

## **JOHN SNOW, INCORPORATED**

### **SCMS/USAID/DELIVER PROJECT- NIGERIA**

#### **CALL FOR EXPRESSION OF INTEREST: CHANGE MANAGEMENT CONSULTANCY FOR FEDERAL MEDICAL STORES OSHODI**

John Snow, Inc. (JSI) is a US-based international public health consulting firm and manages two projects/contracts through its integrated office in Abuja, Nigeria.

Through the Partnership for Supply Chain Management consortium, JSI implements the Supply Chain Management System (SCMS) project for the US Government as part of the United States President's Emergency Plan for AIDS Relief (PEPFAR). The purpose is to establish and operate a safe, secure, reliable and sustainable supply chain management system to procure pharmaceuticals and other products needed for the care and treatment of persons with HIV/AIDS and related infections. JSI implements the USAID | DELIVER Project, a global technical assistance project funded by the United States Agency for International Development (USAID) and aimed at increasing the availability of essential health supplies through procurement services and assistance designed to strengthen health commodity supply chains in developing countries.

#### **Brief Purpose Statement**

SCMS is requested to support the Federal Ministry of Health (FMOH) to recruit technical assistance for change management to strengthen the capacity of Federal Medical Stores (FMS) Oshodi to enable good warehousing/storage standards.

#### **Background**

The Government of Nigeria (GON)/FMOH storage system is operated through two FMS located in Lagos State and Abuja and various other State Medical Stores. The FMS Oshodi, Lagos State in the past has warehoused the commodities of all health programs in the country as well as some donor agencies. The deterioration at the facility has reduced its functionality and increased the need for pharmaceutical compliant warehousing with the public health programs. Presently, at the facility, storage conditions and space are limited, infrastructure is antiquated, and management capacity motivation is inadequate, resulting in poor warehousing conditions and practices.

A joint assessment by FDS and Supply Chain Management Services (SCMS) estimates that FMS would today require a capacity of approximately 3800 pallet spaces to accommodate all health commodities. It is further estimated that if there is no significant change in procurement practices the capacity requirement will rise to between 4500 and 5000 pallet spaces over the next five years.

The currently planned renovation of the four largest stores on the FMS Oshodi site, funded by USAID, is expected to provide the equivalent of 1100 pallet spaces in pharmaceutical standard storage conditions. Other buildings used for storage at Oshodi provide in total approximately 500 pallet spaces in unimproved storage conditions.

In addition to physical renovations, SCMS is also planning to strengthen the capacity of FMS Oshodi by providing technical assistance for change management, which will greatly improve current work practices in FMS.

### **Tasks Required**

Technical assistance for change management is sought to implement the proposed operational changes in FMS Oshodi. This will ultimately lead to best warehousing practices effectuated at the store. The descriptive tasks are as follows:

1. Mobilize the individual change necessary for staff in FMS Oshodi to effectively implement warehousing best practices by creating:
  - awareness of the need for change;
  - desire to participate and support change;
  - knowledge on how to change;
  - ability to implement required skills and behaviors;
  - Reinforcement to sustain change.
1. Support and work with the store's manager and other members of FMS management as regards change management
2. Introduce new processes, systems, tools and job roles and processes to be executed in FMS Oshodi
3. Develop change management plans (sponsorship, roadmap, training, communication, job processes)
4. Implement change management plans
5. Review all implemented changes to measure progress or performance that have met the objectives of the change management team
6. Guide employees through transitions during the change process
7. Develop corrective actions that aim at creating awareness, desire to participate, knowledge on how to change, ability to implement required skills and behaviors and reinforcement to sustain change
8. Liaise with all necessary parties to coordinate FMS operational changes in accordance with change management plans

9. Initiate, develop, support and facilitate capacity building initiatives and implementation to ensure smooth and successful application of change management
10. Convene weekly meetings with FMS senior management to provide updates on progress and new actions to be implemented

### **Qualifications or Skills Required**

1. Consultant with a background in human resource, change management, or business administration
2. A general understanding of how the system and mode of work has been in FMS
3. Ability to develop plans to bring about successful transitions and present concrete deliverables that can be implemented in the store to achieve best warehousing practices
4. Capability to reinforce change
5. Ability to manage people
6. Ability to collaborate and communicate proactively with stakeholders

### **Instructions to Applicants**

This is a consultancy position. Consultancy fees will be commensurate to experience and fee/salary history. Interested applicants should send their cover letter and resume to [consultancy\\_cm@ng.pfscm.org](mailto:consultancy_cm@ng.pfscm.org) not later than 1<sup>st</sup> January, 2012.

Interested applicants must write the position applied for in the subject line of their email otherwise they will be disqualified. Multiple applications will also be disqualified.