**Scope of Work**

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| **Title** | **Guidelines** |
| **Background of the organisation** | CARE India Solutions for Sustainable Development (CISSD) is a relief and development organization and manages a dynamic, multi sector social development and emergency humanitarian response programs across fifteen states in India. CISSD partners with public and private sector agencies, local partners and communities, in designing and implementing models that help poor people to access their rights and entitlements.  CARE is a not-for-profit organization working in India for over 68 years, focusing on alleviating poverty and social injustice. We do this through well planned and comprehensive projects in health, education, livelihoods and disaster preparedness and response. Our overall goal is the empowerment of women and girls from poor and marginalized communities leading to improvement in their lives and livelihoods.  CARE focuses on the empowerment of women and girls because they are disproportionately affected by poverty and discrimination; and suffer abuse and violations in the realization of their rights, entitlements and access and control over  resources. |
| **Background of the assignment: -** | CISSD is engaged in a wide range of development initiatives spanning in many states of the country. It proposes to build its advocacy strengths at the national level, primarily to complement the health and nutrition work of the Bihar TSU, but also in other domains- education, livelihoods, and humanitarian assistance.  The objective of this collaboration is to partner with organizations of repute in the field of quality improvement process in public facilities, having proven experience both at national and international level.  We are expecting that the program will strengthen the critical care services in assigned facilities of Uttar Pradesh over time having a long-term impact on quality of clinical care for communities.  This personal resilience program will support the health system to deliver and fulfill the critical gaps in the assigned facilities for better service delivery |
| **Purpose of the contract** | The selected organization will work closely with CISSDs program implementation team in Bihar for improvement of critical care services in assigned facilities of UP.  The aim of collaboration is to strengthen critical care infrastructure in select district hospitals in Uttar Pradesh. Where in Care India, will bring resources to deploy equipment, trainings and mentoring support and selected organization will provide initial preparation and set up support, assessment framework, tools, and supportive supervision support for facility assessment. The responsibility of post assessment phase- deployment, training will be of Care India with technical  support from collaborating organization. |
| **Scope of work - Key Responsibilities** | The overall scope of the work will include:  1. Provide access to different kinds of tools/ modules for assessing and improving quality of care at assigned facilities. Provide training support to enable team members of CARE and respective government counterparts  on adapting and using the methods. |

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|  | 1. To co-facilitate joint sessions to identify actionable and doable interventions to move the facilities to provide appropriate level of care, especially on emergency and critical care aspects as well as any other specialty services selected by the government. 2. To provide need based Technical Assistance to CARE India teams on field situations and jointly address the concerns. 3. Provide coordination and technical support in strengthening secondary and tertiary health infrastructure in Uttar Pradesh. |
| **Agency**  **personnel** | * The agency will designate part time/ full-time Senior consultants to guide on the approach, strategy, and provide technical inputs towards the project. The designate person will be the point of contact for CISSD. * Also, designate part -time/ full time Consultant (min. 3 years’ experience in the field of QI) for this project, supporting CISSD to develop in activities. * The consultant / agency will designate / hire expertise available in the market for developing assessment tool, supportive supervision, and QI training |
| **Geography** | The intervention is intended to strengthen critical care services in 6 District hospitals of UP. They are Banda, Deoria, Shravsati, Mainpuri, Pratapgarh and Jalaun |
| **Key Deliverables, timelines** | The monthly activities as planned must include the following  Training of Trainers on Facility Assessment Tool   * Conduct a training of trainers' workshop to train the staff of Care India on its Facility Assessment Tool. * The tool will be administered in the facilities to understand the gaps in each facility with special focus on availability of critical care services. * Depending on COVID restrictions these trainings could be physical or virtual. Supportive Supervision to Undertake Facility Assessment * Provider on site supportive supervision support to the assessors while conducting facility assessment   Facility Assessment Report   * Review and support in finalizing the report Capacity Enhancement * In order to ensure the proper critical care, capabilities of the medical personnel will be done. This is aimed at improving the processes, protocols, skills in handling critical cases by Onsite Orientation around the following * Orientation on quality parameters |
|  | * Orientation on Equipment Management in ICU * Orientation and support in adhering to SOPs and protocols * Orientation on Data Management * Orientation on Process Management * Depending on COVID restrictions these trainings could be physical or virtual.   The agency is expected to deliver above deliverables and submit reports on monthly basis. The deliverable reports, duly endorsed by the Point Person shall accompany the invoice without exception |
| Point Person for Assignment | The designated consultant from agency will coordinate with Mahendra Sarada Prasad Behera (State Programme Manager - SPMT) for the purpose of undertaking this assignment. Mobile no- 8294638247  Email:- [mspbehera@careindia.org](mailto:mspbehera@careindia.org) |

**Commercial fee arrangement**: The total agreed value of the project as per the scope defined

above is INR 5,755,318. Out of which the agreed value payable to HCS will be 92% (INR 5,294,892.56)

**Project Duration**: September 01, 2021 to September 30, 2021

Revenue share

a. HCS: 92% (5,294,892.56)

b. Quality Health: 8% (INR 460,425.44)