

## Terms of Reference

### P4H IT operations specialist

#### Consultant Contract administered by:

Unit:	PHF
Department:	HGF

#### 1. \* Purpose of the Consultancy

The consultant is expected to be an interface between the IT experts/companies contracted by the P4H Coordination Desk (P4H-CD) and users of the P4H digital platform, to technically support the P4H Network IT team in the management of the P4H digital platform and to support the P4H Coordination Team (P4H-CT) members in their daily use of the digital platform.

#### 2. \* Background

P4H is the global network for health financing and social health protection. Created in 2007, it is made up of the World Health Organization (WHO), the World Bank (WB), the International Labor Organization (ILO), the African Development Bank (ADB), the Asian Development Bank (AfDB), the Global Fund (GFTAM), the Global Financing Facility (GFF), the Council of Europe Development Bank (CEB), France, Germany, Kazakhstan, Morocco, Russia, Spain, Switzerland, the United States and the two schools of public health (SPH) of Seoul National University (SNU), the Republic of Korea, and Fudan University in Shanghai, China.

The Network aims to promote equitable and sustainable health financing systems to advance towards UHC by strengthening contributions and creating synergies.

The Network result framework includes 5 outputs including the support to *“coherent frameworks supporting UHC, through demand-based quality joint technical assistance, knowledge generation, exchange and translation, including the development of global goods for UHC, is created, ensuring alignment among partners at country level”*; this output includes Knowledge Management, a workstream that is largely using the P4H digital platform.

The P4H-CD IT team oversees the digital platform development and management. Its responsibilities require operational support in the management of the digital platform and in its daily utilisation by the P4H Coordination Team.

#### 3. Technical Supervision

The selected Consultant will work on the supervision of:

Responsible Officer:	Alexis Bigeard, Health Systems' Advisor, PHF/HGF	Email:	<a href="mailto:bigearda@who.int">bigearda@who.int</a>
Unit Head or Team Lead:	Claude Meyer, Team Lead PHF	Email:	<a href="mailto:meverc@who.int">meverc@who.int</a>

#### 4. \* Deliverables and Schedule of payment

S. No.	Deliverables	Expected delivery date
<u>Output 1</u>	<b>To produce weekly reports</b> including: registrations, platform functionalities status, utilization data, bugs, emerging users' needs, etc... Activity 1.1: To reach out to P4H/CD-e members and collect throughout exchanges and appropriate tools the information needed by the IT experts. Activity 1.2: To consolidate information, conduct first level analysis, and provide it to the IT experts in ways that are appropriate for further analysis and decision making.	Every Friday
<u>Output 2</u>	<b>To deliver regular training sessions to the P4H-Coordination Team members and key platform users in order to master the platform functionalities</b> as per their needs and requirements: documentation of the platform, edition of newsletters, any new possibilities as per the platform development. Activity 2.1: To regularly update personal mastery of platform functionalities. Activity 2.2: To design training sessions and carry them out.	Continuously
<u>Output 3</u>	<b>To initiate and follow up all tasks related to the maintenance SLA</b> (JIRA tickets follow up and prioritization, technical inputs in preparation of SLA revision or advertisement, etc.) Activity 3.1: Management of JIRA tickets Activity 3.2: Preparation of SLA content revision	Continuously

#### 5. \* Duration

**Expected Start date: 16/11/2021 - End date: 25/07/2022**

#### 6. \* Total amount of consultancy (exclusive of per diem, travel costs or other expenses):

The Consultant will be paid as per WHO official Consultants rates, depending on the level of expertise required.

#### 7. \* Specific requirements

##### - Qualifications required:

First level university degree

##### - Experience required:

At least 2 years of experience supporting digital platform management

##### - Skills / Technical skills and knowledge:

- Interpersonal skills

- Mentoring / coaching skills

- SLA management in the context of digital platform

##### - Language requirements:

- English Read - Write - Speak / Expert
- French Read - Write - Speak / Expert or Intermediate

## 8. \* Place of assignment

Home working – any duty station

## 9. Travel

The Consultant is expected to travel, including for taking up assignment, according to the itinerary and estimated schedule below:

Travel dates				Location:
From	02/01/2022	To	09/01/2022	Geneva
Purpose:		Coordination Team meeting		

Travel dates				Location:
From	03/07/2022	To	10/07/2022	Geneva
Purpose:		Coordination Team meeting		

The travel to Geneva is needed for the following reasons:

- The P4H Network Coordination Team members work across seven different organizations, in many different countries. Of course, most of our P4H meetings take place online but even our P4H Steering Group considers that the P4H team needs to meet face to face once or twice a year to guarantee a minimal level of strategic coherence within the network.
- The depth of interactions among P4H Coordination Team members is much greater during face to face meetings and one of the P4H Network Outputs (approved P4H Results Framework) is the promotion of innovative approaches in health financing. Innovations are more likely to be triggered when human interactions across organizations are deeper.
- Several P4H Steering Group members (French MoFA, German BMZ, Swiss SDC) have asked to meet the P4H Coordination Team members face to face and the most efficient way to do this is to invite everybody in Geneva

*All **travel arrangements** will be made by WHO – WHO will not be responsible for tickets purchased by the Consultant without the express, prior authorization of WHO. While on mission under the terms of this consultancy, the Consultant will receive **subsistence allowance** in line with the instructions applicable locally, or up to the maximum of the UN DSA.*

*The Consultant may apply for a **UN Certificate** prior to travelling.*

*Visas requirements: it is the Consultant's responsibility to fulfil **visa requirements** and ask for visa support letter(s) if needed.*

## 10. \* How to prepare and submit a proposal in reply to this tender?

### a. Content of the proposal

1. A cover letter explaining the bidder's motivation for applying to this position.
2. A copy, in .pdf format, of the bidder's updated CV or Personal History Form (preferred option, detailed instructions on how to do this through the following link: <http://www.who.int/careers/process/instructions-for-candidates.pdf?ua=1>).  
*PLEASE NOTE: The selected candidate(s) will be asked to produce copies of all degrees/diplomas/certificates as mentioned in their CVs or Personal History Forms, as well as a copy of their passport and other documents as appropriate.*
3. Full contact details.

4. Description and contact details of at least two recent references (the references shall be related to the present Terms of Reference).

Incomplete proposals will not be considered.

**b. Questions during preparation of proposal**

A prospective bidder requiring any clarification on technical, contractual or commercial matters may notify WHO via e-mail (alliodm@who.int) no later than **October 5<sup>th</sup> 2021, COB, Geneva time.**

**c. Deadline for submission of proposal**

The deadline for final submissions of proposals is **October 15<sup>th</sup> 2021, COB, Geneva time.**

**d. Email address for submission of proposal**

Final duly completed proposals should be submitted in electronic format by e-mail to: **alliodm@who.int.**