

QUALITY CONTROL PLAN

PR/MAR #: ISD 2320	Tender #: ISD 2320
<p>PR/MAR Description: Scope of Work (SOW) for the establishment of Public Private Mix (PPM) TB Case Management and Coordination Hub (Helpline/Call Center)</p> <p>A country-wide Hub that serves as a digital platform for TB case management and supports different components of PPM program including provision and redressal of information to TB patients.</p> <p>To ensure s increased access to quality engagement of private healthcare providers and TB treatment adherence, Mercy Corps will be established. PPM Hub call center will contribute to notifying the active TB cases on local levels through GPs and DFSs in concerned districts. It will also play coordination role by using triangle approach between GPs, DFSs and TB Patients to have real time data. Another key function will be to address TB related queries and provide doctor and treatment information to the patients, access to services, and grievance redressal through a nation-wide Toll-free number (a short code **** (toll-free). This toll-free help line will be rolled out across all Provinces/Union Territories in all districts with an objective to cover the whole country population.</p> <p>The PPM Hub Call Centre aims to provide a common platform in the country and shall handle incoming and outgoing telephone calls from/ to the citizens/ Private Hospitals/ Health Service Providers, private clinics, and other stakeholders. The PPM Hub solution shall have data analytics capabilities and use the latest technology interventions to be used as contact Centre like Chat Bot in Portal.</p>	

Essential Specifications and Testing Requirements

PPM Hub/TB Helpline Services:

Parameter	Target Value	Margin of Error (Absolute or Relative) ¹	Testing Method (Lab Test, Visual, Certificate...)	Performed / Reviewed by:
Monthly notified cases are registered and reflected at District Health Information System (DHIS II).	Monthly Cases (Vary each month)	+/- 5%	Visual (dashboard and monthly report)	Originator
Monthly registered cases are followed-up	Monthly Cases (Vary each month)	+/- 3%	Visual (dashboard and monthly report)	Originator
Contact screening of the index cases (newly registered case household members).	Monthly Cases (Vary each month)	+/- 3%	Visual (dashboard and monthly report)	Originator
TB patients are getting counselling session on monthly basis.	Monthly Cases (Vary each month)	+/- 2%	Visual (dashboard and monthly report)	Originator
Complaints/feedback are received and resolved under technical guidance of Mercy Corps by using Interactive Voice Recording (IVR) system.	Monthly Cases (Vary each month)	+/- 3%	Visual (dashboard and monthly report)	Originator
Contact screening patients referred and linked to chest camps and HIV and TB tests.	Monthly Cases (Vary each month)	+/- 10%	Visual (dashboard and monthly report)	Originator

¹ A relative margin of error will be indicated as a percent (example: +/-5%); an absolute margin of error will be indicated as a value (example: +/- 5cm)

Non-Conformance

- In case of disclosure of patient information or data misuse will be considered as breach of Contract, MC holds the right to terminate the contract.
- In case of providing false and misleading information, MC may terminate the contract.
- Using the assigned assets or human resource for other use/entities will be dealt as breach of contract and MC holds the right to terminate the contract.
- In case of non-compliance to the deliverables may lead to hold the payment.