

GH Pro

Global Health Program Cycle Improvement Project

Global Health Program Cycle Improvement Project (GH Pro) Assignment Process Steps AID-OAA-C-14-00067 (Prime: Dexis Consulting Group; Sub: The QED Group, LLC)

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NOTE: At any time, GH Pro is available to answer questions. Contact GH Pro Project Director, Julie Klement (jklement@ghpro.com)

GH Pro Overview

The **Global Health Program Cycle Improvement Project (GH Pro)** is an \$84.2 million, five-year contract that is available to the Bureau for Global Health offices, regional and other bureaus, and field missions of the United States Agency for International Development (USAID) in health program assessment, design, monitoring and evaluation, and program support.

What does GH Pro do?

GH Pro staff and consultants provide USAID operating units working on health-related activities in headquarters and the field with short- and medium-term technical services of consultants with expertise pertaining to the following five health components:

1. **Program and Project Evaluation**
 - High quality, transparent, independent, and collaborative evaluations
 - Compliant with USAID and PEPFAR policies
2. **Mission Support**
 - Short- and medium-term staff assistance
 - Managerial and technical support
 - Fill gaps from temporary absences and provide surge capacity
3. **Technical Assistance**
 - Technical expertise
 - Support for strategic planning, project design, and coordination
 - Conduct assessments and reviews
4. **GH Program and Research Management**
 - Augment USAID capacity in specialized fields to design, manage, and implement research and policy analysis
5. **Support for Conferences/Meetings**
 - Support to plan, organize, implement, and document meetings, conferences, workshops, and other events

Planning

Step 1: USAID Client Requester submits SOW to GH Pro COR

- Using GH Pro SOW template, client should provide as much information as possible:
 - Use the *Evaluation & Analytic SOW* template for evaluations, assessments, and other analytic activities.
 - Use the *Tech Assist Mission Support SOW* template for all other activities.
 - As needed, GH Pro can provide assistance with further SOW development, once we have received the SOW from the COR.
- COR reviews and approves SOW.
- When possible, GH Pro requests that USAID Requestor copy the GH Pro Project Director, Julie Klement (jklement@ghpro.com), so GH Pro can begin to track incoming requests.

Step 2: GH Pro COR submits SOW to GH Pro

- USAID GH Pro COR sends SOW to GH Pro Project Director, Julie Klement (jklement@ghpro.com) to initiate the Assignment with GH Pro.
- GH Pro confirms and acknowledges receipt of the SOW.
- Once GH Pro receives a SOW from our COR, the Assignment is given a GH Pro tracking number and a Program Manager is designated.
- The GH Pro Program Manager (PM) is the primary point of contact (POC) for USAID client in a GH Pro Assignment.

Step 3: GH Pro Assignment Planning

- GH Pro begins Assignment planning, and routinely updates USAID Requester and other POCs, as appropriate.
 - 1) SOW review
 - The GH Pro PM reviews the SOW, sends comments and/or questions to the USAID client.
 - For evaluations and other analytical assignments, the PM works closely with Melinda Pavin, the GH Pro Deputy Director (DD)/Technical Advisor, to ensure the SOW is technically sound and compliant with USAID guidelines/regulations.
 - *Note:* SOWs can be amended at any time throughout the planning, implementation, and close-out phases with only Requester and COR approvals.
 - 2) Recruitment
 - If USAID has a suggested consultant(s), the consultant(s) name and contact information should be sent to the GH Pro PM as soon as possible.
 - PM begins recruiting qualified consultants for the Assignment using the GH Pro consultant database, LinkedIn, DevEx, Dexis/GH Pro website, and other outreach efforts.
 - PM shares available qualified consultants' CVs with USAID Requestor(s) for feedback.
 - GH Pro verifies daily rates of selected consultant(s), as noted on their biodata forms (1420).
 - GH Pro does reference checks, ATV, etc. on selected consultants.
 - 3) Cost Estimate
 - GH Pro PM shares a draft cost estimate based on SOW with USAID Requestor for feedback and comments.
 - As needed, cost estimates are updated by GH Pro PM once consultant(s) are selected, travel location(s) are confirmed, or any other changes are made to the SOW that affect costs.
 - *Note:* Cost estimates can be amended at any time throughout the planning, implementation, and close-out phases with only Requester and COR approvals.
- USAID shares background documents for the Assignment with GH Pro PM.
 - As needed, GH Pro can create a Google Folder or Dropbox for document-sharing.
 - GH Pro prefers to begin collecting the background documents at this stage, so we have the documents to share with the consultant(s) as soon as s/he is contracted, eliminating any delays in the start of the work.

Assignment Approval Process: Technical Directive Memo (TDM)

Step 4: TDM Approval

- USAID POC informs GH Pro PM that the SOW, consultant/team selection, cost estimate, and timeline are acceptable.
- GH Pro Project Director, Julie Klement, submits the TDM by email to the Assignment Requester and Funder (if different from the Requester) for review and approval. The TDM will include the following documents:
 - Final SOW
 - Final Cost Estimate (CE)
 - CV and signed conflict of interest (COI) for each consultant
 - Timeline (optional)
- The GH Pro Project Director, Julie Klement, sends the Requester/Funder-approved TDM to the GH Pro COR for final review and approval.
- COR approves TDM (validates funding is in the Financial Field Support Database and committed).
- Once the TDM is approved by the COR, GH Pro activates the Assignment and implementation is underway.

Assignment Preparation and Implementation

Step 5: Assignment Preparation

- GH Pro PM contracts the consultant(s):
 - GH Pro negotiates daily rate with consultant(s). [*Note: daily rates cannot exceed USAID maximum daily rate (currently \$661.92)*]
 - Consulting agreements are signed with each consultant on team.
- For each key consultant, GH Pro arranges for the following as determined by the client and noted in the SOW:
 - High Threat Security Overseas Seminar (HTSOS) Training
 - USAID Facility Access (e.g., assists with forms and fingerprints)
 - Foreign Affairs Counter Threat (FACT) Training
 - Reactivates USAID Security Clearance (e.g., assists with forms and fingerprints)
- GH Pro schedules an Assignment Launch Call with USAID and consultant(s) if called for in the SOW (not all SOWs include a Launch Call).
- If Team Assignment, once the Team Lead (TL) consultant is under contract and the Assignment has been launched, day-to-day management is transferred to the TL, with backstopping and support from GH Pro PM, as needed.
- GH Pro arranges travel (e.g., InternationalSoS/MedEx, DBA, flight tickets, visas, lodging reservations, etc.) and other logistics support for consultant(s).
- GH Pro arranges for DC-based workspace for consultant(s), if needed.
- For overseas team assignments, GH Pro works with designated local logistics coordinator to secure initial workspace, and other local logistic and travel needs.

Step 6: Assignment Implementation & Ongoing Support

- GH Pro consultants are asked to submit weekly/monthly updates to USAID POC and GH Pro PM.
- GH Pro PM monitors work and timeline, providing periodic updates to the USAID POCs.
- GH Pro PM ensures that consultants are supported administratively and logistically throughout their full period of performance.

Step 7: Assignment Deliverables

- GH Pro PM monitors submission of deliverables, and manages the review process(es) for deliverables, as defined in the Assignment SOW.
 - Evaluation and Analytic Assignment methods and data collection tools are reviewed by GH Pro DD/Technical Advisor.
 - Evaluation and Analytic Assignment presentations and reports are review by GH Pro DD/Technical Advisor and Communications Coordinator.
 - Reports that will be distributed publicly or within USAID are reviewed by GH Pro Communications Manager.
 - Deliverables with strong technical components may be reviewed by GH Pro DD/Technical Advisor.
 - The review process of deliverables, including USAID reviews, will be coordinated by the GH Pro PM.
 - USAID will arrange for implementing partner and other stakeholder deliverables reviews, as appropriate.
- Reports and other deliverables that will be public documents (i.e., posted to USAID Development Experience Clearinghouse (DEC)) will be formatted using USAID branding and marking requirements, and require 508 compliance editing.
 - GH Pro PM will manage the editing process for all public documents, including 508 compliance.
- USAID POC will inform GH Pro PM when a deliverable is approved.
 - GH Pro PM will request technical approval on deliverable.
 - Once report document is fully edited and formatted, GH Pro PM will request full clearance of the deliverable (i.e., report), prior to 508 compliance editing.
- GH Pro will post all public reports to the USAID DEC within 60 days of USAID approval (technical and formatting).

Assignment Closeout**Step 8: Assignment and Consultant Performance Evaluation**

- Once the consultant(s) have completed the Assignment, the GH Pro PM:
 - Confirms with consultant that all Assignment deliverables/milestones have been completed.
 - Requests that USAID client approve completion and acceptance of all deliverables.
 - Sends USAID POC a GH Pro performance evaluation survey. For Assignments with multiple team members, GH Pro requests that USAID review the performance of the Team Leader.
 - Requests consultant(s) to complete an Assignment evaluation survey. For Assignments with multiple consultants, the TL will be asked to review the performance of the other consultants on the team.

Step 9: Administrative Close-out

- GH Pro Financial Close-out includes:
 - Verification that consultant invoices, travel expense reports (TERs), and other Assignment-related expenses/vouchers are completed and all costs are recorded.
 - Return of unexpended Assignment funds to appropriate USAID client program account(s).
- GH Pro updates and shares USAID pipelines with USAID/Global Health operating units.
 - Unexpended funds can be reprogrammed for new GH Pro assignments.

Acronyms:

COR Contracting Officer’s Representative
 DD Deputy Director
 DEC Development Experience
 Clearinghouse

GH Pro Global Health Program Cycle
 Improvement Project
 PM Project Manager
 POC Point of Contact

Global Health Program Cycle Implementation Program,
GH Pro

USAID/GH

Assignment Management Steps

GH Pro Project

