

# Strategic Training Executive Programme (STEP 2.0)



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## Frequently asked questions

**People that Deliver** is a global coalition that strives to create a competent, supported and adequately staffed supply chain workforce deployed across the public and private sectors within the health system.

### STEP 2.0 PROCESS

#### What is the process?

Each STEP 2.0 course is offered independently 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

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

The donor/funding agency assesses 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 a minimum of 90 days is needed to prepare for the course – including the recruitment of coaches and participants

## 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 coordinates with the private sector network. From there, the implementer can initiate direct discussions with the volunteer provider, keeping the STEP hub in copy.

### Are the coaches paid?

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

### What does it take to become a STEP 2.0 coach?

A background in private sector logistics and a desire/willingness to engage with the STEP 2.0 participants 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 the supervisors of STEP participants 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 in equal standing with) those who report to them.

### What time commitment is 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 2.0 coach can submit a request to the STEP hub at [info@peoplethatdeliver.org](mailto:info@peoplethatdeliver.org).

## Do coaches receive a certificate?

Yes.

## ROLE OF THE STEP 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 page 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 2.0. Requests for funding for STEP 2.0 should be directed to one of the STEP 2.0 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.

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

STEP 2.0 is a highly interactive tool. Participants 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 percent online (virtual) offering is being developed and will be available in 2022.



## How much does STEP 2.0 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.

## M&E AND QUALITY ASSURANCE

### Can implementers incorporate their own evaluation models?

Yes. STEP 2.0 is built on 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 2.0 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 2.0 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.

