Managing Consultants for Effective Delivery

PCM – A Cornerstone of Implementation and Delivery

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Ability to analyse problems
Interpersonal skills
Creativity
Open and Ethical
Works to Time scales
Communication
Customer focus
Change management
Choosing Well

Good quality TOR
• Output based - Types of outputs
• Sound realistic requirements, KPIs, SLAs
• Input days and budget

Contributions to Long term change (impact)
• Articulate goal towards which the consultancy is contributing
Managing Well

Clear roles (client vs consultant)  Working relationships – client and consultant

Risk management  Manage conflict in constructive ways

Adherence to procedures
Code of ethical and professional conduct

Responsibility for procurement and application of standards sits with the executing agency

Procurement of goods (computer etc.) as general support to TA activities

Consultants should represent quality or performance of that being offered to the procurer, including under sub-contracting
Assessing Performance

Several levels:
• Quality and timeliness of deliverables
• Quality of relationships
• Meeting objectives
• Expectations discussed throughout and not only at end of assignment
Managing Costs

Cost items - Fees, per diem for national and international consultants

Costs associated with report preparation, communications
Close out properly!

• Final deliverable from consultant
• Final disbursement and reconciliation/final financial report (certified)
• Evaluate performance of consultants/executing agencies as part of close-out evaluation in close-out stage
• Feedback, Lessons Learned
CDB’s Mission
To be the leading catalyst for development resources into the Region, working in an efficient, responsive and collaborative manner with all our member countries and development partners—to achieve social and economic development.