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Atlantic Resources Corporation
Work Plan
September 1990 - September 1991
for
Agency for International Development
Bureau for Research & Development
Office of Health
Support Services & Technical Assistance

Project No. 936-5979.03
Contract No. DPE-5929-C-00-0049-00

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Introduction to Front Office Workplan

The present document constitutes a year one workplan for A.I.D. contract DPE-5929-C-00-0049-00. This contract was awarded to Atlantic Resources Corporation (ARC) on September 14, 1990. Its purpose is to provide the Office of Health of the Bureau for Science and Technology (S&T/H) with technical assistance and support services related to the design, development, implementation, monitoring, and evaluation of health projects and programs implemented for developing countries, and to provide essential health, child survival and AIDS services and resources otherwise unavailable to A.I.D.

The total life-of-contract level of effort is estimated at 97.25 person-months over two years, with an allowance of 48.25 additional person-months allocated for a third year option. As indicated in Section F of our contract, the person-months level of effort by labor category is outlined below.

Labor Category	Year <u>1</u>	Year <u>2</u>	Year <u>3</u>	Total excluding option
Project Director	4	4	4	8
Asst. Project Director	2.5	2.5	2.5	5
MIS Specialist	0.75	0	0	0.75
Writer/Researcher	9.5	9.5	9.5	19
Financial Mgmt. Spec.	1	1	1	2
Facilities Coordinator	0.25	0.25	0.25	0.50
Project Assistant	6	6	6	12
Typist	6	6	6	12
Short-Term <u>Technical Specialists</u>	<u>19</u>	<u>19</u>	<u>19</u>	<u>38</u>
Total	49	48.25	48.25	97.25

The scope of work specifically indicates that contractor activities will focus on the following:

1. design of projects and programs
2. implementation support
3. evaluations of projects and programs
4. project/program-related studies
5. consultants and reports
6. meetings, exhibits, workshops and conferences
7. publications
8. management information systems development and support
9. travel and logistics support
10. information/clearinghouse/communications assistance and
11. support staff assistance.

These focus areas serve as the generic framework for the Outline of Activities - Contract Year One which constitutes the initial section of the workplan.

The second section of this workplan is an activity implementation summary that lists tasks and for each task identified, indicates the ARC contact, A.I.D. contact, expected date of completion, and current status.

The final and most detailed section of this workplan is a series of Activity Sheets which provides a one-page description of each activity identified in the implementation summary. In addition to supplying a narrative description, these forms identify for each activity the S&T/Health contact person, ARC contact person, task start date, task completion date, and consultant requirements if any. Space is also provided for an approval signature and date.

Atlantic Resources Corporation recognizes that the requirements of S&T/H are dynamic. New needs frequently emerge and established priorities change in their degree of importance. In this context an approved workplan becomes critically important to efficient and effective project management. We trust this plan accurately recognizes and sufficiently addresses established client priorities while at the same time allowing for the flexibility needed to keep it timely and workable.

Outline of Activities - Contract Year One

1. Design of Projects and Programs

ARC provides administrative, logistic and technical support to the development of projects and programs. In this area, specific tasks include:

- Developing and expanding the Office of Health's knowledge of bilateral and multilateral health sector programs and activities in developing countries
- Planning and implementing a series of contract procurement seminars
- Designing a video catalog
- Editing and distributing a newsletter
- Writing and designing an easy-to-use reporting application for TAACS
- Implementing a strategy in support of the Orphan and Displaced children program

The donor coordination activity examines the role of S&T/Health's counterparts in other countries. Initial inquiries are being made to several select countries before inviting a larger number of countries to participate in this information sharing. Information to be collected includes the types of donor assistance programs available, their priorities, both in terms of health and geographic regions and their budgetary appropriations. The purpose of this activity is to open up lines of communication between S&T/H and others to share information and provide a understanding between other donors countries and the U.S. with the results enabling further collaborative ventures.

ARC has planned a series of contract administration seminars for Cognizant Technical Officers. Based upon suggested topics from the last Cooperative Agencies Meeting, the sessions will provide information about changes and clarifications in contract procurement, focusing on buy-ins. Informal sessions are planned with written evaluations to be used to help plan the next meeting's agenda. The series will begin with monthly meetings, June through August, when a hiatus is expected before resuming in the Fall.

A video catalog depicting a selection of currently available videos is being designed for use within S&T/H, especially among overseas personnel. Research into existing A.I.D. video libraries was informative and allowed ARC to add to the body of knowledge within the existing system rather than duplicate efforts. A survey of cooperating agencies was done to glean information about new health videos and contacts have been initiated to include the films of other agencies. Initial survey results were poor and a follow-up telephone survey is planned.

The Health Herald is a quarterly Newsletter designed to keep field mission personnel apprised of the latest S&T/H information. While copied professionally, this informal compilation of articles and commentary is desk-top published within ARC. A printing run of 500 copies is the norm.

ARC was asked to assist in developing a user friendly computer application for the TAACS (Technical ADvisors in AIDS and Child Survival). After studying all the necessary components, a program was written that duplicates the final report on screen making it clear and understandable for data entry.

The Orphans and Displaced Children program supports an effort to identify organizations involved with the special needs of children. In addition, it is expected that these efforts will lead to work with USAID Missions, in the form of evaluations, special reports and papers to further identify those programs which require assistance.

2. Implementation Support

In the area of management and project implementation, the following papers have been prepared and are expected to be recurring:

- the Directory ('90 issue delivered 12/90, Directory 91 to be delivered by 11/29/91)
- the Briefing Book (February 90 delivery, Feb 91 for next year)
- the Congressional Presentation (as requested)
- the Developmental Issues review (annual)
- Fact Sheets updates (as needed)
- the weekly report
- the Health Herald newsletter (quarterly).

Upon reissue, these papers require substantial rewriting and editing. Other papers are developed on an ad hoc basis.

Upcoming events requiring support include a tentative meeting between the A.I.D. Assistant Administrator and the Director General of the World Health Organization. ARC will be involved in drafting initial correspondence, assisting with the agenda and meeting plans and arranging logistics. Support is also anticipated for a UNICEF/A.I.D. Meeting scheduled in May.

Consultant travel is sponsored through this contract. Through the Orphans and Displaced Children's Program, one trip to Guatemala is finalized. Additional travel requests are processed as received.

In the area of data collection, several informal surveys or questionnaires have been conducted in-house to gather information: a questionnaire on the availability of current health videos, a questionnaire on contract seminar topics, and a survey of the S&T/HI staff's skills and areas of expertise. An analysis of existing data sets is being conducted to recommend an appropriate computer application. Other reports, such as the Gray Amendment Report, are compiled on request.

The contract calls for the procurement of technical materials. One request has been received to obtain a book on displaced children. Other technical materials procured include health material from agencies, contractors, and organizations for use within the Information Resource Center (see Information Resource Center). Another task to collect information on short courses offered in international public health resulted in a quick survey of Schools of Public Health. This material is being added to the Information Resource Center.

Literature searches are conducted upon request. The relevant literature on displaced children has been collected and a search to better identify the public health agendas of bilateral donors is under way.

In the area of miscellaneous support, ARC has been responsible for issuing calendars, monthly events and activities for regular meetings, conferences, workshops and programmatic deadlines. A monthly report to the A.I.D. Assistant Administrator involving senior staff meetings is also tracked. ARC has assisted in developing the initial data used in the Africa Coordination Meetings. This involved creating spreadsheets on 19 Africa countries, devising project descriptions and fiscal data and compiling summary sheets.

3. Evaluations

In anticipation of this requirement, a ready pool of available personnel (the consultant's roster) is maintained to facilitate a quick response. To date, there have been no formal requests for evaluations of projects or programs.

4. Project/program-related studies

This activity involves the use of consultants hired to do a specific study or report. Examples include a project re-design study for the AIDS division and a computer-oriented training activity designed to familiarize staff with the unique S&T/H reporting system.

5. Consultants and reports

ARC maintains a roster of consultants, this includes verifying that the attendant requirements are up-to-date, approving payment, revising the scope of work when necessary, tracking that time and money are within the allotted budget, and guaranteeing that the product is delivered in a timely fashion. A monthly summary of consultant utilization is provided that lists time and money expended on each project. The office also provides working accommodations for consultants.

In the category of reports, ARC provides editing, researching and writing skills to the requisite reports S&T/H must deliver. These include the briefing book, which lists by topic the main subject areas covered by the Health portfolio. Features such as *success stories* and *topical papers* were new additions to the briefing book.

Other anticipated reports are Fact Sheets, one-page summaries of briefing book material that presents information in an attractive, readable format. Facts Sheets on the following subjects are expected within the reporting term: prosthetics, orphans, children's vaccine, vitamin A, breastfeeding, adult health, aging, ARI, river blindness, environmental health and smoking in the Third World.

Writing and editing tasks are provided on an ad hoc basis. Papers on International Health Rationale, and Child Survival, Lessons Learned have been completed.

Anticipated projects include a study of the front office.

6. Meetings, exhibits, workshops and conferences

In supporting conferences and workshops, ARC offers the facilities of a fully equipped conference room for large meetings and a schedule log is maintained. The space is also available for regular meetings throughout the week. Upon request, the rental and set-up of outside meeting space is also supported, as with the Portfolio Review. While this activity may later involve staffing exhibits at national health meetings, most immediately it has meant providing logistical meeting support to S&T/H staff.

Copies of publications and other S&T/H related material will be proved for the A.I.D. exhibition booth at the annual meetings of the American Public Health Association and the National Council for International Health.

7. Publications

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Among the products deliverable under this category, are the S&T/H Directory, a summary of projects and programs by division as well as other appendix information that describes the office,

8. Management Information Systems Development and Support

ARC is inheriting a computer application that was designed to meet the programmatic needs of the S&T/H office. ARC will be responsible for all data entry and verification that the data received was entered correctly. Reports will be printed as needed and a disk of updated information will be delivered to each division. State of the art equipment, when approved, has been purchased, installed and maintained.

9. Travel and logistics support

ARC will process arrangements for program travel for non-direct hires as requested. This has most often taken the form of picking up and delivering tickets.

10. Information/clearinghouse/communications assistance

This category includes several components. Information about each of the S&T/H contracts as well as reports and publications within the above mentioned categories will be maintained at ARC. Selected holdings will be available on-site, though much of the information held will take the form of knowing where and how to obtain source material. This resource center is not intended to duplicate any existing system.

ARC will respond to inquiries from schools, inquiries from other countries, professional requests for specific information and inquiries from the general public. The goal of this activity is to provide quick, informative responses to questions about the Office of Health's programs.

In addition to answering correspondence, materials used in describing Office of Health programs will be redesigned, updated, produced and stored.

Other responsibilities include the weekly report, compiling, editing producing and distributing this weekly summary of S&T/H highlights as well as maintaining mailing lists

11. Support Staff Assistance

ARC provides clerical assistance in the form of typing, copying, faxing and distributing materials. When necessary, documents are delivered to off-site locations.

Support staff is provided to individual offices within S&T/H, specifically to the Front Office, the Communicable Disease Divisions. This staff maintains files, answers telephones and provides administrative support to the individuals whose unit they staff.

The hallmark of this contract has been its ability to adapt to changing and immediate demands of the Office of Health. While this contract is 48% of the ARC A.I.D. support facility, the dynamic, vigorous, very active nature of S&T/H's mandate means that re-prioritization is not only helpful but necessary in terms of meeting the many and varied demands placed upon the Office.