



Frequently asked questions

STEP 2.0 process

What is the process?

Each STEP 2.0 course is offered independently and are based on a country's/region's willingness and readiness assessment. Readiness and willingness are a responsibility of the donor/funding agency.

The high-level process is this:

A country expresses interest to the donor/funding agency for STEP 2.0 or similar training

The donor/funding agency assess the country's:

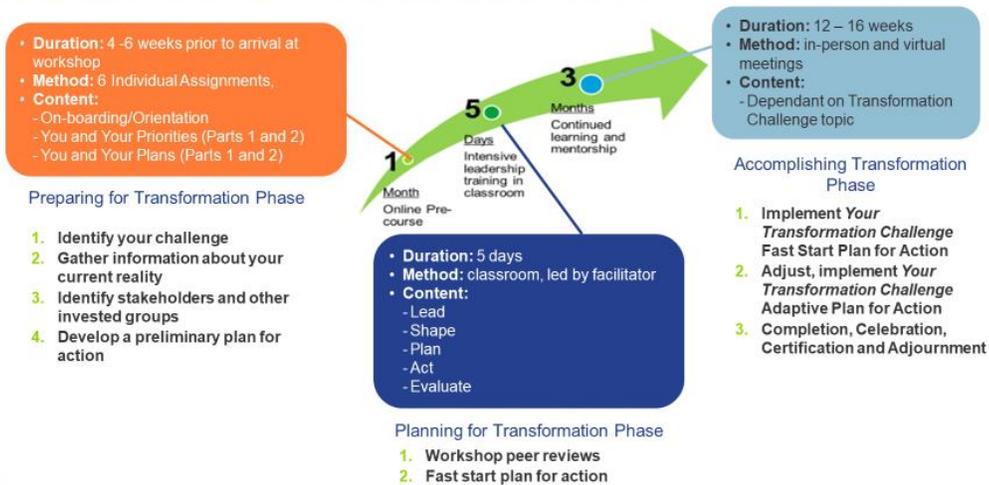
1. political willingness (are they willing to commit to, and support, the personnel/activities needed, as well as the desired change)
2. systemic readiness (does the country have the needed systems in place to facilitate and support the desired change)
3. Once the country and donor agree to funding and timing the course can be scheduled
4. Once the course is verified then plan on a minimum of 90 days to prepare for the course – including the recruitment of coaches and delegates

Can you provide a more detailed overview of the steps/processes within the STEP 2.0 programme?

The three phased approach of the STEP 2.0 programme is provided below:

STEP 2.0's 3 Phased Approach

STEP's 1-5-3 blended learning concept that combines individual preparation, facilitator-led workshops, challenge application and private sector coaching into one programme.



Private sector coaches

What is the process for accessing the existing network of private sector coaches that the STEP Hub is maintaining?

Implementing partners can request the STEP Hub to help identify private sector coaches. The implementer indicates the location, timelines and number of coaches needed and the STEP Hub will coordinate with the private sector network. From there, the implementer can initiate direct discussions with the volunteer provider, keeping the STEP Hub in copy.

Are coaches paid?

The programme assumes that coaches participate as volunteers, with all costs covered by their employer.

What does it take or required to become a STEP 2.0 coach?

A background in private sector logistics and a desire/willingness to engage with the STEP delegates based on private sector experience. STEP 2.0 is built on a foundation that emphasises collaboration between the public and private sectors – thus the desire is to have coaches who work, or have previous experience, in the private sector. Learn more about STEP coaches [here](#).

Can STEP delegates' supervisors be coaches?

STEP 2.0 promotes fresh approaches to change management through collaborative problem-solving techniques. Maintaining a structure where the current supervisors participate as the coaches (leaders) during STEP 2.0 could send the message that the status quo will remain. We recommend that the supervisors participate alongside (and with equal standing) to the people that report to them.

What is the time commitment expected of coaches?

Coaches are expected to fully participate in the programme to ensure that their team's challenges are completed successfully. The time commitments are as follows:

Programme duration: 4 - 6 months

Programme launch & orientation: Half a day

Programme preparation assignments: 2-3 hours per week for 6 weeks

Face to face workshop: 9 hours per day for 5 days + travel

Your transformation challenge – post workshop: 3-5 hours per week for 13 weeks + travel

How do you apply to be a coach?

Anyone interested in becoming a STEP coach can submit a request to the STEP Hub at info@peopletthatdeliver.org

Do coaches receive a certificate?

Yes

Role of the STEP 2.0 Hub

Why do we have a hub?

Structurally, PtD is the STEP 2.0 coordinator, meaning that routine programme coordination (working with countries/providers/private sector/funder/other parties) is channelled through them. This is designed to limit interaction with the funding agency to discussions regarding contracting of funds.

What are the expectations and mechanisms for routine coordination between implementing partners, the funding agencies, and the STEP 2.0 Hub?

PtD envisions frequently scheduled (for now, quarterly) meetings with implementing partners/funding agencies/other invested parties. Otherwise, there is a [STEP 2.0 section](#) on PtD's website to keep everyone informed. We are keen to hear your ideas/thoughts about this process. Ultimately, PtD is here to equip you with everything that you need, so feedback and open communication is encouraged.

Does the STEP Hub fund cohorts?

No. The STEP Hub does not provide financial support for the implementation of STEP. Requests for funding for STEP should be directed to one of the STEP coordinated partners, which are Gavi, The Global Fund to Fight AIDS, Tuberculosis and Malaria, and USAID. Countries can also seek funding from other sources in addition to the three agencies listed above. The STEP Hub can help facilitate requests for funding.

How much does STEP cost?

The programme costs are dependent on the following factors:

1. Location (the country in which the programme will take place)
2. Whether it will be held in-person or online
3. Number of participants
4. Travel costs/per diem/room rental/catering/internet bundles for participants, facilitators and coaches (if held in-person)
5. Cost for the facilitators (implementing partner)

Other cost elements:

1. Initial buy-in engagement with government counterparts. The purpose of this is to inform and sensitise government counterparts on the programme and determine if they are ready and willing to commit to STEP 2.0.
2. Programme or contract management costs associated with engaging the implementer for the activity.

Is STEP 2.0 offered in a virtual (online) format?

STEP 2.0 is a highly interactive tool. Delegates and coaches benefit significantly from the face-to-face workshops and coaching sessions. When possible, we encourage that STEP 2.0 be offered in-person. Currently, STEP 2.0 is structured as a hybrid online/in-person format: phase 1 is conducted online, the phase 2 five-day workshop is conducted in-person and phase 3 is a mix of in-person and online sessions. A 100% online (virtual) offering is being developed and will be available in 2022.

M&E and quality assurance

Can implementers incorporate their own evaluation models?

Yes. STEP 2.0 is built on a foundation of continuous feedback, so any and all assessment/evaluation tools are welcome. At a minimum you should follow the STEP Hub's M&E standardised guidelines for the STEP programme. These guidelines should not be modified but can be adapted to the country/regional context when necessary. Any additional M&E is at the discretion of the implementer with permission from the funding agency and STEP participants.

For Gavi contracted validated implementing partners (VIPs)

What is the process for accessing Gavi funding?

To address the secondary bidding process, please see the summary below:

- Written terms of reference (TORs) must be issued to the suppliers using the request for quote (RFQ) template. This document should provide details regarding the country, number of attendees, accommodation/hospitality needs, and all other relevant technical details.
- The written proposals should be sent to Gavi (short process, one to two weeks for supplier to respond) and include the technical details, CVs and financial proposal. The proposals will then be evaluated internally before the supplier is selected.
- The proposed rates/budgets shall be equal or less to what has been agreed in the framework agreement.
- Once a proposal is selected, Gavi will create the call-off order and issue the PO.

Additional details are available in the  [Procurement Manual document](#) under section 3.5.5.2.3 SUPPLIER PANEL.