



REQUEST FOR PROPOSAL (RFP)

Evaluation of the Strengthening Primary Health Care Service Data Quality & Improvement Project in the Six Sustained States (Kano, Kaduna, Yobe, Borno, Bauchi & Sokoto)

Selection Information

Assignment Title	Evaluation of the Strengthening Primary Health Care Service Data Quality & Improvement Project implemented in Six States (Kano, Kaduna, Yobe, Borno, Bauchi & Sokoto) in Nigeria
Publication Date	May 23, 2023
Expression of Interest Deadline	June 8, 2023, at 23:59hrs (WAT)
Language of Notice	English

Dear Applicant,

The African Field Epidemiology Network (AFENET) Nigeria seeks application from organizations/firms to evaluate the PHC_DQI project being implemented in the following states: Bauchi, Borno, Yobe, Kaduna, Kano, and Sokoto.

The award for the evaluation will be granted to the successful organization/firm based on AFENET's and the Bill and Melinda Gates Foundation (BMGF) procurement applications. The award will be granted and implemented in accordance with AFENET's and the Bill and Melinda Gates Foundation (BMGF) regulations governing procurements under the management policies and procedures.

AFENET anticipates awarding this assignment to a successful organization that shows value for money in their approach and budget. However, organizations may partner to submit one proposal, but the award will be given to the lead partner.

For this project, this RFP is being issued and consists of this cover letter and the following:

- Section I - Program Description
- Section II - Award Information
- Section III - Eligibility Requirements
- Section IV - Application and Submission Information
- Section V - Application Review Information
- Section VI - Application Selection Criteria Information
- Section VII - Additional Requirements

All applications must be received by AFENET on or before June 8, 2023. Hence, the application should be sent electronically in MS word format only to the email addresses provided. AFENET will grant the award to the successful organization based on merit.

Award of a Proposal does not imply acceptance of its terms and conditions. AFENET reserves the right to negotiate the final terms and conditions, including the costs and the scope of work, when negotiating the final contract to be agreed upon.

Concerns and questions pertaining this RFP should be submitted in writing by June 8, 2023 using the attached link: <https://tinyurl.com/5n85murh> or scan the QR code as shown below. Additionally, applicants should retain original copies of submitted materials.



Thank you for your interest.
AFENET

Section I - Program Description

Introduction

The African Field Epidemiology Network (AFENET) is a non-profit network of service alliance of field epidemiology (and laboratory) and public health training institutions in Africa that seeks to strengthen the workforce to enhance health systems on the continent. AFENET is a not-for-profit organization which works closely with Ministries of Health in member countries to develop sustainable programs and capacity to strengthen field epidemiology and ensure healthier lives for Africans.

AFENET is dedicated to helping Ministries of Health in Africa build strong, effective, sustainable programs and capacity to improve public health systems on the African continent. In Nigeria, AFENET works in partnership with the government of Nigeria, donor agencies and other implementing partners. With a one health approach and shared priority approach with funding partners, we boast over a decade of experience in capacity building, health informatics, research and development, health security, logistics and supply chain management, public health service delivery, fiduciary management, monitoring evaluation and learning and behavior science that strengthens health interventions in the country.

AFENET works with the Federal ministry of health, National Primary Health Care Development Agency (NPHCDA) and State Primary Health Care Agencies and donor agencies to identify solutions and implement effective and tailored approaches. With the overall objective of improved Nigeria's health system capacity to manage disease outbreaks and other priority public health issues, such as strengthening PHC data quality, these we achieve through the following specific strategic objectives: Strengthening field epidemiology capacity, enhancing public health and laboratory capacity, strengthening surveillance and outbreak response systems for communicable and non-communicable diseases and using behavioural science to motivate and positively change mindsets and behaviors of frontline health care workers towards improved PHC service data quality and reporting.

Background

The Strengthening data quality to improve immunization and PHC program performance project (PHC_DQI) is a project implemented by AFENET. The Bill and Melinda Gates Foundation (BMGF) funds the project. It aims to improve data quality by reducing variance between survey and administrative data using behavioural strategies while leveraging the existing technical structure. At the commencement of the project, we conducted formative research using Human-centered design (HCD). We identified key drivers of poor data quality and documented strategies to motivate and mitigate barriers to data quality. The findings from this investigation guided implementation. Several Responsive Feedback Mechanisms (RFMs) were also incorporated for program monitoring and learning to support data demand and use while the project is being implemented in the states.

The following are vital activities that have been implemented in the project:

- **Development and Deployment of Behavioral module:** Insights from the HCD approach with HCWs and findings from the formative study were used to develop a behavioral training module. The module comprised technical and behavioral components towards engaging participants through the different stages of behavior change. Professor Fogg's Individualized Behavioral Grid concept comprising different behavior types and three-time parameters was adopted to document participants' individual plans by cadre for implementation and tracking. In collaboration with NPHCDA and FMOH, the Data Quality Behavioral Clinic implementation plan was developed using a cascaded method across all priority states. Overall, forty-seven (47) participants were trained at the national level, 887 participants at the LGA level (LGA Directors PHCs, LGA LIO, LGA M&E, LGA MNCH FPs, state program officers and partners) and 12,294 healthcare workers from the health facilities across the six supported states.
- **Training and Deployment of Prompts:** In keeping with Fogg's behavioural model, we introduced prompts using selected healthcare workers as Ward Data Ambassadors (WDA) and NYSC Corp members. They serve as "triggers/prompts" to healthcare workers in the facilities for timely recording and other data management practices. The selection of WDAs (prompts) was coordinated by the state and LGA officers with technical support from the project team using agreed selection criteria (capacity to conduct peer-to-peer training sessions, provide feedback, familiar with data validation processes and familiar with health care workers in their terrain). Across all the states, over 1,700 were selected, trained, and deployed. The selection of NYSC Corp members as prompts was based on volunteerism. Prior to that, AFENET, in collaboration with the NYSC at the national and state levels, established the PHC Data quality improvement Community Development Service CDS.
- **Support to Data working groups at National and State levels:** These activities include technical assistance to government (NPHCDA- NEMCHICC, NERICC, PRS DEPT, SPHCDA - PRS DEPT, integrated data control rooms) domestication of DQIP, supportive supervision, community-rapid assessment and other technical activities prioritized by the states.

PHC_DQI Evaluation

With over two years implementation of the project in the implementing states (Bauchi, Borno, Yobe, Kaduna, Kano and Sokoto), AFENET with funds from BMGF seeks to evaluate the project to ascertain successes made and identify workable and sustainable strategies for future scale up of effective interventions across supported states.

Justification for Evaluation

The commencement of the AFENET PHC-DQI project across the priority states was staggered between May 2021 - January 2022. This implies that the states are at different stages of implementation. Hence, the need for an evaluation to assess the level of improvement based on interventions conducted in the states so far and provide answers to the learning questions of the project. This will enable evidence-based decisions on moving the project forward and what strategies to scale up. This will be in addition to evidence generated from implementing a responsive feedback mechanism.

The evaluation of AFENET PHC-DQI in Nigeria is a requirement of the BMGF grant award. In addition, AFENET is mandated to document the project implementation processes, the progress made, lessons learned and proposed recommendations for scale-up to other states.

SCOPE OF WORK AND DELIVERABLES

The purpose of the evaluation is to evaluate the effectiveness of implemented interventions towards improving behavior, data use and quality in the project states. The successful applicant shall provide the following services:

- 1) Develop learning questions that respond to the project's objectives, approaches, and activities.
- 2) Compare learning questions with those developed at the start of the project,

- 3) Explore the effect of Prompts (NYSC/WDA) on improving health workers' behaviors towards data use and quality.
- 4) Assess the effect of the implementation of an accountability mechanism (Reward and sanctions) on behavioral change towards data use and quality across the levels of the data ecosystem.
- 5) Identify enablers and barriers to intervention success across project-implementing states.
- 6) Document experiences and characterize the behavioral change of health care workers related to data management practices.
- 7) Carry out a behavioural audit of the key project participants (Health care workers [HCWs] and SPHCDA operations concerning data quality and reporting management)

The research will systematically document precisely; the evidence generated about the applied interventions, information on implementation best practices and contextual issues that influence PHC data quality in Nigeria.

The study population will consist of healthcare workers involved in PHC data management at all levels.

- National: Director PRS-NPHCDA, DHIS2 focal person and Data managers
- State: Director PRS, NHMIS officer, DHIS2 focal person
- LGA: Director PHC, M&E Officer and LGA program officers
- Health Facility: Health facility in charge and record officer that participated in Behavioural Training

NB: LGA and health facility personnel located in security-compromised environments and personnel not directly involved in data management will be excluded from the study population.

3.1. OBJECTIVES: The consultant will work with the AFENET BMGF team to produce a complete mapping of the most relevant change events and the state where these significant, measurable, and sustainable changes have happened. The mapping will form the foundation of one-to-one meetings with selected Healthcare workers, HFs, LGAs, and states to identify their motivation and sustained prompts to ensure data quality and reporting.

3.2. DELIVERABLES

The consultant will work with the AFENET Focal Person to:

- Consult with team members to understand their activities under the technical and behaviour science workstream.
- Design and share with AFENET an evaluation protocol and evaluation tools.
- Perform a desk review to create a comprehensive methodology for sample selection; HFs, healthcare worker(s), LGA and State
- Conduct one-to-one interviews with a representative size of the study population to understand their barriers and motivations and compare them with the baseline assessment.
- Attempt to uncover assumptions on the Theory of Change
- Perform additional desk reviews of solutions that have been used in other sectors to address the types of barriers cited by the study population interviewees.
- Produce a draft report with barriers and potential solutions to address them by asking the followings:
 - What did we intend to do?
 - What worked well, and why?
 - What didn't work well --- why?
 - What did we learn from this?
 - What should we change?

To arrive at answers, we will consider discussion points covering the following topics:

- 1) **Lessons learned** - What lessons can we take from the past years, and what are their implications for intervention strategy, design, implementation, and results?
- 2) Identify the key actions and activities to be carried out and present a plan to carry out activities.

- 3) Present Gantt chart
- 4) Reflect on successes and failures and capture relevant learning.
- Present main findings to AFENET and revise the draft report to a final report based on AFENET BMGF Team feedback.

3.3. PROPOSED TIMELINE

The engagement is expected to commence by early June 2023 and completed by August 2023. This score of work shall last for a period of 45 working days within which preliminary report submitted for review.

3.4. CONTRACT TYPE AND BUDGET

The final contract will be a firm contract, and it is expected that the Offeror(s) selected will complete all services within the timeframe allotted by the parties at the price. The Offeror(s) would be chosen based on relevant experience and technical and financial proposals. Applicants are required to provide AFENET with a detailed budget in US Dollars (USD), including fees/travel/accommodation and any other direct costs to be incurred in the delivery of the Scope of Work. Include a brief narrative justification for the line items included. The budget must be inclusive of all taxes/VAT and indirect costs. The final budget amount will have to be approved by AFENET before starting the project.

3.5. ELIGIBILITY REQUIREMENTS AND CRITERIA FOR PROPOSAL SELECTION

The consultant shall be an institution with the following expertise:

- Proven experience in conducting similar evaluations.
- Strong understanding and working knowledge of the PHC data quality and reporting landscape and dynamics.
- Technical experience designing and advising on thematic programmatic evaluations, monitoring behaviour change interventions.
- Excellent communication skills in English, both oral and written.

Section 2 - Instructions for Responding

This section addresses the process for responding to this solicitation. Applicants are encouraged to review this before completing their responses.

1. CONTACT

Please direct all inquiries and other communications using the link earlier provided. Responses will not be confidential except in cases where proprietary information is involved.

2. BUDGET

Applicants are required to provide AFENET with a detailed fee percentage proposal. The final budget amount will have to be approved by the organization before starting the project.

3. FORMAT FOR PROPOSAL

The proposal should be divided into two separate documents:

First document

Technical proposal in pdf (word or ppt format as preferred) of maximum of 10 pages excluding Appendixes. The proposal shall include:

- Relevant background of the consultant (i.e., similar prior engagements, collaborations with

relevant actors, experience in advising on strengthening PHC service data quality and reporting, etc.)

- Proposed team with relevant expertise and role
- Detailed approach
- Expected work plan and timeline to meet deliverables.
- References

Second document

- Financial Proposal:
 - Budget
 - Detailed budget justification

NB: All proposals should be sent in electronically using the link earlier provided.

4. SUBMISSION

Originals should be submitted as follows:

An electronic copy containing the documents, preferably in MS Word, along with all the required information, including the fee proposal, should reach AFENET using the link provided.:

Please include 'Evaluation of Strengthening PHC Service Data Quality and Reporting Improvement - Project as the folder name.

5. UNACCEPTABLE

The following proposals will automatically not be considered or accepted:

- Proposals received after the RFP deadline at the specified receiving office.
- Proposals received by fax.
- Incomplete proposals.
- Proposals that are not signed.

6. REVISIONS

Proposals will be revised by electronically, provided such revision(s) are received before the deadline.

7. ACCEPTANCE

AFENET will not necessarily accept the lowest cost of any proposals submitted. Accordingly, eligibility requirements, evaluation criteria and mandatory requirements shall govern.

8. COMPLETION

- Proposals must be submitted on the official letterhead of the leading organization or firm and must be signed by a principal or authorized signatory of the lead firm or organization.
- In case of errors in calculating overall costs, the unit costs will govern.
- It is the applicant's responsibility to understand the requirements and instructions specified by AFENET. Applicants are advised to seek for clarification if necessary using the link provided. Point 1. before making their submission.
- While AFENET has used considerable efforts to ensure an accurate representation in this RFP, the information contained in this RFP is supplied solely as a guideline. The information is not warranted to be accurate by AFENET. Nothing in this RFP is intended to relieve applicants from forming their

own opinions and conclusions concerning the matters addressed in this RFP.

- By responding to this RFP, the applicant confirms its understanding that failure to comply with any of the RFP conditions may result in the disqualification of their submission.

9. RIGHTS OF REJECTION

AFENET reserves the right to reject any or all submissions or to cancel or withdraw this RFP for any reason and at its sole discretion without incurring any cost or liability for costs or damages incurred by any applicant, including, without limitation, any expenses incurred in the preparation of the submission. The applicant acknowledges and agrees that AFENET will not indemnify the applicant for any costs, fees, payments, or damages directly or indirectly linked to the submission preparation.

10. REFERENCES

AFENET reserves the right, before awarding the proposal, to require the applicant to submit such evidence of qualifications as it may deem necessary and will consider evidence concerning the applicant's financial, technical, and other qualifications and abilities.

11. RELEASE OF INFORMATION

After awarding the proposal and upon written request to AFENET, AFENET will release the following information only:

- Name of the successful applicant/organization.
- The applicant's ranking.

NB: To help keep this evaluation in check, inputs were solicited from donors, public health leaders, government stakeholders, external partners, and project implementation staff on which aspects of the project are of most interest to evaluate. Inputs have been integrated into the evaluation framework development processes.

Section 3 - Terms and Conditions of this Solicitation

1. NOTICE OF NON-BINDING SOLICITATION

AFENET reserves the right to reject all bids received in response to this solicitation and is in no way bound to accept any proposal. AFENET additionally reserves the right to negotiate the substance of the successful applicants' proposals, as well as the option of accepting partial components of a proposal if deemed appropriate.

2. CONFIDENTIALITY

All information provided as part of this solicitation is considered confidential. Proposals, discussions, and all information received in response to this solicitation will be held strictly confidential. If any information is inappropriately released, AFENET will seek appropriate remedies as allowed.

3. RIGHT TO FINAL NEGOTIATIONS ON THE PROPOSAL

AFENET reserves the right to negotiate the final costs and the final scope of work of the proposal. AFENET reserves the right to limit or include third parties at AFENET's sole and full discretion in such negotiations.

4. EVALUATION CRITERIA

The selection team will review the proposals. The following is a list of the significant criteria against which we will assess the proposals. The list is not exhaustive but will guide the applicant's ability to respond with

substance.

Applicants are required to submit the following information, conforming to the guidelines given in this section:

- Understanding of the scope of work:
 - The proposal shall demonstrate a clear understanding of the project objective and deliverables as outlined in section I.
- Demonstrate a clear understanding of the technical requirements of this RFP:
- Providing detailed technical documentation of the proposed strategy.
 - Evidence of experience delivering solutions.
- The creative and methodological approaches required to implement each of the parts of the scope of work.
- The comprehensiveness of the work plan and reasonableness of the proposed time frame:
 - The proposal shall include a feasible work plan to ensure the successful completion of deliverables.
 - The work plan details how activities will be coordinated.
- Detailed budget and cost-effectiveness of the proposed approach:
 - Evidence of cost-effective methods to undertake the scope of work within the proposed budget.
 - The proposal shall identify possible challenges and include creative approaches to addressing them.
- Management and personnel plan:
 - The team members working on this project shall have the relevant qualifications and overall experience required to successfully implement the project.
 - To define the roles and responsibilities of each team member. AFENET shall have one primary contact person identified in the proposal.
- A duly completed offer of services.

AFENET reserves the right to contact the individuals and contractor(s) to verify the information provided in the proposal.

5. REVIEW PROCESS

The review process will involve a Review Panel with participants selected by AFENET.

6. LIMITATIONS CONCERNING THIRD PARTIES

AFENET does not represent, warrant, or act as an agent for any third party because of this solicitation. This solicitation does not authorize any third party to bind or commit AFENET in any way without AFENET's express written consent.

7. COMMUNICATION

All communication regarding this solicitation should be directed to the appropriate parties at AFENET. Contacting third parties involved in the RFP, the review panel, or any other party may be considered a conflict of interest and could result in the disqualification of the proposal.

8. FINAL ACCEPTANCE

Award of a Proposal does not imply acceptance of its terms and conditions. AFENET reserves the right to negotiate the final terms and conditions, including the costs and the scope of work, when negotiating the final contract to be agreed upon between AFENET and the applicant.

9. VALIDITY PERIOD

The offer of services will remain valid for a period of 60 days after the Proposal closing date. In the event of an award, the successful applicant will be expected to enter into a contract subject to AFENET's terms and conditions.

10. INTELLECTUAL PROPERTY

Subject to the terms of the contract to be concluded between AFENET and the applicant, the ownership of the intellectual property related to the scope of work of the contract, including technical information, know-how, processes, copyrights, models, drawings, source code and specifications developed by the applicant in performance of the contract shall vest entirely with AFENET.

11. SCOPE OF CHANGE

Once the contract is signed, no increase in the liability of AFENET or the fees to be paid by AFENET for the services resulting from any change, modification or interpretation of the documents will be authorized or paid to the applicant unless such change, modification or interpretation has received the express prior written approval of AFENET.

Section IV - Application and Submission Information

- Full Name of Organization
- Acronym (short name) of Organization
- Date of Incorporation
- Type of Organization
- Address
- Point of Contact regarding Application
- Point of Contact email
- Point of Contact Phone Number
- Website
- TIN Registration Number (if applicable)
- Managing Director's Name
- Brief Description of the Organization's Mission
- Areas of current or recently (last three years) operation

Section V - Application Review Information

- 1) Title: Evaluation of the Strengthening Primary Health Care Service Data Quality & Improvement Project in the Six Sustained States (Kano, Kaduna, Yobe, Borno, Bauchi & Sokoto)
- 2) Duration of work: 2 months
- 3) Please list all partner organizations *to be involved in the project*:
 - Name of Organization
 - Purpose/Role on the Project
 - Point of Contact

1. Organizational capability and resources

- a. Annual income over the past three years, mentioning the names of your main financial contributors (where applicable)

Year	Total Annual Income (In Naira)	Main Financial Contributors/Clients

Please describe the various resources at the disposal of your organization such as: equipment, offices, etc.

2. Past performance

Please describe no more than three major projects in which your organization was involved over the past three years, using the table below:

These projects should be similar in nature and scope to the one you are proposing:

- 1) Project title
- 2) Duration (months)
- 3) Year
- 4) Location
- 5) Role of your Organization (leader, partner)
- 6) Project objectives
- 7) Project results
- 8) Total budget (Naira)

5. AFENET may ask for additional information and verify any information submitted.

Please note that the total size of all attachments should be less than 10MB. Application Applications should not exceed 30 pages, must be single-spaced, 12-point font, with one-inch margins (all margins).