**Helpdesk for Global Health and SRHR**

SERVICE HOURS: MONDAY – FRIDAY, 9.00 – 16.00 CET

**ABOUT THE HELPDESK**

* The purpose of the Helpdesk is to provide Sida and Swedish Embassies with technical expertise in the areas of global health and SRHR relevant for Sida’s development cooperation work.
* The Helpdesk is intended for **short-term support of maximum 5 days (40 hours)** at the maximum sum of 60 000 SEK. Tasks can be carried out as desk studies and/or as field assignments.
* The Helpdesk is staffed by a team of consultants with broad thematic knowledge and Sida country experience. The team can provide services in English, Swedish, French, Spanish, Arabic and Russian.
* A **Helpdesk Advisor** has been appointed to act as your first point of contact. The Advisor can help with questions about the Term of Reference’s scope and details, assessing the level of effort, and appointing a suitable consultant for your needs.
* The Helpdesk is **financed by the** **Global Strategy for Sustainable Social Development**.
* The SOCIAL and TEMA units jointly manage the Helpdesk on behalf of Sida.

**IMPORTANT!** Note that due to Sida’s invoicing procedures, the last day to make a call-off request is October 30. New requests after this date shall be postponed until January 1 the following year.

Please send this assignment request, or any queries you have about the Helpdesk process, to NCG.health.helpdesk@ncgsw.se (attended by the Helpdesk Advisor - Marieke Devillé, and Project Manager - Hanh Nguyen).

More information about the areas of support and services provided by the Helpdesk can be found on NCG’s homepage.

Thank you for using the Helpdesk for Global Health and SRHR!

**Assignment Request Template**

|  |  |
| --- | --- |
| **1. Name of requestor(s):**  |  |
| **2. Email address:** |  |
| **3. Phone number:** |  |
| **4. Sida Department and Unit or Embassy of Sweden:**  |  |
| **5. Name of relevant Country/Regional/Global Strategy (if applicable):** |  |
| **6. Date of order / start date of assignment:***TIP: If these differ, please add the start date.* |  |
| **7. Deadline:***TIP: When setting the deadline, please consider when the material is needed at Sida/Embassy and allow for as much time as feasible. This can help ensure access to the most appropriate consultants*. |  |
| **8. Define the thematic category/categories of the request:** | [ ]  Health systems and health services[ ]  Sexual and reproductive health and rights (SRHR)[ ]  Health equity and equality[ ]  Global health agenda, incl. governance architecture and emerging areas[ ]  Other ……………………………… |
| **9. Estimated number of consulting days required (maximum 5 working days or 40 hours):***TIP: If unsure, leave this blank and make an agreement on this with the Helpdesk Advisor. If an assignment requires less time than originally planned, only the actual time spent on the assignment will be invoiced.* |   [ ]  Maximum 16 hours [ ]  Maximum 32 hours [ ]  Maximum 40 hours Specify …………………………… |
| **10. Indicate any specific technical, thematic, geographical or linguistic knowledge requirements for the consultant(s):***TIP: If there is clearly a specific competence or experience requirement, please state this. Avoid being too specific if not necessary, as again this can unnecessarily restrict your access to the consultants.* |  |
| **11. Is a field visit necessary?** *TIP: Face-to-face meetings can be important, especially for training. However, take into account that travel time can use up the limited consulting days available, and phone/skype interviews can be equally effective.* |   [ ]  Yes [ ]  No |
| **12. Who is the end user of the helpdesk report/support?** |  [ ]  Sida/embassy staff  [ ]  Partner [ ]  Other ……………………………  |
| **13. Assignment description (can be in bullet format):** *TIP: Provide a short description of the task. You do not need to go into details about the background if other documents to be attached could provide this information. Please also consider Sida’s role in the assignment, e.g. providing contacts/material, time needed for you input and/or participation.**The Helpdesk will always follow up with a call to clarify the assignment.* |
| **14. Expected output(s):** *TIP: Specify the nature of the output e.g. report/ presentation/ training and, if possible, what an ideal output of this assignment would look like (i.e. what question would it answer?)* |
| **15. Details of attachments:** *TIP: To save time, collect as many of the relevant documents as you can before sending this request.* |