



# TERMS OF REFERENCE FOR CONSULTANCY TO CONDUCT HEALTH FACILITY QUALITY ASSESSMENT

## 1. BACKGROUND

The Danish Government, through UNFPA is supporting implementing partners to implement the Danish support to the Women, Adolescent and Youth (WAY) Rights and Empowerment Programme (2018-2022). The project is implemented in the districts of Adjumani, Yumbe, Arua, Moyo in West Nile and Kitgum, Amuru, Agago, Lamwo in Acholi regions. At National level the programme is implemented by Ministry of Health; Ministry of Gender Labour and Social Development; Care International; Communication for Development (CDFU) and Reach a Hand Uganda.

The Primary Beneficiaries of the project include Young women (age 10-24); Young men (age 10-24); Adult women (age 25-49) while the secondary beneficiaries are duty bearers at service delivery points such as teachers, health workers community volunteers and activists, CSOs, Religious and community leaders among others. This programme contributes to the overall support provided in the Uganda Programme for Governance, Rights, Accountability and Democracy (UPGRADE) under the Danish Country Programme for Uganda (2018-2022).

The overall aim of the programme is to empower women and young people in northern Uganda, including refugees, to contribute to their own and their communities' development through an integrated approach to gender equality, SRHR and GBV services, and socio-economic empowerment. The three outputs include:-

1. Women and young people are empowered to demand their SRHR and gender rights and to access socio-economic asset building opportunities;
2. Duty bearers provide integrated and quality SRHR and GBV information and services which are responsive to the needs of women and young people;
3. Young leaders are identified and nurtured to develop and implement break-through solutions for the improvement of SRHR and GBV outcomes.

UNFPA is seeking to hire the services of a consulting firm to conduct a baseline survey of the quality of services targeting adolescents and young people in the eight districts supported by the WAY project—in West Nile and Acholi sub-regions.

## 2. THE PURPOSE AND SCOPE OF THE STUDY

The purpose of this consultancy is to collect baseline information on the quality of healthcare services for adolescents and youth in the eight districts where the WAY program is implemented. Specifically, the

study aims to establish the following in the health facilities expected to provide healthcare services for adolescents and young people:

- a) Adequacy/appropriateness of the package of services at health facilities that fulfils the needs of adolescents
- b) Providers' technical competencies in provision of adolescents and young people's healthcare services
- c) Basic characteristics of the health facilities, including adequacy of selected inputs (staffing, drugs and equipment) that are essential in providing effective services to adolescents;
- d) Clients satisfaction with the services provided
- e) Health facilities using a confidential mechanism for adolescents and youth feedbacks about SRH services including FP and Maternal health services such as an exit interview form etc.

### **3. SPECIFIC TASKS**

The consultant is required to:

- a) Review, among others, the WHO/UNAIDS *Global Standards for Quality Healthcare Services for Adolescents* and youth for guidance on the required quality of services; i.e. Volume 1 (Standards and Criteria) and Volume 3 (Tools).
- b) Prepare and present a research protocol/inception report based on the WHO/UNAIDS Global Standards for Quality Healthcare Services for Adolescents for guidance on the required quality of services; i.e. Volume 1 (Standards and Criteria) and Volume 3 (Tools).
- c) Adapt data collection tools in the documents cited in (a) and (b) above, and pre-test and adjust the data collection tools as necessary.
- d) Prepare submission to IRB, UNCST and other relevant institutions pertinent to the study area and secure ethical, research and institutional clearance of the research.
- e) Train RAs in data collection techniques, focusing on non-intrusive techniques of conducting non-intrusive observation of clinical processes
- f) Manage implementation of the survey and assure quality of data at all sites
- g) Design the data entry screen and manage data entry and cleaning.
- h) Conduct the data analysis to answer to the objectives of the research.
- i) Present draft reports to the Research Steering Committee
- j) Present draft reports to the Knowledge Management Committee of UNFPA Country Office
- k) Draft final report answering all of three objectives of the research; including through use of data visualization approaches to optimize presentation of findings.

### **4. METHODOLOGY**

The consulting firm will conduct a Rapid Health Facility Assessment (R-HFA) using the Lot Quality Assurance Sampling (LQAS) method. The survey will consist of 4 main parts: (a) an assessment of the adequacy of the package of services for adolescents services (scope, relevance, linkage); (b) providers' technical competencies (c) facility characteristics, including adequacy of selected inputs (staffing, drugs and equipment) that are essential in providing effective services to adolescents; (d) clients satisfaction survey

Each district will constitute a Supervision Area. Therefore, the consultant(s) or consulting firm will conduct the R-HFA in all the 8 programme districts, using the LQAS method to determine the sample size in each district. The consultant(s) or consulting firm will set performance thresholds in consultation with the MOH. These standards will be used to determine the sample size for health facilities in each district, the number of clinical sessions to observe, and the number of client exit interviews to conduct. The consultant is strongly advised to refer to the WHO/UNAIDS *Global Standards for Quality Healthcare Services for Adolescents* for guidance on the required quality of services; i.e. Volume 1 (Standards and Criteria) and Volume 3 (Tools).

Because the assessment will entail observation of clinical processes, the consultant(s) or consulting firm will be required to secure ethical clearance for the study from an approved IRB and the Uganda National Council for Science and Technology. For the same reason, the consultant(s) or consulting firm will recruit Research Assistants (RA) with medical background to undertake the assessment of technical competencies and client exit interviews. The consultant will train the RAs in techniques for conducting observation of clinical processes in a non-intrusive manner.

Whereas the consultant is free to use any statistical software for data storage and analysis data, s/he is required to develop a data entry screen and carryout analysis of the survey data in MS Excel. The consultant will submit a **final** copy of the MS Excel-based datasets, and all the outputs generated from it, to UNFPA Country Office as one of the deliverables.

## **5. TIMELINE**

The study is expected to commence in June 2018, and should be concluded not later than September 2018

## **6. DELIVERABLES**

- An inception report and data collection tools
- Certificate of approval/registration from IRB and UNCST, and relevant authorization letters
- Draft report on unit costs of integrated SRH services
- Final report on unit costs of integrated SRH services
- A copy of the final datasets in MS Excel, complete with the outputs of the analysis

## **7. MANAGEMENT OF THE STUDY**

The consulting firm will work under the direct supervision of the M&E Specialist, with technical support from AYSRH Program Analysts. The consultant(s) or consulting firm will present all key milestone products to a research steering committee set up and coordinated by MOH. The purpose of the steering committee will be to guide the consultancy and vet the consultant's work. All technical issues relating to the consultancy will be addressed by the steering committee. The consultant's inception and final reports will be peer reviewed and submitted for approval to the UNFPA Uganda Knowledge Management Committee (KMC) to ascertain scientific and academy rigor. Approval by the KMC is a pre-condition for the assignment to be considered finalized and that it has met the expected quality standards.

## **8. QUALIFICATIONS AND EXPERIENCE**

It is envisaged that the assignment will be conducted by a firm consisting of a multi-disciplinary team of at least 2 members with the requisite combination of skills, expertise and experience to carry out the baseline survey. The assignment will be led by a Team Leader grounded in quantitative research design using LQAS method to conduct Rapid Health Facility Assessment (R-HFA):

Specific requirements for the Team Leader include:

- Minimum of a Master's degree in public health, (bio) statistics or related fields.
- At least five years of experience in conducting R-HFA using LQAS methodology.
- Good understanding of the Uganda Health System. Knowledge of Adolescent-friendly Health System is an added advantage
- Experience in managing multi-sites research teams
- Familiarity with the UNCST processes of securing ethical approval
- Evidence of strong facilitative/training skills in LQAS methodology

In addition, the consultancy team should demonstrate;

- Evidence of having carried similar work before, especially within the East African Region, particularly in the health sector
- At least one of the team members must have a minimum of 5 years' experience in managing data generated from LQAS surveys, especially from R-HFA (developing data screens, and analyzing)
- Experience in training or capacity building for R-HFA
- Good writing skills

## **9. EVALUATION CRITERIA**

Interested firms are required to submit both technical and financial proposals. Proposals will be subjected to a three-stage evaluation process, namely (a) compliance review; (b) technical review; (c) financial review.

### **9.1 Compliance**

The compliance review, firms will be assessed if they have submitted if they have submitted all the following requirements.

- Certificates of registration (evidence of legal status)
- CVs for at least three key personnel including the Team Leader
- Evidence of the firm's previous work
- Complete and signed bid submission forms

## 9.2 Technical and Financial reviews

The technical bid is evaluated on the basis of its responsiveness to the Terms of Reference and the evaluation criteria. The Financial Bid will only be evaluated if the Technical Bid achieves a minimum score of 60% of the points and is considered qualified through the supplier qualification process. Proposals failing to obtain this minimum technical threshold or those which will not be considered qualified through the supplier qualification process will not be eligible for further consideration. Technical evaluation will be based on the following criteria

<b>Criteria</b>
1) Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)
a) The team leader has a PHD and Technical Expertise and experience in Health related disciplines
b) Other team members possess at least a Master's in Public Health; Social Sciences; Demography; Gender; population and development.
c) The team leader should demonstrate strong facilitative and team leadership experience and history of delivering consultancy assignments within the stipulated timeframe.
2) A Technical approach, methodology and level of understanding of the objectives of the evaluation
a) Clear understanding of the requested tasks, as articulated in the objective of the assignment and a description of how the offeror proposes to undertake the assignment;
b) A clear description of how the Consultants propose to undertake the assignment, including sampling method; data analysis plan, including Quality Assurance Plan
c) Appropriateness of the study approach in relation to the objectives of the assessment
3) Work plan/time scales given in the proposal and its adequacy to meet the evaluation objectives and questions
4) Prior experience of handling projects of this nature (examples of similar services provided, references, etc.)
a) A reputable track record of conducting programme baseline surveys and mapping studies at multi-country, national (Uganda) or sub-national levels.
b) Conducting large scale social research studies demonstrating experience in applying qualitative and quantitative research methodology.
c) Relevant knowledge and experience in developing Integrated SRH/ HIV/AIDS/GBV adolescent health programmes including humanitarian and developing M&E frame works at national and decentralized levels for at least 5-10 years.

## **10. AWARD OF CONTRACT AND FINAL CONSIDERATIONS**

UNFPA shall award the Contract for Professional Services to the firm that obtains the highest combined score for the Technical and Financial evaluation

## **11. INFORMATION ON APPLICATIONS**

All interested firms should submit a technical proposal detailing their understanding of the assignment, methodology proposed, time frame, qualifications of all team members, and list of similar assignments conducted. In addition, the firm should submit a financial proposal, sealed in a separate envelop from the technical proposal. Further, firms are required to submit the following documents/information demonstrating their suitability for the assignment: (a) up-to-date Curricula Vitae (CV) for each of the expert(s) proposed to work on this assignment, including past experience in similar projects and at least two references. All these documents should be delivered in hard copy in a sealed envelope, to UNFPA Reception at **12A Baskerville Avenue, Kololo, Kampala, Uganda**, not later than 23<sup>rd</sup> May 2018 at 17:00 hours.