

Karnali Integrated Rural Development and Research Center (KIRDARC)- Nepal

Karnali Integrated Rural Development and Research Center (KIRDARC) Nepal is a leading local Non-Governmental Organization working for peace, human rights, media and integrated Rural Development in Nepal. In 1999, KIRDARC Nepal was registered in DAO, Jumla District under Social Registration Act 2034 with the initiation of an aspiring and dedicated team of youths from Karnali Zone and affiliated with the social welfare council in the same year. Since its inception, KIRDARC Nepal has advocated for the holistic development of the Karnali Zone to bring it into the national development mainstream process.

KIRDARC Nepal's mission is building relationships and transforming lives with dignity by educating, organizing, and mobilizing primary right holders in human rights promoting action, research, and evidence-based policy advocacy, providing complementary service, economic empowerment, and promoting socially responsible investment. Similarly, KIRDARC Nepal works to achieve the goal to empower communities to exercise their right, hold duty-bearers accountable, reduce inequalities for better lives, and promote sustainability. KIRDARC leads to empowering vulnerable, marginalized, and socially excluded people to realize their fundamental human rights promoting inclusive growth and fair development.

Terms of Reference (ToR)

Development of Standard Operating Procedures (SOPs) for Quality Service improvement in Mugu District Hospital

1. Summary

Purpose: the purpose of the Standard Operating Procedure (SOP) is to provide a clear and detailed description of step-by-step routine actions of the service providers providing services in the facilities. Many hospitals are currently providing quality clinical services, which is a new development in the practice of health care in the country. However, the services are not being provided in a standardized and uniform manner. Therefore, this Standard Operating Procedure (SOP) manual has been developed to standardize and formalize the provision of quality clinical services in health service delivery.

- Commissioners: This consultancy/assignment is being commissioned by the KIRDARC Nepal
- Reports to: KIRDARC, MCH Project, Gamgadhi. Mugu, Nepal
- Duration: **60 Days** from the commencement of an agreement
- Status: Consultant
- Location: District Hospital, Gamgadhi in Mugu

2. Background

KOICA and UNICEF executed 'Nepal Mugu Maternal Health Environment Improvement Project from 2018 to 2021 AD. Considering the need for subsequent management on improvement of maternal and child health in Mugu and functionality of the Mugu District Hospital, Good Neighbor Korea received financial grant from Korea International Cooperation Agency (KOICA). The new project entitled 'Improving Maternal and Child Health Care in Mugu' has been designed by GNI Nepal. Now this new project has been launched through KIRDARC Nepal by Technical and Financial support from GNI & KOICA for the year 2022 to 2024 AD.

The project 'Subsequent management of Improving Maternal and Child Health Care in Mugu' has the goal of improving maternal and child health in Mugu by achieving the following objectives; a) Improving MCH related behavior, b) Improving MCH service accessibility and c) Improving quality MCH services.

As a part of supporting government to enhance the functional coordination mechanisms in the context of the federal structure, the project aims to develop Standard Operating Procedures (SOPs) that will outline the processes and functions for the quality health service in Mugu district hospital.

In this context, the project is looking a National Consultant (individual, team or agency) to develop an SOP in close collaboration with the government and concern stakeholders.

3. Purpose, Objectives

3.1. Purpose: This SOPs will address the administration management and clinical governance aspects of Mugu district hospital., it should be used as a hands-on reference for service providers providing services, thereby helping to standardize the practice in Mugu hospitals, with the ultimate goal of optimizing patient care. The SOPs may also be used as a reference for health system managers, policymakers, health care providers, and academicians.

3.2. Objectives

General Objectives: To standardize overall administrative management and clinical governance of Mugu Hospital so that accessibility to quality MCH services is enhanced thereby improving maternal and child health in Mugu through improved MCH behavior.

Specific Objectives:

- To prepare administrative management protocol that will oversee the administrative aspects of the hospital.
- To prepare clinical governance protocol that will guide technical aspects of running the hospital.
- To prepare protocol on referral and cooperation system with local health facilities/upper health facilities

4. Methodology

The consultant will take a lead role in developing the SOPs ensuring there is enough consultation and collaboration with relevant stakeholders. The following steps should be ensured:

- i. Review relevant laws, policies, guidelines, regulations, and current procedures:
 - Literature review of necessary law/Act. and policies as well as case studies from other national/provincial/district hospitals in order to find implications. It targets for medical personnel and hospital administrative staffs in terms of clinical/technical regulation and guideline
 - Problem analysis and diagnosis of each department (clinical and administration department) from the perspective of hospital management (In-person field research)
- ii. Involve relevant stakeholders in the SOPs development stage to ensure that the procedure is accurate, relevant, and up to date.
 - Consultation / KII with key officials at National, Provincial, District, and local level government hospitals
 - Consultation meetings and workshops with stakeholders
- iii. Prepare for draft document:
 - Standardization of clinical (medically technical) and administrative (Human Resource/Finance/hygiene/equipment operation and maintenance/admin etc.) processes based on the result of problem diagnosis.
 - Standardization of referral and cooperation system with local health facilities/upper health facilities
- iv. Review and revise the draft SOPs based on stakeholders' feedback.
- v. Obtain approval from relevant stakeholders.

- vi. Make sure that all relevant employees have access to it and Deliver the training session to reflect SOPs. The final SOPs should be in English as well as Nepali.
- vii. Implement SOP within Mugu hospital.
- viii. Regularly monitor the effectiveness of SOP and update as required.
- ix. Offer further advice to make stakeholders familiar.
- x. The consultant is expected to work in close collaboration with KIRDARC Nepal and Good Neighbors International; and will be responsible for the deliverables as outlined in this ToR.
- xi. Good Neighbors International will supervise the overall process as a donor organization and support the technical advice regarding hospital management and its operational issues, including environment for patients, hygiene (waste management/sanitation/cleanliness), patient referral system, Human Resource management, medicine, and medical supplies and it's stock management, logistics, finance, and security, etc.
- xii. KIRDARC Nepal, as implementing partner, will be responsible for providing necessary guidance and support for the works related to this assignment

5. Deliverables & Schedule

The actual start of the consultancy will depend on the conclusion of the recruitment process for a suitable consultant, and the exact number of working days will be determined by the consultant while preparing the final plan of action to develop these SOPs.

S.N	Deliverables	dates
1	Inception report (with detailed methodologies, plan for the SOP, the timeline for each step of SOP preparation along with SOP outline)	
2	Final SOPs submitted to stakeholders' agencies	
3	Training report to reflect SOPs	

6. Skills & Qualifications

- 6.1 The consultant (individual, team, or agency) should have an extensive experience (minimum 10 years) in the Clinical and hospital administration Sector and specifically the development of policies, guidelines, and SOPs.
- 6.2 Education: Master's degree (Ph.D. preferred) in Clinical Medicine, Public Health, or related field.
- 6.3 Excellent knowledge of Nepali and English
- 6.4 Previous experience in developing SOPs for hospitals preferred.

7. Budget

The consultant is asked to submit a budget proposal outlining costs for working days (fee), travel, accommodation and overall logistic cost and a tentative work plan including working days for main activities and milestones (e.g. using a Gantt chart). Furthermore, organization will bear the cost related to meeting and workshop during the finalization of its plan.

8. Financial Proposal

The financial proposal should be submitted in Nepalese Currency (NPR) Only.

9. Required Documents/Certificates with the proposal:

The documents/certificates that should be submitted/attached with your offer are: -

- i. Acknowledgment of ToR. (Please attach the signed copy of these Terms of Reference with your offer)
- ii. Copy of VAT/PAN registration certificate.
- iii. Copy of Business Registration, if applicable.
- iv. Copy of latest TAX clearance certificate, if applicable

10. Award Criteria

10.1 The contract will be awarded on the basis of best value for money. This means that not only the cost of goods and delivery will be taken in account but also other factors such as price, reliability, past experience with bidders on their service, delay in delivery, previous experience/reputation of the bidders, bidder's financial history, and recommendations or references.

10.2 The final decision will be made based on review of bids received and procurement committee recommendations.

11.3 KIRDARC may conduct interview with service provider verify their ability to successfully handle the order before awarding the contract.

11.4 Evaluation weightage will be given 60% for technical competency and 40% for financial aspect.

11. Ineligibility criteria

Bidders falling into any of the following cases are excluded from participation in the procurement procedure:

(a) They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

(b) They have been convicted of an offence concerning their professional conduct by a judgement that has the force of *res judicata*;

- (c) They have been guilty of grave professional misconduct proven by any means that the contracting authority can justify;
- (d) They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- (e) They have been the subject of a judgement that has the force of *res judicata* for fraud, corruption, involvement in a criminal organization or any other illegal activity detrimental to the Communities' financial interests;
- (g) They are engaged in the exploitation of child labor.
- (h) They do not respect their employees' basic social rights and working conditions.

Candidates or bidders must sign a written statement with their bid documents that they are not in one of the situations listed above.

HOW TO APPLY

Interested individuals and organizations should submit the following documents to the given address in a hard copy set. Please be informed that the technical and financial proposals must be submitted as a separate document. The incomplete proposal in all respect and proposals submitted after the deadline will not be considered.

- Submit a technical, financial, and timeline proposal demonstrating a thorough understanding of this ToR.
- Submit a detailed CV and application letter showing why you are most suitable for undertaking the consultancy
- Submit an example of any relevant previous work.
- Submit names and contacts for 3 references.

Address:

GNI Nepal Head office
Ekantakuna-13, Lalitpur
Phone No.: 01-5538758

OR

KIRDARC Nepal
Coordination Office: Sanepa, Lalitpur
Phone No.: +977 01 5448040/5448321

OR

KIRDARC Nepal
Karnali Provincial Office: Birendranagar-Surkhet
Phone No.: +977 083-525664

OR

MCH Project Office
Chhayanath Rara Municipality #2, Mugu
Phone: +977 087 460002

We thank you in advance for understanding that only short-listed candidates will be contacted for the next step in the application process.