

ANNEX II: TERMS OF REFERENCE

Consultancy to develop and pilot the online format of the CR-FELTP Mentor training course

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1. BACKGROUND INFORMATION

1.1. Partner country

The principal beneficiaries are the twenty-six (26) CARPHA member states (CMS) namely, Anguilla, Antigua & Barbuda, Aruba, Bahamas, Barbados, Bermuda, Belize, BES Islands (Bonaire, St. Eustatius, Saba), British Virgin Islands, Cayman Islands, Curacao, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, St. Kitts & Nevis, St. Lucia, St. Maarten, St. Vincent & the Grenadines, Suriname, Trinidad & Tobago, Turks & Caicos Islands

1.2. Contracting authority

Caribbean Public Health Agency (CARPHA)

1.3. Country background

CARPHA's mission is to provide strategic direction, in analysing, defining and responding to public health priorities of Member States in an effort to prevent disease, promote health and respond to public health emergencies. The outbreaks of Chikungunya and Zika regionally and the global COVID-19 pandemic confirm the need for increased surveillance. Additionally, with increased travel due to domestic and international tourism in the region, the potential for disease threats to have a pandemic potential is great. Furthermore, with the shift in epidemiologic pattern, the non-communicable disease (NCD) burden has increased significantly in the region. Public health surveillance and response in the context of the NCD burden requires that public health workers in core positions at the national and local levels should have a high level of competency in surveillance, control and response with a focus on disease prevention.

1.4. Current situation in the sector

Over the past few years, there has been an increased interest in strengthening health systems within the Caribbean region, as most fall short of the requirements for implementing the goals of the International Health Regulations (IHR). Within the Region, a mean score of 54%, up from 50% in 2014, was reported for human resource capacity in the CARICOM States Parties Annual Reports to the 71st World Health Assembly, 2018. Of the 15 mentioned CMS, 7 reported less than 50% for human resource capacity, 2 are at 50-79% capacity and 5 are at 80% and above. While there has been some progress, the Region still suffers from a low availability of critical skills and competencies in applied public health, and consequently, has limited capabilities to effectively respond to public health emergencies and disaster situations.

The Caribbean Regional Field Epidemiology and Laboratory Training Programme (CR-FELTP) has, since 2014, addressed capacity building to strengthen health surveillance systems in CMS. The programme specifically targets the human resource component under the IHR and aims at increasing Human Resources for Health (HRH) capacity within CMS to improve disease outbreak, surveillance and emergency response. In order to minimize threats posed by emerging and re-emerging diseases, which have the potential to create epidemics within the region, there is a critical need to develop the HRH capacity in applied epidemiology, public health surveillance and response.

The CR-FELTP is a widely recognized professional development programme for public health professionals, that is based on service and on-the-job learning in applied epidemiology in the Caribbean. The CR-FELTP provides training in field epidemiology and laboratory practice at a Pre-Basic (Frontline), Basic (Level I) and Intermediate level (Level II). To date, 14 CMS have engaged to varying degrees in implementing and rolling out the CR-FELTP. Training is offered on a tiered basis consisting of Frontline, Basic/Level I and Intermediate/Level II tiers, with technical complexity and expected competency outcomes increasing with each level.

There have been 110 Frontline, 130 Level I and 10 Level II graduates who are working in varying capacities and sectors in the CMS. Graduates have been able to impact the system positively, by increasing the numbers of outbreaks being investigated, implementing improvements in the collection and analysis of surveillance data, increasing data for action through operational research and increased participation in emergency response efforts within countries.

2. OBJECTIVE, PURPOSE & EXPECTED RESULTS

2.1. Overall objective

The overall objective of the project of which this contract will be a part is:

To improve Caribbean public health programs that influence morbidity and mortality and improve the resilience of populations facing climate changes.

The specific objective of the relevant project component is:

To contribute to the strengthening of the surveillance systems of the Caribbean through increasing the capacity building of human health resources competent in applied epidemiology and public health surveillance.

2.2. Main Purpose

The purpose of this contract is as follows:

To develop a training course “CR-FELTP Mentor Training” using an asynchronous online modality, targeted towards senior public health care professionals working within the Caribbean Region.

2.3. Results to be achieved by the contractor

The contractor is expected to deliver the following results:

Result 1: Inception Report, including a detailed work plan, timelines for the proposed project activities and the methodology for the activities, developed and submitted for the approval from the Project Manager.

Result 2: Training content for the CR-FELTP Mentor Course developed in accordance with the basic CR-FELTP course goals and objectives, incorporating instructional design methodology, including adult learning principles.

Result 3: CR-FELTP Mentor Course piloted.

Result 4: CR-FELTP Mentor Course finalised and handed-over, and Draft Final Report developed and submitted in accordance with the reporting requirements in Section 7 of these Terms of Reference.

Result 5: Final Report submitted and approved in accordance with the reporting requirements in section 7 of these Terms of Reference.

3. ASSUMPTIONS & RISKS

3.1. Assumptions underlying the project

- Availability of experts with the necessary technical expertise to carry out the project.
- Availability of stakeholders to participate in the pilot and/or provide feedback

3.2. Risks

- Stability of Moodle platform
- COVID-19 Pandemic or other natural disaster delays

4. SCOPE OF THE WORK

4.1. General

4.1.1. Description of the assignment

The Contractor will be tasked with development/adaptation of course curricula for the CR-FELTP Mentor Training to be delivered using an online format. The course should be practical, focusing on techniques, tools and tips of effective mentoring. The Contractor will work with CARPHA Project Manager to conduct a pilot of the course with senior public health care professionals from CMS. The course content must meet established standards, e.g. the ADDIE training model.

4.1.2. Target groups

Senior public health professionals who work in the area of surveillance. Graduates of Level II of the CR-FELTP will be invited to participate in the pilot.

4.2. Specific work

The project will include the specific work tasks:

Result 1: Inception Report, including a detailed work plan, timelines for the proposed project activities and the methodology for the activities, developed and submitted for the approval from the Project Manager.

- 1.1. Engage in initial briefing and follow-up engagement as required with the Project Manager and relevant CARPHA personnel, as well as desk review and any research required to understand the scope of the work to be undertaken, the approach and any other issues pertaining to the Project upon the commencement of the Consultancy.
- 1.2. Prepare and submit for the approval of the Project Manager a detailed workplan with timelines and methodology on how the scope of work will be undertaken throughout the Project, including frequency of progress updates and meetings.

Result 2: Training content for the CR-FELTP Mentor Training Course developed in accordance with the basic CR-FELTP course goals and objectives, incorporating instructional design methodology, including adult learning principles into the course.

2.1 Develop / adapt a draft course curriculum for review and approval of the Project Manager.

2.2 Develop / adapt course materials / content for course delivery, including but not limited to videos, downloadable documents, links to resources, for the review and approval of the Project Manager.

2.3 Develop / adapt tools to assess the competency of and knowledge gained by the participants pre, during and post course, for the review and approval of the Project Manager.

2.4 Upload of content to the CARPHA Learning Management System (LMS), for the review and approval of the Project Manager.

Result 3: Conduct pilot of the CR-FELTP Mentor Training Course

3.1 Develop evaluation tools to assess the usefulness of training content, style, pace of delivery, user friendliness of material layouts and platform, access to both technical and admin support etc.) of the courses, for the review and approval of the Project Manager.

3.2. Create the approved evaluation tools in an online survey format and add links to the evaluation tools in the LMS, for the review and approval of the Project Manager.

3.3 In collaboration with the Project Manager and CARPHA Team, conduct a pilot of the CR-FELTP Mentor Training Course for CMS

3.4 Collect, analyse and report on feedback and other relevant data from the pilot, and provide a list of recommended updates to the course for the review and approval of the Project Manager.

Result 4: Finalise and hand-over course, and Draft Final Report developed and submitted in accordance with the reporting requirements in Section 7 of these Terms of Reference.

4.1 Update the course based on the approved list of recommendations coming out of the pilot, for the review and approval of the Project Manager.

4.2. Prepare and hand-over all designs, materials, data and administrative manual to the CARPHA Project Manager during a meeting to be scheduled prior to the submission of the Draft Final Report.

4.3 Prepare and submit a Draft Final Report in accordance with the reporting requirements in Section 7 of these Terms of Reference.

Result 5: Final Report submitted and approved in accordance with the reporting requirements in section 7 of these Terms of Reference.

5.1 Based on feedback received, update and submit the Final Report in accordance with the reporting requirements in Section 7 of these Terms of Reference.

4.3. Project management

4.3.1. Responsible body

The Surveillance, Disease Prevention and Control (SDPC) Division of CARPHA will be responsible for the strategic management and coordination of the Project

4.3.2. Management structure

Project management organisation will consist of the following structures:

- The CR-FELTP Coordinator, CARPHA, will be the Project Manager and will have overall responsibility for the Project. The Project Manager will retain oversight for the consultancy and will also be responsible for the day-to-day supervision of project activity. The Project Manager shall be responsible for approving all reports and invoices.
- The CR-FELTP Coordinator will be supported by key CARPHA personnel, including but not limited to the Information Technology Manager and the Programme Coordinator. These persons will be consulted from time to time and may review reports and deliverables of the Contractor and provide recommendations to the Project Manager.
- The CARPHA Executive Management Team, led by the Executive Director, will retain strategic oversight and direction of the consultancy. They shall be responsible for the final decisions on the deliverables of the Contractor. They may consult with the CARPHA Executive Board and the international development partner, AFD, prior to decision-making.

4.3.3. Facilities to be provided by the contracting authority and/or other parties

CARPHA shall:

- Provide the Contractor with the goals and objectives of the CR-FELTP and any relevant documentation, criteria and information to assist in course development, piloting and completion;
- Provide access to the CARPHA Moodle-based Learning Management System;
- Review and provide feedback on the Contractor’s deliverables in a timely manner; and,
- Assist the Contractor in coordinating with CMS for participation in the pilot.

5. LOGISTICS AND TIMING

5.1. Location

The operational base for this consultancy is Port of Spain, Trinidad (CARPHA Port-of-Spain Campus). However, the Contractor will not be required to travel to the operational base to execute the contract.

5.2. Start date & period of implementation of tasks

The intended start date is August / September 2021 and the period of implementation of the contract will be four (4) months from this date.

Activities	Month 0	Month 1	Month 2	Month 3	Month 4
Signing of service contract	❖				
Result 1: Inception Report		❖ Week 2			
Result 2: Develop/adapt training content for the CR-FELTP Mentor Training Course			❖ Week 3		
Result 3: Conduct pilot of the CR-FELTP Mentor Training Course				❖ Week 4	
Result 4: Finalise and hand-over course, and Draft Final Report					❖ Week 2
Result 5: Final Report					❖ Week 4

6. REQUIREMENTS

6.1. Staff

Note that civil servants and other staff of the public administration of the partner country, or of international/regional organisations based in the country, shall only be approved to work as experts if

well justified. The justification should be submitted with the tender and shall include information on the added value the expert will bring as well as proof that the expert is seconded or on personal leave.

6.1.1. Key experts

All experts who have a crucial role in implementing the contract are referred to as key experts. Key experts must submit CVs, a signed *Statement of Integrity, Eligibility and Social and Environmental Responsibility* (as required by CARPHA's funding partner, AFD).

The profile of the key expert for this contract is as follows:

Key expert 1: Team leader

Qualifications and skills:

- At least a Master's in Public Health / Epidemiology

General Professional Experience:

- At least 5 years' experience working in public health in the areas of disease surveillance and outbreak investigation
- Experience working as a mentor would be an asset

Specific Professional Experience:

- At least 3 years' specific experience working in online instructional design with experience in developing online training and exposure to the Moodle platform
- At least 3 years' specific experience in developing related training courses

Other requirements:

- A sound understanding of public health issues along with the cultural and political challenges faced by Caribbean territories as demonstrated by involvement in projects treating with public health issues
- Experience working with Caribbean countries would be an asset.

All experts must be independent and free from conflicts of interest in the responsibilities they take on.

Non Key expert 1: Team member

Qualifications and skills:

- At least a Master's in Online Instructional Design, Training & Development or Educational Technology

Professional and Specific Experience:

- 3-5 years' working in Online Instructional Design, Training & Development or Educational Technology with experience in developing online training and exposure to the Moodle platform.

Other requirements:

- An understanding of public health issues along with the cultural and political challenges faced by Caribbean territories as demonstrated by involvement in projects treating with public health issues

- Experience working with Caribbean countries would be an asset.

6.1.2 Other experts, support staff & backstopping

CVs for experts other than the key experts should not be submitted in the tender but the tenderer will have to demonstrate in their offer that they have access to experts with the required profiles. The Contractor shall select and hire other experts as required according to the needs. The selection procedures used by the Contractor to select these other experts shall be transparent, and shall be based on pre-defined criteria, including professional qualifications, language skills and work experience. The costs for backstopping and support staff, as needed, are considered to be included in the tenderer's financial offer.

6.2. Office accommodation

Office accommodation and equipment for each expert working on the contract is to be provided by the Contractor.

6.3. Facilities to be provided by the contractor

The Contractor shall ensure that all staff are adequately supported and equipped. In particular, the Contractor must ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support their work under the contract and to ensure that its employees are paid regularly and in a timely fashion.

The Contractor is responsible for obtaining all supplies needed to complete the project including computer equipment and internet connectivity.

The Contractor shall comply with, and ensure that any subcontractor complies with, international environmental and labour standards, consistent with applicable law and regulations in the country of implementation of the contract, including fundamental conventions of the International Labour Organisation (ILO) and international environmental treaties. (Requirement of funding partner, AFD)

6.4. Equipment

No equipment is to be purchased on behalf of the contracting authority / partner country as part of this service contract or transferred to the contracting authority / partner country at the end of this contract. Any equipment related to this contract which is to be acquired by the partner country must be purchased by means of a separate supply tender procedure.

7. REPORTS

7.1. Reporting requirements

The Contractor will submit the following reports in English in electronic format:

Name of Report	Content	Time of Submission
Inception Report	<ul style="list-style-type: none"> • Scope of work to be undertaken outlined • Methodologies to be used • Risks and proposed strategies to manage said risks • Clear workplan of activities with timelines for completing the consultancy • Maximum of 10 pages (excluding appendices) 	No later than end of 2 weeks from the start date of the contract
Draft Final	• Documented progress against the agreed Workplan	No later than 2 weeks

Name of Report	Content	Time of Submission
Report	<ul style="list-style-type: none"> • Challenges encountered and actions taken / recommended for action • Report on the pilot conducted, including evaluation of the course and knowledge gained by participants • Recommendations for the modification of course content, delivery and evaluation tools based on the pilot that were submitted for approval, and the progress made on completing the agreed modifications • Maximum of 20 pages (excluding appendices) 	prior to the end of the implementation period
Final Report	<ul style="list-style-type: none"> • Same specifications as the Draft Final Report, incorporating any comments received from the Project Manager on the Draft Final Report 	No later than 1 week after receipt of comments on the Draft Final Report

7.2. Submission and approval of reports

The reports and deliverables referred to above must be submitted to the Project Manager identified in the contract. The Project Manager is responsible for communicating approval status and any other feedback to the Contractor.

8. MONITORING AND EVALUATION

8.1. Definition of indicators

Implementation performance will be measured by:

- Development of the online course components as outlined and agreed in the Workplan;
- Pilot of the course online; and,
- Compliance with the schedule for the submission of reports on the outputs of the Project as outlined in Section 7.

8.2. Special requirements

There are no special requirements.