



Contract No. Tdh/IDO Con- 58 -2021

Service Contract
For Endline Study of the E-IMNCI Project in Ranchi District of Jharkhand

BETWEEN

Terre des hommes Foundation
India Liaison Office
19, Mahanirban Road
Kolkata-700029
West Bengal, India

hereinafter described as "Tdh" Represented by **Ms. Aparajita Dhar**, Country Director, Tdh India country Office.

AND

IIHMR University
1, Prabhu Dayal Marg,
Near Sanganer Airport
Jaipur 302020, Rajasthan, India

hereinafter described as "general contractor" Represented by **Mr. Arindam Das**, Associate Professor & Dean Research, IIHMR University, Jaipur Collectively described as the "Parties"

PREAMBLE :

- Tdh is an organisation with the goal of raising awareness, free from any political, racial or religious discrimination, of child suffering in the hope of improving the lives of children through assistance projects, disseminating information and other appropriate means in the sense and spirit of the founding charter of Tdh.
- Tdh works to promote respect for child dignity and their fundamental rights.
- With these goals in mind, Tdh solicits reputable general contractors for their skills in their sector of activity.
- Tdh and the general contractor agree to work in a spirit of cooperation devoid of hierarchical boundaries.

IN WITNESS WHEREOF, it is agreed as follows:

ARTICLE 1: DELIVERY OF SERVICES

Terre des hommes (Tdh) is a leading Swiss child relief non-profit organization with headquarter in Lausanne, Switzerland. The Foundation has been helping over three million children and their families in need for over 50 years, defending their rights regardless of their race, creed, or political affiliation. Tdh's mission is to



Aide à l'enfance
Kinderhilfe weltweit
Perinfanzia nel mondo
Helping children worldwide

Swiss Child Relief - Terre des hommes
Avenue de l'Europe 5, CH-1006 Lausanne
T +41 58 61 10 10 F +41 58 61 10 27
Email info@tdh.ch

19, Mahanirban Road, P.S. Lake
Kolkata-700 029, West Bengal
T +91-33-40081012
Email info@tdh-foundation.in

Registrar
The IIHMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029

Arindam Das



improve the living conditions of the most vulnerable children by direct support, advocacy, promoting child participation for the respect of their rights, strengthening communities and institutions to better respond to children's needs. In over 30 countries, Tdh protects children against exploitation and violence, improves children's and their mother's health and provides emergency psychological and material support in humanitarian crises.

Tdh Foundation in India has been registered since 2008 as a Liaison Office and it has provided technical guidance and support to government structures and civil society organizations to defend and promote children's rights. Tdh's main programme priorities in India are unsafe migration, Maternal and Child health, WASH and Emergency response. Tdh's office in India is in Kolkata; and project interventions currently cover the states of Jharkhand and West Bengal. In 2020, through projects and together with local NGO partners, Tdh has reached more than 116,000 beneficiaries, including vulnerable children and their families

Background:

In 1995, WHO and UNICEF developed Integrated Management of Childhood Illness (IMCI) as a premier strategy to promote health and provide preventive and curative services for children under five years of age. There has been near universal adoption of the IMCI strategy by target countries, with widespread reported implementation of IMCI. However, countries were rarely able to scale up IMCI and the adherence was very low. Poor adherence to the Integrated Management of Childhood Illness (IMCI) protocol reduces the potential impact on under-five morbidity and mortality. Electronic technology could improve adherence and the completeness of assessment of children.¹

Terre des hommes initiated the Integrated e-Diagnostic Approach (leDA) programme in 2014, with the goal of reducing child mortality by enabling better quality of health services through mobile health tools, quality improvement processes and a data management strategy. leDA helps the primary healthcare workers (HCW) improve their level of adherence to the IMCI clinical guideline. The digital job aid of leDA is an Android-based application that guides Healthcare Workers (HCWs) through the IMCI algorithm from the clinical assessment of the child, to the classification, prescription, referral and counselling.

The leDA application supports HCWs in primary health care facilities with 4 distinct elements:

1. The diagnostic support tool that helps diagnose and treat children according to protocols.
2. The Learning tool that helps assess and train HCWs in care protocols and regimens
3. The associated coaching and supervision strategies that enhance the motivation and skills of HCWs and thereby, the quality of care.
4. The collected data gets centralized in the CommCare platform and made available to decision-makers in the form of customized dashboards for remote monitoring, targeted supervision and tailored trainings.

In India, leDA has been contextualised to E-IMNCI in Jharkhand. The E-IMNCI pilot activity was carried out under sub award by **USAID Vriddhi Project** from August 2020 till March 2021; and from April to December 2021 the extension phase of the project is under implementation with funding support from Switzerland

¹ <https://www.ncbi.nlm.nih.gov/pubmed/23981292>

Deindam Dan.



Aide à l'enfance
kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz | Sede / Headquarters
Avenue de Montchoisi 15 CH-1006 Lausanne
T +41 58 811 06 66 F +41 58 811 06 77
E-mail: info@tdh.ch

18, Mahanirvan Road, P.S. Lake
Kolkata- 700 029, West Bengal
T +91-33-40081012
E-mail: info@tdh.foundation.in

[Signature]
Registrar
The IIMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029



The primary goal of the E-IMNCI pilot project is to develop a ready to scale-up tool for eLearning and improve clinical practices of the primary level health service providers (ANMs & MOs) to deliver IMNCI services; as per national IMNCI Operational guidelines

HCWs use the tablet to fill in the information as requested by the application, and at the end of the process, obtain the corresponding diagnosis, treatment, and counselling recommendation according to the IMNCI algorithm. That is, the software guides the health workers throughout a consultation in a step-by-step process following the IMNCI algorithm, avoiding the problem of HCWs trying to memorize the IMNCI chart booklet and omitting key elements during the assessment. The application automatically creates and maintains a patient file for each child presented at a specific health centre, including the history of all consultations made and treatments prescribed. The HCW can access existing records through a search for the child's name, date of birth and village of origin.

The activities under the E-IMNCI pilot project are being implemented with 73 frontline workers; composed of 68 ANMs (Auxiliary Nurse Midwives) and 5 MOs (Medical Officers) at 54 facilities in 3 blocks (Namkum, Ratu and Angara) of Ranchi district in Jharkhand. The beneficiary group is Infant between 0 to 59 days; and child between 2 months to 5 years

Objective of this End Line Study:

The Endline study shall try to capture all the intended and unintended consequences of the intervention such as use of IMNCI job aids among the health workers targeted under the intervention, adherence to IMNCI protocol, improvement in knowledge, use of the application in problem solving, practice of health workers on IMNCI, effectiveness of supportive supervision and response from the health administration and other factors which affects the quality of care of infant and children within the reference group. The experience and satisfaction of the community shall also be considered. The findings from the study shall help to establish the relevance, effectiveness, efficiency, sustainability/ adaptability, and challenges/ lesson learnt and good practice pertaining to the intervention.

The key outcome indicators as mentioned in the project LFA are as stated below:

Specific Objective	By the end of the project, leDA shall help the primary Health Care Workers (HCW) improve their level of adherence to the IMNCI clinical guideline
Outcome 1	Healthcare workers (HCWs) deliver quality health care services
Indicator	Proportion of consultations done with the leDA e-IMNCI digital job aid
Outcome 2	Health information system is strengthened
Indicators	Proportion of HCFs that make use of modern communication and digital technology to collect and report statistics to district and state levels.
	% of healthcare workers who received supportive supervision visit



Aide à l'enfance
Kindernote weltweit
Per l'infanzia nel mondo
Helping children worldwide

Headquarters
Avenue de l'Europe 15, CH-1006 Lausanne
T +41 58 311 56 50 F +41 58 311 56 57
E mail info@tdh.ch

19 Mahanirvan Road, PS Lake
Kolkata-700 029, West Bengal
T +91 33-40081012
E mail info@tdh-foundation.in

Registrar
The IIHMR University
1, Prabhu Dayal Marg
Near Sangner Airport, Jaipur-302029

deindam Dan.

Outcome 3	Trust and accountability between community and health system are strengthened
Indicator	Proportion of health care users satisfied with services in the project supported health care facilities

Detail of Study

1. Scope of Work

This study is to be conducted within four blocks of Ranchi district which comprises of three intervention blocks (Ratu, Namkum and Angara) and one control block (Kanke in consultation with Ranchi district officials). In the intervention area 54 health care facilities having 73 health care workers (68 ANMs and 5 MOs) shall be captured and in control area also sufficient sample shall be captured to generate statistically acceptable estimate (shall be discussed in coming section). The study shall only capture the issues and challenges related to e-IMNCI digital job aid IMNCI protocol; it shall not cover any other maternal and child health issue. It shall gauge the improvement in knowledge and practice of health workers on e-IMNCI digital job aid IMNCI protocol, role of government and implementing partners and experience of the community.

The endline survey will focus towards:

- A comparative analysis of the project between intervention areas and control area to measure the effectiveness of the intervention
- An analysis of efficiency using a comparison between the "Base Line" and "End Line" knowledge and skills of end users on IMNCI (ANMs & MOs).
- Qualitative study through individual and collective interviews with parties and stakeholders at different level.
- Understanding the usability of e-IMNCI application by trained ANMs & MOs on varied parameters
- Gauging acceptability and adoption of the digital job aid at different levels (State, District, Block, Health centres).
- Evaluating the impact of the use of the application on actual clinical practices (adherence to case management steps) of the end users (ANMs).
- Understanding the perspective of beneficiary on quality of care provided at health centre.
- Evaluating e-IMNCI as a tool for capacity building and data management

2. Survey Methods and tools for conducting survey

- 1. Desk Review:** Review of existing secondary information and reports relevant to the project to be done. This will provide an analysis and discussion of facts and data within the assignment context. The literature will include among others Project proposal, Project Log frame, Baseline data and report; relevant national policies, district, and state level HMIS data and other relevant literature as will be found necessary by the consultant.

Devidam Dan



Aide à l'enfance
Kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montchoisi 15 CH 1000 Lausanne
T +41 26 30 06 66 F +41 58 611 06 77
E-mail: info@tdh.ch

19, Manamravan Road, PS Lake
Kolkata - 700 029, West Bengal
T +91-33-40081012
E-mail: info@tdh.foundation.in

Registrar
The IIHMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029

2. **Primary data collection:** The data collection will be primarily done with quantitative methods and tools, however qualitative methods and tools will also be applied to capture the contextual information like the role of government officials and implementing partner organizations, experience and opinion of health workers etc. with relevant qualitative tools like IDI and FGD.

3. **Method of capturing quantitative information:** The aspects, methods, and tools for capturing quantitative information are discussed below: -

a) Interview of ANMs/ MOs through semi-structured questionnaire: following topics will be included in the tool

- Readiness of the facility to provide IMNCI service
- Experience of health workers with training, supportive supervision, responsive of project staff to their needs and any other aspects of capacity building
- Improvement in knowledge and practice on IMNCI protocol and e-IMNCI digital job aid
- Turnout of treatment seekers of relevant age-group at the facility

b) Observation checklist for observing clinical case management: The checklist will be used to capture on whether the health workers are able to perform the tasks related to IMNCI as per the standard provided in IMNCI training manual/ Chart booklet. Observer/ Investigator using the checklist shall have sufficient knowledge and experience on IMNCI. Observer/ Investigator will observe health worker providing treatment to the infant/child of the relevant age-group.

c) Interview of community members through semi-structured questionnaire: mothers/ caregivers will be interviewed, their experiences of seeking treatment and satisfaction will be captured.

4. **Method of capturing qualitative information:**

a) District and Block level officials along with implementation partners will also be interviewed with the help of IDI. A few FGDs are also proposed with care givers (mothers) and Health Workers.

5. **Sampling Plan:** Type of stakeholders, method of sampling and sample size is discussed as follows:

a) **Health workers:** All the health workers receiving intervention will be selected for quantitative evaluation, which is total 73 (68 ANMs and 5 MOs). All these 73 healthcare workers would be observed for clinical case management. For control block, a comparable number about 50% of health workers compare to program blocks (34 ANMs and 3 Mos) will be selected for quantitative evaluation. Like program blocks, 38 health care workers of control block will be observed for clinical case management. For a detailed understanding about their experience and feedback about the aspects of programme two to three In-depth Interviews will be conducted in each program block.

b) **Community member (mother/caregivers):** The mother/ caregiver will be selected who received treatment/counselling for their children with the use of e-IMNCI job aid. The details sampling frame and sampling unit will be retrieved from monitoring data and will be shared. Field note during the interview



Aide à l'enfance
Kindernilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montchoisy 2, CH-1006 Lausanne
T +41 58 611 00 00 F +41 58 611 06 77
E-mail: info@tdh.ch

19, Mahanirvan Road, P.S. Lake
Kolkata- 700 029, West Bengal
T +91-33-40081012
E-mail: info@tdh-foundation.in

Registrar
The IIHMR University
1, Prabhu Dayal Marg
Near Sangner Airport, Jaipur-302029

Arindam Das

may add some qualitative insights. At least one healthcare user will be interviewed, per health facility. Thus, the total sample size will be 54 for the stakeholder. 1 FGD with the mothers/caregivers (around 8 in each group) have to be conducted in each of the treatment and control blocks.

C) District/Block level officials: In-depth interviews have to be conducted with government officials. The officials will be selected based on direct or indirect involvement in the programme such as CMO, Block Data Manager etc.

From each block 3 interviews will be conducted, and 2 interviews will be conducted with the district level officials. Thus total 14 IDI ($3 \times 4 + 1 \times 2$) will be conducted with the stakeholders. Additionally, 5 interviews will be conducted with implementation partners.

Recruitment of investigators: The agency will require to ensure that the sufficiently trained and experienced investigators will be hired for data collection, especially for observation of clinical case management. The investigator should be trained enough on IMNCI to provide right classification of ailments. In the recruitment process, the local investigators shall be preferred. The minimum qualification of the field enumerators should be as follows:

- Should not be less than 25 years and more than 45 years of age
- Must possess nursing or paramedical degree
- Should have prior experience in IMNCI
- Should have at least 5 years' experience in health surveys and using CAPI
- Must be domicile of Jharkhand and should be fluent in Hindi
- For clinical case management, the observation team should have the following credentials:
 - 2 members should be physicians
 - Must have treated children on IMNCI or attended 9/11 days training programme on IMNCI

6. Electronic Data Collection Procedure

Data will be collected using Computer Assisted Personal Interviewing (CAPI) on mini laptops or tabs or smartphones and that needs to be provided by the selected agency. This data needs to be compiled online and will be sent back to Tdh within three days of the completion of survey. Tdh will provide the draft questionnaires in English and agency needs to translate the tools and develop the program software and load the questionnaires into the software in English and Hindi language to capture the data using electronic devices. For safety purpose of the data, back-up of the system must be ensured by the agency and will be submitted at the end of the assignment or in between as required by Tdh. The observation checklist to observe 'how health care workers perform their tasks' should also be CAPI based to reduce errors.

7. Training

A 3 to 4 days training has to be conducted in a central location in Ranchi. The training will include two days/ three days classroom training and mock call followed by field practice in a nearby PHC and review meeting. Training will be provided by experienced researchers, along with concerned field executives who have coordinated large scale projects. The training sessions should include **purpose of the study, orientation on clinical protocol of IMNCI, interviewing techniques, asking questions and appropriate probing, recording**



Aide à l'enfance
Kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montchoisi, 15 CH 1006 Lausanne
T +41 58 611 06 65 F +41 58 611 06 77
E-mail: info@tdh.ch

19, Mahanirvan Road, PS Lake
Kolkata - 700 029, West Bengal
T +91-33-40081012
E-mail: info@tdh.foundation.in

Deindam Das
Registrar

The IIHMR University
1, Prabhu Dayal Marg
Near Sangner Airport, Jaipur-302029

answers, correcting mistakes, and detailed explanation of the questionnaire/Technical questions etc. and ethical considerations. Based on the requirement of the survey the team should be divided into two groups; one who will be involved in capturing the component on KAP from ANM and caregivers and another of those who will be observing Case Management at the facility. Separate sessions should be planned for these two groups.

On day three/four the teams will be taken to nearby PHC/Blocks for field practice. Field practice will be followed by debriefing and additional clarifications both in group and individually. Based on the performance in the field practice and overall understanding developed by the interviewers and supervisors, the survey teams will be selected. Thus, the agency should hire 10 % more investigators than the required number.

8. Data analysis and reporting:

The agency should suggest how they intend to analyse the data, comparing baseline, end line and control groups. The proposal should contain specific statistical tests to be conducted and how quantitative and qualitative data will be synthesized in the final report.

The following indicators needs to be included in the factsheet and report:

A) District and Block Levels

1. Outlook of government officials on relevance of the programme, implementation of e-IMNCI, responsiveness to the requirement and system strengthening, challenges and suggestions and need to scaleup the programme
2. Use of Comm care data/ dashboards for decision making process and performance management

B) Health workers

1. Proportion of consultations done with the leDA e-IMNCI digital job aid
2. Proportion of consultations done with the correct assessment on e-IMNCI digital job aid
3. Proportion of consultations done with the correct classification e-IMNCI digital job aid
4. Proportion of health facilities which has adequate supply of IMNCI medicine
5. Proportion of health facilities which has adequate supply of IMNCI diagnostic tools
6. Proportion of health workers satisfied with the training provided to them on IMNCI protocol and e-IMNCI digital job aid
7. Proportion of healthcare workers who received supportive supervision visit
8. Proportion of healthcare workers who are satisfied with the use of help APP, text, photo, audio and video
9. Proportion of health workers who had improved knowledge on IMNCI clinical protocol
10. Proportion of health workers who had administered e-learning and process of self-learning
11. Proportion of health workers having correct knowledge on treatment, type of severity, referral, counselling

C) Caregivers

1. Proportion of health care users found the treatment provided at health care facility was useful and effective
2. Proportion of health care users found suggestions and counselling useful and effective
3. Proportion of health care users satisfied with services in the project supported health care facilities



Aide à l'enfance:
Kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Mombas 15 CH-1006 Lausanne
T +41 58 61 55 55 F +41 58 61 55 77
E-mail: info@tdh.ch

19, Mahanarayan Road, PS Lake
Kolkata - 700 029, West Bengal
T +91-33-40081012
E-mail: info@tdh-foundation.in

Registrar
The IIHMR University
1, Prabhu Dayal Marg
Near Sanghera Airport, Jaipur-302029

Deendram Das



Terre des hommes

Helping children worldwide.

9. Procedures to be followed to maintain quality and accountability:

Procedures to be followed

A. Study design

- A1 Control group should be consisted by nearly 50% of intervention group and survey in control area shall be conducted in minimum 20 facilities

B. Preparatory phase

- B1 Deliverables and procedures shall be understood clearly by both the parties with the exchange of written notes
- B2 The inception report cum desk review report shall come with the details of study design, implementation plan, quality assurance plan, ethical guideline and list of major indicators which will be freeze at this stage with the consultation of Tdh. It should also bring an overview of data analysis plan and chaptalization plan which will be subject to further elaboration and modification.

C. Preparation of study tool

- C1 List of indicators shall provide the basis of revision of tool.
- C2 Tdh may provide inputs at this stage to finalise the study tool in accordance with the study objective.
- C3 Translated version of tools is essential before starting training of investigators. It will be finalised in consultation with Tdh.
- C4 Tdh may also check the flow of the coded version of tool from their end.

D. Preparation of field work

- D1 Recruitment of investigators with medical background is non-negotiable. Their CV and certificates shall be furnished.
- D2 The clinical procedures of IMNCI shall be explained in detail by medical professional appointed by the agency. It is advised to the agency to dedicate sufficient time and be flexible for this stage. As it is going to affect the quality of clinical data in a big way.
- D3 The facilitator shall conduct the training in a participatory manner.
- D4 Ethical considerations will also form an important part of the training process.
- D5 Tdh will be responsible for provide overview of programme and application.
- D6 One day practice in real situation will be required.
- D7 The pre and post training assessment of investigators will be done by Tdh.
- D8 Along with the latter of approval Tdh may also send the message to health workers to get their co-operation.
- D9 Tentative field plan shall be shared with Tdh.

E. Field implementation

- E1 A detailed quality assurance plan shall come in inception report itself.
- E2 Respondents' recruitment shall be done with prior consultation.
- E3 Site planning shall be done in an efficient manner.
- E4 The basic needs of investigators shall be taken care of empathetically.
- E5 100% of first three interviews must be checked by supervisor
- E6 20% of all interviews by each interviewers must be checked by supervisor



Aide à l'enfance
Kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montchoisi 15 CH 1006 Lausanne
T +41 58 611 06 66 F +41 58 611 06 72
Email: info@tdh.ch

19, Mahanagar Road, PS Lake
Kolkata - 700 029, West Bengal
T +91 33 4008 1012
E: info@tdh-foundation.in

deindam Dan.

[Signature]

Registrar

The IIMR University
1, Prabhu Dayal Marg
Near Sangner Airport, Jaipur-302029

- E7 Survey response must be checked before data transmission and each entry must be validated.
- E8 The raw data transmission shall be done on daily basis on the next day of the survey
- E9 The internal consistency report of the data shall be produced by the agency before starting analysis.

F. Data Analysis

- F1 Raw data of baseline as well as midline shall also get analysed (they don't have any control group).
- F2 A fact sheet against major indicators shall be produced.
- F3 The procedure of thematic analysis shall be followed for qualitative data.

G. Report Writing

- G1 Before writing the report, the outline shall be discussed with Tdh.
- G2 The report shall be clear, crisp, meaningful, and conclusive instead of overloaded by uncorrelated information and vague sentences.
- G3 Visuals shall be used adequately, wherever applicable.
- G4 Conclusion and recommendations shall be backed by conclusive evidence.

The primary users of the findings of the report are partner organizations and the donor. Apart from that the findings will be disseminated by Tdh among academia, other civil society organizations and government officials, through different means like showcasing the report, audio-visual means and producing research articles based on the data etc.

DELIVERABLES

- **Inception Report:** includes initial work plan and proposal for the baseline survey outlining the proposed methodology, survey tools, timeframe, process of data collection and analysis as well as final set of data-collection tools for all indicators in the log frame.
- **Ethical approval from an established IRB**
- **Translated version of all tools before 2 days of training**
- The software programme for data collection tools will be prepared and shared with Tdh at least three days in advance of the training. The software will be validated by Tdh and feedback provided and this needs to be incorporated at least 1 day before the training
- Incorporate inputs from pretesting
- Provide CV of investigators and certificates of those who come from medical background and CV of Medical consultants
- Training agenda and list of trainers and CV of trainer to be provided at least three days before the training
- Complete quantitative data in M S Excel within 5 days of completion of the survey
- Transcripts in M S Word of all qualitative interviews within 10 days from the date of completion of data collection
- A brief report on field data collection experience needs to be shared within a week after field



Aide à l'enfance
Kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siège - Hauptsitz / Sede / Headquarters
Avenue de Montbéliard 15 CH 1006 Lausanne
T +41 58 3 10 10 66 F +41 58 6 11 06 77
E-mail: info@tdh.ch

19, Mahanirvan Road, P.S. Lake
Kolkata - 700 029, West Bengal
T +91-33-40081012
E-mail: info@tdh-foundation.in

[Signature]
Registrar

The IIHMR University
1, Prabhu Dayal Marg

Near Sanganer Airport, Jaipur-302029

[Signature]
Deindam Das



Terre des hommes

Helping children worldwide.

work is complete

- **Draft report** of the baseline survey for the feedback and comments from Tdh/IPE.
- **Presentation on the main findings** of the baseline assessment at field level involving project teams, community representatives and local authorities.
- **Final Study report** (including the preparation part, with clear consolidation of findings and recommendations)
- **Summary version** (including indicator based graphical representation) of the final report to be shared with project stakeholders and communities.

TASK & TIMELINE

Activity Plan: e-IMNCI Survey, Ranchi, Jharkhand													
Activities	Weeks												
	1	2	3	4	5	6	7	8	9	10	11	12	13
Preparatory Phase													
Signing of MOU with Tdh, India Delegation Office													
Receipt of Introductory letter for conducting survey by Tdh and MoHFW& GoJH													
Inception Report													
Desk Review													
List of Facilities and Health from Tdh													
Final version of Study Tools													
Pre-testing of questionnaires and finalization													
Recruitment of investigators													
Training of Investigators													
Supply of Tablets with Accessories													
Data collection Phase (Field work)													
Planning of field work and preparation of tour program													



Aide à l'enfance
kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montchoisi 15 CH 1005 Lausanne
T +41 58 511 05 05 F +41 58 511 05 77
E-mail: info@tdh.ch

19, Mahanirvan Road, PS Lake
Kolkata - 700 029, West Bengal
T +91 33 4008 1012
E: info@tdh.org.in

deindam Dan.

Registrar

The IIHMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029



Report Format (report maximum 60-70 pages including annexes described below)

1. Title page
2. Contents page
3. List of abbreviations and acronyms
4. Executive Summary (maximum 2 pages, clearly summarising the assessment and key findings in accessible language)
5. Background (maximum 1page on the context of the intervention and project objectives)
6. Methodology (maximum 2 pages detailing what data was collected, how it was collected and by whom, what the sample size was, details of control groups used, any possible limitations to the assessment etc.)
7. Findings and analysis (maximum 10-55 pages, giving the results of the assessment according to the



Aide à l'enfance
kindernhilfe weltweit
Per l'infanzia nel mondo
helping children worldwide

Siege / Hauptstz / Sede / Head quarters
Avenue de Montboux, 15, CH-1406 Lausanne
T +41 58 611 06 66 F +41 58 611 06 77
E-mail: info@edp.ch

19, Mahanirvan Road, P.S. Lake
Kolkata-700 029, West Bengal
T: +91-33-40081012
E: info@tdh-foundation.in

deindam Qan

Registrar
The IHMR University
1, Prabhu Dayal Marg
Near Sangner Airport, Jaipur-302029



Terre des hommes
Helping children worldwide.

- objectives given in this ToR, combining qualitative and quantitative data. The Findings section should also include a summary table showing updated information on the study indicators mentioned above)
8. Conclusion and Recommendations (maximum 5 pages, lessons and recommendations must be clearly related to the evidence given in the Findings section of the report.

Annexes in the Report: These might include:

- Itinerary/ schedule
- List of people and stakeholders consulted
- References / list of documents reviewed
- Data collection tools (e.g., questionnaires, semi-structured interview questions)
- Additional methodological information if required (e.g., more detailed information on sampling)
- Full data tables of all quantitative results (if appropriate and if not, all included in main report)
- Additional maps, photos, or more detailed case studies if available.

COPY RIGHT

All documents, survey design, data and information shall be treated as confidential and shall not without the written approval of Tdh be made available to any third party. In addition, the agency formally undertakes not to disclose any parts of the confidential information and shall not, without the written approval of Tdh be made available to any third party. The utilization of the report is solely at the decision and discretion of Tdh. All the documents containing both raw data/materials provided by Tdh and final report, both soft and hard copies are to be returned to Tdh upon completion of the assignment. All documentation and reports written as, and as a result of the research or otherwise related to it, shall remain the property of Tdh. No part of the report shall be reproduced except with the prior, expressed, and specific written permission of Tdh.

SAFEGUARDING AND ETHICAL GUIDELINES

Observing ethical standards is important for all information gathering that involves government healthcare workers, beneficiaries, Tdh staff and other stakeholders

- Tdh has its own safeguarding guidelines which the consultant needs to adhere to.
- Tdh requires a 'do no harm to children' and 'no harm to communities' as a central theme of the baseline. This is to be interwoven into all aspects of the baseline.
- A responsible authority from the agency must sign the Terre des hommes Child Safeguarding Policy and Global Code of Conduct and shall be willing to adhere to its principles and expected practices. If a breach of the policy or code of conduct takes place the consultancy shall be terminated immediately without any financial burden on Tdh.
- Informed consent should be given before participating in the video documentation; and the participants should be able to withdraw at any moment. Respondents should be explained how the Study findings are likely to be used. They must then be asked, and must be free to choose, whether: they can be quoted in materials; photographs can be taken and used, name can be used in material. Their choices must be clearly recorded and always kept with their testimony and/or the relevant media.
- If it is agreed that all or any part of a participant's testimony should be confidential, then that commitment must be clearly recorded and respected. If the testimony is to be made anonymous, or used with a false name, make sure that any other identifying details are also changed.
- The agency must maintain data security and provide a data security plan.

Devidam Dan.



Aide à l'enfance
Kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montchoisi 15, CH-1005 Lausanne
T +41 58 611 06 66 F +41 58 611 06 70
E-mail: info@tdh.ch

19, Mahanagar Road, P.S. Lake
Kolkata- 700 029, West Bengal
T +91-33-40081012
E-mail: info@tdh-foundation.in

[Signature]
Registrar
The IIHMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029

- No money should be given for participating in a survey, unless participants would have incurred direct financial cost for ensuring their participation.
- During the video documentation, any serious protection case identified should be reported or referred. Participants to the survey should be enabled to contact Tdh team or the supervisor of the survey to report any major issue.
- In the context setting and in the end product, it shall have to be mentioned that the E IMNCI activity is being carried out under sub award by USAID Vriddhi Project from Aug 2020 to March 2021

ARTICLE 2: NATURE OF THE CONTRACT

Tdh and the general contractor are both bound by the service contract. There is no hierarchy between the two parties.

All information and correspondence addressed to the general contractor by Tdh related to the provision of services is to ensure the good working relationship and mutual collaboration between the parties.

For all questions regarding services, the general contractor appoints **Mr. Arindam Das**, Associate Professor & Dean Research, IIMR University, Jaipur as the representative and any change to the described services herein will result in additional clauses or amendments to this present contract signed between the two parties.

ARTICLE 3: VALIDITY AND COMING INTO FORCE

The present contract is valid upon signing by the parties.

It will come into force once the below conditions are fulfilled:

- Signature by the two parties to the contract and
- All supplementary documentation requested by Tdh is provided by the general contractor

Duration of the Contract :

- **Start of Contract:** 3rd December 2021
- **End of Contract:** 15th March 2022

ARTICLE 4: GENERAL CONTRACTOR REPRESENTATIONS

- The general contractor will execute services under this contract in good faith in accordance with all regulatory rules and procedures.
- The general contractor will also ensure they are compliant with any professional, economic and social obligations with any relevant agency. Any information evidencing the legality of providing services will be provided to Tdh.
- The general contractor will not act under the name on Tdh under any circumstance (signing a contract, financial engagement) etc.
- The general contractor will not promote any ideological, religious or philosophical agenda, which is against the neutral and apolitical position of Tdh.
- The general contractor will respect all local laws whilst providing services and will act in accordance with the ethical principles of Tdh as well as the policies of Tdh as it relates to General Code of Conduct (GCC) and Child Safeguarding Policy (CSP) annexed to this present contract.
- The general contractor will not undertake any action that could compromise the presence of Tdh in that area.



Aide à l'enfance
Kindernilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montchoisi 15 CH 1006 Lausanne
T +41 58 611 61 66 F +41 58 611 66 77
E-mail: info@tdh.ch

19, Mahanirvan Road, P.S. Lake
Kolkata- 700 029, West Bengal
T: +91-33-40081012
E-mail: info@tdh-foundation.in

Arindam Das
Registrar

The IIMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029

Arindam Das



Terre des hommes
Helping children worldwide.

- Any action that could result in the damaging of Tdh's reputation or image is forbidden.
- It is the responsibility of the general contractor to provide any material necessary for the execution of services under this contract.

ARTICLE 5: BILLING AND SERVICES

The services under this contract will be billed to Foundation Terre des hommes Tdh, India Delegation Office by the general contractor, for an estimated total of **Rs. 10,85,674** (Rupees Ten Lakhs Eighty-Five Thousand six hundred Seventy-Four Only) Including all taxes and expenses.

- The price for this service is fixed.
- The general contractor is responsible for any banking charges related to bank transfers.
- No per diem and other related expenses will be reimbursed to the contractor apart from the above-mentioned amount.
- TDS will be deducted under section 194J as per the Income Tax Act 1961.

Payment Mode

50% of the contract amount with in seven (7) working days on signing of the contract and remaining 50% within in seven (7) working days after the approval of final Report

ARTICLE 6: PROMOTION AND CONFIDENTIALITY

The general contractor will ensure confidentiality when carrying out their services, and will not use to their advantage, nor to the advantage of another person, during or after the contract, information relating to the services executed under this contract. For the duration of and after this contract, the general contractor will not publish, distribute or make public, without prior express and written authorization by Tdh, the outcome of their services or any documents or information provided, produced or received that will remain property of Tdh.

ARTICLE 7: SUBCONTRACTING

The general contractor is forbidden from subcontracting one or any of its obligations, partially or in their totality without the prior express and written consent of Tdh.

ARTICLE 8: FORCE MAJEURE

If the terms of the contract are rendered unenforceable due to international or non-international armed conflict, civil unrest, natural disaster, lack of financing or any other unforeseeable cause, the contract will be immediately suspended on notification, without compensation or indemnification from other party to the other. Force majeure (unpredictable, compelling and external to the parties) justifies in all cases termination of the contract.

ARTICLE 9: PARTIAL INVALIDITY

The invalidity of any of the clauses of this contract would result in the cancellation of the latter as a whole only insofar as the clause to be annulled could be considered, in the minds of the parties, as substantial and decisive and that its annulment calls into question the general balance of the contract.



Aide à l'enfance
kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montchoisy 15, CH-1005 Lausanne
T +41 58 611 05 53 / F +41 58 611 05 57
E-mail: info@tdh.ch

19, Mahanarayan Road, P.S. Lake
Kolkata, 700 029, West Bengal
T +91-33-40081012
E-mail: info@tdh-foundation.in

Registrar
The IHMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029

devidam Don.



Terre des hommes
Helping children worldwide.

In case of cancellation of one of the clauses of this contract, considered as not substantial, the parties will endeavour to negotiate a clause equivalent. These modifications will be formalized in an amendment signed at this contract.

ARTICLE 10: ENTIRETY

The present contract contains all the conditions the parties have agreed to and cannot be contradicted or supplemented by earlier declarations or agreements. These declarations or agreements may, however, be used for interpretation of the contract.

ARTICLE 11: LANGUAGE – APPLICABLE LAW

The present contract is drafted in the English language. In the case of difficulties with interpretation, application or execution of any of the clauses of this present contract, during or after the expiry of the clauses, the parties will endeavour to resolve any conflict amicably. In the case of disagreement and where disputes between the parties cannot be resolved, the parties will be subject to the jurisdiction of the Kolkata courts and, Indian laws will be applied for the interpretation of the contract and for the settlement of a possible dispute.

ARTICLE 12: ANNEXED DOCUMENTS

By express agreement, all the documents annexed to this contract are an integral part of the contract and form part of the contract in the spirit of this agreement.

This contract is signed at Kolkata, 3rd December 2021 with two originals, one for each party.

Aparajita Dhar

Ms. Aparajita Dhar



Country Director – Tdh India

Terre des hommes Foundation
Liaison Office
19, Mahanirban Road
Kolkata-700029
West Bengal, India

Arindam Das

Mr. Arindam Das

Associate Professor & Dean Research

IIHMR University, Jaipur
1, Prabhu Dayal Marg
Near Sanganer Airport
Jaipur 302029, Rajasthan India
India



Aide à l'enfance
Kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siegerstrasse 151 | Siège / Headquarters
Avenue de Montchoisi 15, CH-1000 Lausanne
T +41 26 811 60 60 F +41 26 811 60 77
E-mail: info@tdh.ch

19, Mahanirban Road, PS Lake
Kolkata, 700 029, West Bengal
T +91-33-40081012
E-mail: info@tdh.foundation.in

Arindam Das
Registrar

The IIHMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029

1. Preamble

The Tdh commitment is financed with the support of individual and institutional donors, and 86% of the funds are directed to the Tdh projects.

The present Good Business Practices provide the basis for any working relationship between Tdh and its suppliers.

These practices are general mandatory rules unless specific conditions are mentioned in the contract. In the event of contradictory terms between documents, the conditions of the contract or the call for tenders shall prevail over the present Good Business Practices.

2. Principles of Procurement Procedures

Tdh has implemented transparent procedures for awarding markets; the main principles are:

- Transparency in the procurement procedure
- Proportionality between the procedures used to award a market and the value of that market
- Equal treatment of potential suppliers
- Preventing conflicts of interest

The common supplier selection criteria are:

- Authorization to sell goods/services in the country
- Financial and economic capacity
- Technical expertise
- Professional capabilities
- Respect for ethical standards, including child labor the common criteria to award markets are:
- Automatic award (the cheapest offer complying with all requirements)
- Best value for money (price/quality ratio)

3. Misconduct, Ineligibility and Exclusion

Tdh considers each case of misconduct mentioned below as a valid reason to exclude a bidder from a procedure for awarding a market and end any working relationship and contract:



Aide à l'enfance
kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Headquarters / Sede / Headquarters
Avenue de Montchoisi 15 CH-1006 Lausanne
T +41 91 611 08 66 F +41 91 611 08 67
E info@tdh.ch

19, Mahanagar Road, PS Lake
Kolkata-700 029, West Bengal
T +91 33 4008 1012
E info@tdh.foundation.in

Deindam Dan

[Signature]

Registrar

The IIHMR University
1, Prabhu Dayal Marg
Near Sangner Airport, Jaipur-302029

- **Fraud**, defined as any intentional act or omission relating to:
 - o The use or presentation of false, incorrect or incomplete statements or documents, which would result in the fraudulent appropriation or wrongful retention of funds of Tdh or institutional donors
 - o The concealment of information, resulting in the same consequences
 - o The use of these funds for purposes other than those for which they were originally attributed
- **Active bribery**, defined as the deliberate promise or grant of any advantage to any person to act or to refrain from acting in accordance with its duty, in a manner that infringes or may infringe on the interests of Tdh or its institutional donors.
- **Collusion**, defined as an agreement between competing companies, which would likely result in higher prices, lower production and increased profits for the allied companies in a way far higher than their natural increase. Collusion is not automatically based on the existence of explicit agreements between companies and may also be tacit.
- **Coercive practices**, defined as the harm or threat to harm, directly or indirectly, persons or their properties, in order to influence their participation in a procurement procedure or to influence the performance of a contract.
- **Direct bribery**, defined as offering Tdh staff members money or gifts in kind to obtain additional markets or to continue a contract.
- **Involvement in a criminal organization** or any other **illegal activity** established by the US Government, European Union, United Nations or any other Tdh donor. Tdh has the obligation to screen tenderers and contractors in order to develop the physical capacity to verify and demonstrate, in particular to its donors, that it does not collaborate with entities or persons on the lists of persons considered as related to criminal activities. Tdh thus demonstrates that the necessary controls carried out and that all the necessary measures have been taken to prevent persons who are on these lists from being paid by organization. Screening is one of the conditions that Tdh must fulfill to be eligible to receive funding from its donors. The tenderers and contractor has the right to access, request a correction or delete of his private data used for screening. He may also at any time decide to object on the purpose of the use of its data. Nevertheless, this last right would call into question its collaboration with Tdh, which is obliged to respect the purpose of the use of the data clearly explained. Tdh is also legally obliged to transmit the filtered data to the relevant government authorities if they request them.
- **Practices that do not respect ethical standards**, defined as the breach of Tdh's Global Code of Conduct, in particular the violation of the practice of zero tolerance regarding violations of the Child Safeguarding Policy and regarding any form of sexual abuse and/or exploitation. Any other violations of labor exploitation, including child labor and the non-respect of fundamental social rights and working conditions of employees or subcontractors won't be tolerated. Any breach



Agência Infância
Kinderhilfe weltweit
Fondazione nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montbéliard 2 CH 1506 Lausanne
T +41 (0) 26 311 00 00 F +41 (0) 26 311 00 77
E-mail info@tdh.ch

19, Mahanirvan Road, P.S. Lake
Kolkata- 700 029, West Bengal
T +91-33-40081012
E-mail info@tdh.foundation.in

Registrar
The IIHMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029

Arindam Das

of our Global Code of Conduct must imperatively be reported to Tdh within 3 working days.

Tdh will exclude any candidate or bidder from the purchasing procedure in any of the following cases:

- Being in a situation of bankruptcy or liquidation, or judicial protection; having entered into an arrangement with creditors, or suspended activities; being the subject of proceedings related to these specific matters, or in a similar situation resulting from a procedure prescribed by the national regulations or legislation
- Having been sentenced for an offense in the exercise of his professional activity by a judgment having the force of res judicata
- Having been found guilty of serious professional misconduct proven by any means
- Not having fulfilled the obligations relating to the payment of social security contributions or taxes in accordance with the legal provisions of either the country in which the company is established, the country of the Tdh intervention, or the country in which the contract will be performed.
- Having been found guilty by a judgment for fraud, corruption, or involvement in a criminal organization or any other illegal activity.
- Having been declared responsible for serious breach of contract for non-compliance with the contractual obligations in a previous purchase procedure.

Tdh will not award markets to candidates or bidders who are the subject of a conflict of interests during the procedure.

4. Administrative and Financial Sanctions

When a contracted supplier, a candidate or bidder is involved in corrupt, fraudulent, collusive or coercive practices, Tdh can impose the following sanctions:

Administrative sanctions

- The fraudulent practices of the supplier may be notified to the competent civil or commercial authorities and will result in the immediate end of any professional relationship with the latter.

Financial sanctions

- Tdh will seek reimbursement of costs directly and indirectly related to the conduct of a new procedure for awarding a market or call for tenders. The warranty of the offer or performance will still apply if relevant.

5. Information and Access for Donors

The supplier agrees to guarantee a right of access to its financial and accounting documents so that Tdh and representatives of its institutional donors can carry out audits.



Aide à l'enfance
kindernote weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montchoisi 15 CH-1006 Lausanne
T: +41 58 511 05 65 F: +41 58 511 05 47
Email: info@tdh.ch

19, Mahanirvan Road, PS Lake
Kolkata - 700 029, West Bengal
T: +91 33 410081012
F: +91 33 410081012

Registrar

The IHMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029

Deindam Das.



The supplier agrees that Tdh carries out audits of its company to ensure they are not blacklisted by its institutional donors, in accordance with the fight against money laundering and the financing of terrorism.

When a contracted supplier, a candidate or bidder is involved in corrupt, fraudulent, collusive or coercive practices, Tdh will immediately inform its institutional donors and provide them with all relevant information.

Documents to be submitted by the Contractor:

The minimum set of documents to be provided by any company or contractor wishing to work with Tdh are listed below:

- Status and registration of the company
- Mission order or power of attorney authorizing the representative to sign the contract
- Copy of tax registration

Attention: Additional documents may be requested for a particular market.

The supplier must also have a minimum of administrative equipment to be able to issue an Invoice and a Delivery Note – and to stamp them.

6. Anti-Corruption Policy

If you believe that the action of a person (or a group of persons) belonging to Tdh does not respect the above rules, you must report it under the reporting policy of Tdh.

To make it possible for Tdh to react, reports must provide the most accurate information possible; your name and coordinates are not mandatory but mentioning them is strongly recommended.

All reports will be treated confidentially, to the extent permitted by law. Tdh will implement all reasonable means to preserve the anonymity of the person reporting an abuse, and to protect this person against possible retaliation.

Reports must be sent to this address:

Name- Paulami De Sarkar, Programme Manager – Child Protection
Email Id- paulami.desarkar@tdh.ch
Mobile- 09836756629
Office Address- 19, Mahanirban Road, Kolkata -700029, West Bengal, India



Arindam Das



Aide à l'enfance
Kinderte worldwide
Per l'infanzia nel mondo
Helping children worldwide

Siege / Hauptsitz / Sede / Headquarters
Avenue de Montebello 15, CH 1500, Suisse
T +41 58 611 06 06 F +41 58 611 06 07
E-mail: info@tdh.ch

19, Mahanirban Road, PS. Lake
Kolkata- 700 029, West Bengal
T +91 33-40081012
E-mail: info@tdh.foundation.in

Arindam Das

Registrar

The IIMR University
1, Prabhu Dayal Marg
Near Sanganer Airport, Jaipur-302029



Terre des hommes
Helping children worldwide.

TO BE COMPLETED BY THE COMPANY SUBMITTING AN OFFER

DECLARATION OF CONFORMITY AND COMMITMENT

I, the undersigned **Mr. Arindam Das**, Associate Professor & Dean Research, IIHMR University, Jaipur of the company certifies to understand and be in accordance with the conditions set out in this document.

As the representative and on behalf of the company, I accept the terms of the Good Business Practices of Tdh and I am committed to provide the best possible performance in the following market:

I also certify that the company IIHMR University, Jaipur does not meet any of the conditions set out in paragraph III: Misconduct, Ineligibility and Exclusion.

I guarantee, explicitly, that the company IIHMR University, Jaipur respects the principles of non-exploitation of children, as well as the social rights and working conditions for any employee or subcontractor.

Date: 05/12/2024



Arindam Das
Signature and stamp:

Important Note:

All pages of these Good Business Practices must be signed with the initials of the company representative.



Aide à l'enfance
Kinderhilfe weltweit
Per l'infanzia nel mondo
Helping children worldwide

Siege / Headquarters / Sede / Headquarters
Avenue de Montchoisi 15, CH-1005 Lausanne
T +41 58 611 06 66 F +41 58 611 06 77
E-mail: info@tdh.ch

19, Mahanirvan Road, P.S. Lake
Kolkata- 700 029, West Bengal
T +91-23-46681012
E-mail: info@tdh.foundation.in

Arindam Das
Registrar
The IIHMR University
1, Prabhu Dayal Marg
Near Sangar Airport, Jaipur-302029