

## TERMS OF REFERENCE

<b>POST TITLE:</b>	Consultant to develop the Lhak-Sam Standard Operating Procedure Manual.
<b>CONTRACTING AGENCY:</b>	Lhak-Sam (BNP+)
<b>LOCATION OF ASSIGNMENT:</b>	Thimphu Bhutan
<b>EXPECTED DURATION OF TASK :</b>	<b>16<sup>th</sup> August 2018 till 16<sup>th</sup> September 2018</b>

### **BACKGROUND AND RATIONALE**

Lhak-Sam, *Bhutan network of People Living with HIV & AIDs* (BNP+) formally got registered as a non for profit organization in November 2010 under the CSOA Act of Bhutan 2007. Since then the organization has been striving towards shouldering the responsibility of the government in responding to HIV epidemic by reducing new HIV infections, facilitating treatment, care and support to PLHIVs and challenging social prejudice. Numerous HIV intervention supported by international donors has been carried out mainly targeting the key populations uplifting fundamental health and social rights as well as confronting HIV transmission among these key groups. Over the years the technical capacity of the organization has developed which is duly recognized by the government and the partners locally and regionally.

Under the parenthood of Lhak-Sam, members of the Sexually Marginalized group of population such as the LGBTIQ (Lesbian Gay Bisexual Transgender Intersex & Questioning) are also functioning as a network based informal community representing the LGBT in Bhutan. Besides that, Lhak-Sam also has deep empathy towards the Young girls and women who are vulnerable and are currently a hidden population such as the Commercial sex workers. Lhak-Sam has already included this group of Population in its long terms plans and thus included in the Strategic Plan (2018-2022) as well.

Governed by the Board of Directors taking a role of an oversight and advisory body, the regular operation of the office is led by the Executive Director under whose administration and supervision, directives are carried out by the dedicated staffs. Lhak-Sam's daily operations are guided by the Standard Operating Procedure 2016.

The development and use of Standard Operating Procedures are an integral part of a successful quality system as it provides individuals of job responsibilities and facilitates consistency in the quality and integrity of services. It minimizes variation, and promotes quality through consistent implementation of a process or a procedure within the organization, even if there are temporary or permanent personnel changes. The development of the Standard Operating Procedure Manual 2018 will further guide the organization in achieving its goals in line with the Mission, vision, objectives and mandates of the organization.

## **PURPOSE**

The Lhak-Sam Standard Operating Procedure 2018 shall describe the standard mechanisms for major activities in the Planning, Implementing and monitoring of all the activities in the organization. The document shall facilitate governance, Program Management, Financial Management and Outreach and In-reach Team to inculcate effectiveness and uniformity in carrying out their activities. There shall also be a provision of revising and reviewing this document and endorsing a new document annually.

## **OBJECTIVES**

- To Amend a comprehensive and complete Procedure of Operation for guiding Lhak-Sam's operations, in line and accordance with the Civil Society Act of Bhutan, guided by the principles of Lhak-Sam's core mandates, Mission, vision and Objectives.
- The Standard Operation Manual shall consist of a systematized, consistent and efficient policies, procedures and standards that will govern the Organization in fulfilling its mission, vision and Objectives.

## **SCOPE OF WORK**

- Existing Policy documents of internal control reviewed, revised and updated.
- Understand the gaps, and challenges faced by the organization that can hinder the smooth overall organizational procedure and come up with various steps and measures to overcome and mitigate them.
- A set of Procedures for operations developed and documented to facilitate maximum credibility and accountability within the organization that is relevant to Lhak-Sam such as Management, Programmatic, Human Resources, Administration Financial and Outreach & In-reach activities.

## **KEY ACTIVITIES/METHODS**

- Conduct desk review on existing governing documents of Lhak-Sam, current operational practices established and followed such as the Governance Manual, Human Resources Manual, Financial manual, Lhak-Sam Strategic Plan (2018-2022) and Care and Support Manual.
- Research and understand the current Operations of the organizations such as Human Resources, Finance & administration, marketing and communications, networking and outreach and Legal environment.

- Participate in Programmatic & outreach activities, meetings and other forums of discussion engaging various other stakeholders.
- Consult with Key Stakeholders such as the National HIV & AIDS control program for their comments and inputs on how to package the guideline.

## **DELIVERABLES**

1. Consultant to present the findings of the research of the existing governance, documents of Lhak-Sam, current operational practices established and followed after the first weeks of assignment of the work.
2. Consultant to present the first draft of the new Standard operating procedure after 4 weeks, for incorporation of any feedbacks on suggestions of change from the Board of Directors and the Executive Director.
3. After incorporation of suggestions and feedbacks, consultant to draft the final document and present to the organization, after the end of 5<sup>th</sup> week.
4. Consultant to hand over the final compiled Lhak-Sam Standard Operating procedure 2018, after the end of 6 weeks.

## **INSTITUTIONAL ARRANGEMENTS**

- Client (**Lhak-Sam**) shall provide and make available to the Consultant, free of charge, the following facilities, services, documents and information required by the Consultant to carry out the works specified in the TOR:
- Provide documents required for desktop review both in hard copy and soft copy.
- Provide the list of relevant stakeholders to meet and facilitate their meeting & appointments.
- Provide office space, internet and communication facility when required.
- Nominate one staff from Lhak-Sam as the focal Person.

## **DURATION OF ASSIGNMENT**

The duration of the assignment is 4 weeks from the date of signing the contractual agreement. This includes all the field visits conducted by the consultant for his/her research into reviewing all the organizational policy documents, consultation with relevant and key stakeholders, and final compilation and completion of the document.

## **REMUNERATION AND EXPENSES**

Lhak-Sam shall pay the consultancy fee as agreed between both the parties by contract agreement. All travel and local expenses shall also be included in the contract agreement. All

Payments will be made after the successful completion of the task and handed over to the organization and no payments shall be made initially at the signing of the contract.

### QUALIFICATION AND EXPERIENCE

1. The consultant should hold a Master's degree in Public Health or Related field.
2. The consultant should preferably be one who had worked in the past in the Field of Health and should have Adequate Knowledge and experiences on Organizational Management structure, familiar with the CSOA act, organizational system operations and procedures.
3. Excellent written and oral communication skills in English & Dzongkha (other local dialects will be an added advantage).
4. Consultant must also demonstrate his/her skills in carrying out the desired assignment. Experience in designing and developing organizational policy documents and internal control manuals for organizations especially in relevance to the civil society organizations in Bhutan.

### METHODS OF PAYMENT

Stipulated Deliverables	(Nu)
Upon submission of final comprehensive narrative and budget project proposal	100
Total	100

### CRITERIA FOR SELECTION

The criteria which shall serve as basis for evaluating offers will be:

Criteria	Weight	Max.Point
<b>Technical</b>	40	
Academic background		10
Experience in developing SOP and other organizational policy documents in the past. Experience in undertaking similar activities		25 5
Sub-total A. (Technical)		40
Financial	60	60
Sub-Total B.(Financial)		60
Total (A+B)		100

**For the Lhak-Sam**

Dated Signature:

**Executive Director  
Lhak-Sam, Thimphu**

**For the Contractual Partner**

Dated Signature:

**Consultant  
Thimphu, Bhutan**