemed necessary by WHO.

## **WHO's role and functions:**

1. Technical guidance of the network in consultation with the Central TB Division
2. Capacity building of the network in technical areas, including induction trainings
3. Technical and programme related inputs in the performance appraisal system
4. Participate in recruitment process of consultants as 'interested party' to ensure equity and quality
5. Provide guidance to the selected outsourcing agency on technical and admin issues as and when required.

WHO will initially give contract for one year with the selected agency w.e.f. 1 April 2015.

**Fund Flow:**

The Budget for this assignment would be divided primarily into two parts:

- (1) The fixed professional fee of the agency, this would be released by WHO in monthly installments.
- (2) The expenditure incurred on the salaries, reimbursement of travel claims/air tickets, vehicle hire etc shall be limited to actuals and shall be released on monthly basis, as per agreed installment schedule linked to submission of certain prescribed financial and technical deliverables. The Agency would be expected to provide a time period of 45 days to process a payment request.