

**TERMS OF REFERENCE**  
**JOB TITLE: CONSULTANT-CONTRACT MANAGEMENT**  
**Uttarakhand Health Systems Development Project**

**Location/ Affiliation: PPP Cell (UKHSDP), Uttarakhand Health and Family Welfare Society under Directorate of Medical Health & Family Welfare, Dehradun, Uttarakhand**

## **1. Background**

One of the key components of the proposed Uttarakhand Health Systems Development Project (UKHSDP), requested by the Government of Uttarakhand (GOUK) and supported by the World Bank, plans to improve equitable access to quality health services for the predominantly remote population of the state, through various forms of private sector engagement including public-private partnerships in service delivery. The project also aims at promoting greater stewardship, strengthening technical and managerial capacity in the state directorate for private sector engagement, improving information systems for better monitoring and administrative support to private sector engagement. In addition, the project would extend coverage of RSBY beyond hospitalization to include primary healthcare services as well.

The project plans to support innovative mechanisms for GOUK to engage private health care providers in meeting the needs of the state's population and achieve its health objectives.

The UKHFWS, as the implementing agency of the UKHSDP, plans to recruit a Consultant-Contract Management who would be reporting to Joint Director Monitoring & Evaluation (PPP Cell), at the Directorate of Medical Health & Family Welfare, Uttarakhand, Dehradun.

## **2. Overall Objectives: The consultant shall support and coordinate the following activities of the PPP cell:**

- Identify and develop appropriate performance indicators (KPIs) to be incorporated in the PPP contract / project design;
- Design a comprehensive system of supervision and monitoring mechanism to help in managing PPP projects effectively.
- Design a robust M&E system in order to continuously monitor the functioning of PPP projects; assess and evaluate the performance, outputs and outcomes of PPP projects against the project objectives
- Support the contracting authority to effectively enforce the agreement, including the capacity to monitor project / contract implementation and the performance of the private party in accordance with the terms of agreement;
- Support the authorities within the Directorate and the Society in developing robust information system (MIS System) for supervision, performance monitoring, payment, grievance handling, health / hospital indicators, and other HMIS indicators.
- Work closely with the Consultant (MIS) to provide technical inputs for a management information system to ensure supervision and monitoring of key performance indicators (KPI) in order to help in verification of performance and release of payment under UKHSDP and PPP Projects

### **3. Duties and Responsibilities**

- Identify and recommend appropriate performance indicators (KPIs) to be incorporated in the project / contract design in all health sector PPP projects undertaken by the directorate of health services in the state;
- Design a robust M & E system, for effective supervision, monitoring, management and evaluation of PPP projects and contracts in health sector in the state, and undertake periodic review and introduce appropriate modification, if required.
- Regularly review progress (monitoring) reports to assess mid-term / interim performance in accordance with the terms of contract and the agreed KPIs for the PPP projects; help develop supervision, monitoring and evaluation guidelines and appropriate reporting forms and formats that are fully integrated with an HMIS system for PPP project managers and officials at the society/ directorate.
- Identify and develop key monitoring (dashboard) indicators for verification of service volume / quality standards and other KPIs and/ or service delivery outcomes during PPP implementation, for approval of payments/ reimbursements, penalties, etc.
- Design an effective and fully integrated M&E system for PPPs bilateral flow of information to all the necessary levels
- Track the implementation of the contract clauses of PPP projects, using externally hired (third party monitoring agencies) as necessary, to: a) monitor the benefits received by the target beneficiaries: b) validate the services received by the target beneficiaries (particularly by women, remote and other vulnerable groups): c) carryout periodic medical/service audit in the PPP projects d) conduct periodic performance evaluation of services, including undertaking cost benefit analysis; and e) conduct periodic quality assessments including patient feedback
- Keep track of adherence to contract specifications and notify Nodal Officer(s) at UKHSDP/Directorate for any divergence in the terms and conditions of the contract agreement and the status of implementation
- Facilitate regular feedback and communication to the private partners, UKHSDP, and the directorate officials.
- Analyze and identify operational bottlenecks in current contracts and help relevant authorities including planning and transaction teams for mid-course correction, contract termination or in restructuring the contract and systems and processes
- Undertake regular monitoring and supervision visits to PPP project sites, as also to their catchment areas for obtaining first-hand beneficiary feedback, to cross validate data reporting and field observations.
- Closely coordinate with MIS consultant to automate the M&E system as part of the information system and to improve the design and utility thereof.
- Hold regular review meetings/discussion of any bottlenecks in project implementation and to communicate the same to the concerned officials at UKHSDP or the Directorate
- Prepare and submit monthly / quarterly / annual reports for project review or for other administrative scrutiny including auditing or accounting, contract termination and arbitration purposes.
- Besides the above responsibilities, the consultant may be assigned additional tasks that are relevant for effective supervision, monitoring and evaluation of PPP

projects or any World Bank related projects.

#### **4. Contract Period**

The appointment is contractual in nature. The total contract period is for 5 years, subject to a comprehensive review of performance after every 11 months. Renewal of contract shall be solely on the basis of satisfactory annual performance review report, after each year. The contract may be extended thereafter based on the project need. The contract may be terminated at any point due to non-performance, indiscipline or other reasons, after giving one month's notice.

#### **5. Age Limit:**

Age should be < 45 yrs

#### **6. Qualification**

##### **Education**

**Essential:** Full time master's degree in discipline such as Public Health / Hospital or healthcare management/ MBA /Health administration/ Health economics

**or**

2 year-PG Diploma in discipline such as Public Health / Hospital or healthcare management/ MBA /Health administration/Health economics

**or**

Candidates with MBBS, MPH /MD in Community Medicine/ Hospital Administration / DNB in Hospital Administration.

##### **Experience**

- **Essential:** Minimum 5 years of post qualification experience in health sector either with Government, Private sector (profit/ not-for-profit sector) either in India or abroad; Knowledge of PPP in health / social sector;
- **Desirable:**
  - Demonstrated experience in designing, implementing and / or managing PPP projects in health sector. Experience in developing PPP guidelines, regulations, procedures, and institutional structures.
  - Desirable: Experience working with private investors and lenders on investment projects and the ability to understand and address private investor concerns and requirements for long-term investments is highly desirable

##### **Competencies:**

- language proficiency (Read, Write and Speak) in English and Hindi
- Excellent writing, communication and interpersonal skills, and an ability to coordinate and work in team
- Excellent analytical, organization, presentation and documentation skills along with time management and attention to detail.
- Extremely proficient in (MS Word, Excel and Power Point etc) and other relevant computer applications.

## 7. Expected Deliverables from the consultant

- A fully functional and robust M&E system for PPP projects at the Directorate and UKHSDP
- Readiness of the society/ directorate to undertake monitoring of performance based contracts
- Support to development and operationalization of a system of verification of performance and its linkage to invoicing, release of payment including automatic deduction of penalties or addition of incentives if any.

## 8. Review of Expert's Work

The Consultant (Supervision, Monitoring and Evaluation) will report to the Project Director/APD through his concerned JD/Asst Director.

The consultant's work and performance will be reviewed periodically by Review Committee.

## 9. Remuneration

INR 60,000 - 90,000 per month (Negotiable), remuneration will commensurate with experience and past employment history of the candidates and will provide excellent reward for the right person.

## 10. How to Apply

Interested candidates are requested to apply by sending a copy of recent CV along with a covering application in the prescribed format through email to [ukhsdp.hr@gmail.com](mailto:ukhsdp.hr@gmail.com) or send by post to Additional Project Director, UKHSDP, First Floor Homeopathy Directorate, Directorate of Medical Health and Family Welfare, Danda Lakhond, Sahastradhara Road (Near IT Park), Dehradun-248001, Uttarakhand, India. **Clearly specifying post applied** for in subject line of the email (if applied by email) and on top of envelope (if applied by post).

Kindly note that CVs without Cover Application in the prescribed format or without clearly mentioning post applied for will not be entertained.

No applications will be entertained after last date under any circumstances. Only short listed candidates will be contacted through email. This activity may be cancelled at any time without prior notice.