



PAST PERFORMANCE

FIELD SUPPORT SERVICES PROJECT

DFATD - November 2016

ABOUT FSSP

To ensure the effectiveness, efficiency, quality, and relevance of Canada's support in responding to Afghanistan's development challenges, the Afghanistan Development Program required access to local technical expertise, sector studies and strategies, monitoring along with supplementary administrative and logistical support. To meet these needs, Global Affairs Canada designed the Field Support Services Project (FSSP) to provide the required technical, organizational, and support services in Afghanistan.

BACKGROUND

After the fall of the Taliban in 2001, Canada has been actively involved in Afghanistan to help Afghans rebuild their country as a stable democratic and self-sufficient society.



Provided Technical Consultants in Sectors of:

- Education
- Gender
- Health

Canada's assistance mainly focuses on Humanitarian Assistance aligned with the Sustainable Development Goals and Afghanistan's National Priority Program.

Canada has committed \$3.3 billion in development assistance between 2001 and 2019 with a targeted focus on education, health (including maternal, newborn, and child health), human rights – particularly the rights and empowerment of women and girls – and humanitarian assistance including linking relief and recovery to development.

Afghanistan's Field Support Services Project (FSSP) facilitates delivery of a range of technical services, including technical analysis and advice in line with Canada's development priority themes, sectors, and initiatives, including results reporting, capturing lessons learned, and risk assessments; and support for emerging priorities.

OUR ROLE

For this project Moore Afghanistan was contracted to provide the required technical, organizational, administrative and logistical support services to enhance the effectiveness, efficiency, quality and relevance of Canada's

support in responding to Afghanistan's development challenges.

Global Affairs Canada, in November 2016, awarded Moore Afghanistan the FSSP contract to implement and render administrative, financial, logistical, and procurement of goods and services, including technical expertise as well as support to local development initiatives.

Moore Afghanistan understands the importance of Canada's humanitarian work and its positive implications for the lives of many Afghans in the various areas such as Public Health, Education, Rural Development, and Women and Girl's Rights and Empowerment.

To achieve this goal, Moore Afghanistan took appropriate essential actions to deliver the project deliverables on time, on budget, and at high quality.

Moore Afghanistan, as a pioneer in providing project management services in Afghanistan, realized that the key to the successful implementation of this project was allocating the best in-house experts with years of relevant experience in the fields mentioned above.

Moore Afghanistan also understands that the political instability and security risks are the critical



challenges to tackle for quality implementation of this project. This risk was significantly mitigated by using local data collectors, and by obtaining the support of influential local individuals before each survey and site visit.

Moreover, Moore Afghanistan's experience in implementing similar projects – with matching scope of work – in the past, in conjunction with robust financial capabilities and reliable personnel made this project a success even in hard to reach areas.

THE OUTCOME

As a result of this assignment, Global Canada received comprehensive Administrative, Financial, Procurement, Logistical,

and Project Management Support to assure completion of on-time, high quality, and on budget projects under the FSSP.

FSSP Project was not a mere project management endeavor. Instead, a complicated project that required inputs of different experts, divisions, and parties. For example, standard business processes had to come from divisions such as Finance, Human Resources, Procurement, Administration, Logistics, and more. These processes then had to put in practice in alignment with Global Canada's requirements. Furthermore, Moore Afghanistan combined the resources from all other required divisions—HR, Finance, Audit, Administrative,

Procurement—that were led by a Team Leader to deliver this project. Our Team Leader's managerial and leadership skills, coupled with Moore Afghanistan's incredible experience enabled the team to coordinate, implement, and complete the project work within the given resources.





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