

Marie Stopes International Afghanistan

Terms of Reference for consultancy service to conduct Client Exit Interview (CEI) survey

1. Organization background

Marie Stopes International (MSI) is a British non-profit NGO founded in 1921. MSI is a marketing focused, results oriented social enterprise. MSI develops efficient, effective and sustainable family planning projects in UK and overseas.

Marie Stopes International Afghanistan (MSI-A) was opened after registration with government of Afghanistan in August 2002. MSI-A follows the global mission statement of MSI, which is children *by choice not by chance*. Our focus is to contribute in reducing maternal mortality ratio, providing quality and sustainable MCH/RH services and information in 8 Provinces in coordination with Ministry of Public Health, Afghanistan.

MSI-A is operating in several provinces of Afghanistan namely, Kabul, Balkh, Herat, Faryab, Jawzjan, Nengarhar, Kandahar, Baghlan and Kunduz, Kapisa, Samangan, Sare Pul, Takhar, Badakhshan, Nimroz and Helmand. MSI-A delivers RH and family planning service through various channels such that centres, outreaches, social marketing and MS. Ladies to under five children and women particularly high impact group for instance youth, poor and victims of violence.

MSIA is keeping the client at the centre of our work and strengthening our development as an evidence-based organization. The Exit Interview is important to this mission, because it helps us to understand our clients.

2. Purpose of this consultancy

The purpose of this consultancy is to conduct exit interview with the clients at MSIA static and outreach sites(mobile clinics) as per the MSI global CEI protocol.

The data collected from the client exit interview will help to answer following questions.

- Who are our clients?
- Are MSIA services meeting the unmet need of the poor and underserved?
- Are clients satisfied with our services?
- Do marketing / BCC activities work?
- Are clients being offered appropriate choice of FP methods?
- How can we communicate with our clients?

3. Existing information sources

MSIA will provide several documents that the consultant must use and follow while conducting client exit interviews. This will include exit interview protocol, tools, EpiData template, SPSS syntax, reporting template and other guidelines.

4. Methodology

The client exit interview is a cross-sectional survey, conducted annually across two service delivery channels in MSI A – static clinics and mobile clinical outreach sites located across the country. The survey is administered to clients after they have received services from MSIA service delivery sites. During the 25-30-minute interview, clients are asked about their service use, contraceptive history, choice of family planning methods, how they heard about MSIA, and their socio-demographic characteristics and their satisfaction with the services received.

5. Scope of work

A detailed work plan with time frame will be developed by the consultant and agreed with MSIA Program Health Support and Research team leader before start of this client exit interview survey.

Through a consultative and participatory process, the consultant will work with the MSI-A Monitoring and Evaluation (M&E) team to perform the following activities:

- Revise the standard MSI exit interview questionnaire, final sample size and study sites based on need and feedback from MSI-A project managers.
- Translation of questionnaire from English in to Dari, as well as back-translation from Dari to English (to check the translation).
- Receiving acceptance letter from Ethical Review Board of MoPH Afghanistan.
- Conduct training for data collectors on the following topics: the MSI-A program (service delivery and channels), research ethics (including informed consent), data collection

techniques (including role play), and exit interview protocol. Pilot the exit interview questionnaire with 20 clients to validate the tool.

- Perform and complete data collection based on the predetermined schedule, provided by MSI-A.
- Perform data entry and verification by using the provided Epi Info data entry screens, and provided SPSS syntax for data management and analysis
- Ensure data quality is in place through the use of the provided SPSS syntax to clean the data once it has been imported into SPSS from Epi Info.
- Submit cleaned dataset with final questionnaire (used in the survey) to MSIA before drafting the report
- Draft final report once the dataset is finalized with MSI global consultant-; Finalization of data set with the MSI global consultant may take a month or more from submission of cleaned dataset to MSIA.
- Presenting results of analysis– Study consultant will prepare PowerPoint presentation and present result of analysis to MSIA senior management team.

5. Skills and qualifications

The consultant should have-

- Experience in public health research
- Master degree in statistics, social sciences, public health, or related field.
- 5 years' experience in managing field researches and surveys.
- Experience in using EpiData and SPSS
- Experience in data collection, entry, management and analysis for quantitative SRH and FP surveys in Afghanistan.
- Ability to write a concise and well-written analytical research report on the results of the survey in English.
- Previous experience in clients exit interview surveys or related topics is considered as an advantage.

6. Logistics and procedures

Upon signing the contract with the consultant, MSIA will provide exit interview package to the consultant, and will provide any other support such as space for data collectors training, place for data entry, clients and lock cupboard for questionnaires. HSRT team leader will be responsible for compiling initial documentation and indication of the time. MSIA will also provide a list of sites and locations where we work.

7. Outputs

The consultant will be expected to produce following outputs and share with MSIA within the timeframes agreed. These will include:

- Final work plan (please refer to the expected timeline mentioned below.)
- Training materials for data collectors
- Training to data collectors (minimum 3 days) as per the MSI CEI protocol
- Draft and final copies of the exit interview sample selector tool, separated by each service delivery channel.
- Hard copies of completed questionnaire with signed informed consent forms, refusal logs
- An EpiInfo database with all the questionnaires entered, using the standard EpiInfo data entry forms provided by MSI.
- A clean SPSS data set of all exit interview data, which is organized using the standard variables and response options found on the standard questionnaire
- A comprehensive evaluation report, using the standard MSI template
- A power point presentation (to be presented to the project stakeholders)
- Any additional deliverables that are part of the standard MSI exit interview package

All outputs should be in line with the guidance as set out by the Marie Stopes International “data analysis and report writing requirements for consultants”.

All the data collected and documents produced will be the property of MSIA and the consultant will be required to handover the complete set to MSIA as per the agreement. In case the consultant or any other partner wish to use these information, written permission should be sought from MSIA.

8. Reporting and contracting arrangements

The MSIA Country Program Team and HSRT team leader is responsible joint monitoring of field survey, data collectors trainings, data entry, keeping exit interview documents in lock cupboard and presenting the result to MSIA senior management team. The MSI Regional Research Advisor will also review the report and data set, and provide feedback to MSIA and the consultant.

9. Timelines

- This consultancy is expected to begin on 2nd week of July, 2019 and data collection to conclude by 31th /July/2019. Data entry, cleaning analysis and report writing should be completed by the 1st week of August, 2019 and the clean data set should be shared with MSI-A Support Office by CoB 10th August, 2019. Following that, the consultant should draft final report once the dataset is finalized with MSI global consultant-; Finalization of data set with the MSI global consultant may take a month or more from submission of cleaned dataset to MSIA. The consultant should also be available to attend any queries on the data or report and/or edit the report based on feedback from MSI's regional evidence advisor or MSIA up to 3 months after the report is submitted.

10. Remuneration

- Proposals are invited based on these Terms of Reference outline in this document.
- The payments will be made upon successful completion of the deliverables and submission of invoices in instalments.

The payment for the work shall be as follows:

- 40% of the budget will be paid upon both parties signing the contract.
- 30% of the budget will be paid upon delivery of cleaned dataset.
- 30% of the budget will be paid upon the submission of the final Client Exit Interview Report.
- MSIA reserves the right to withhold all or a portion of payment if performance is unsatisfactory or if work/outputs are not achieved.

10. Submission of proposals and selection process

Interested consultants are required to submit their proposal by **4:00 pm on 23rd June ,2019.**

The proposal should include-

- a) Consultant's profile including curriculum vitae, references and experience of similar work, and recommendation letters
- b) Work plan proposal and two reports from previous surveys
- c) Short proposals (technical and financial, separately) addressing the term of reference (ToR)
- d) Budget broken down by each activity

Note: This survey will be conducted across sixteen provinces of Afghanistan in 37 centers and 7 mobile clinics (which will be 19 outreach sites). A total of 230 sample size from both centers and outreach is required to be interviewed. This is an estimated sample size which may increase by 10-25 % after sample size finalization. The budget should be developed based on the estimated sample size.

All interested consultants should submit one hard copy of technical proposal and financial proposal, CVs each in a sealed envelope. This should be addressed to:

Mr. Munir Zalmay, Admin and HR Senior Manager
House# 57, Part A, street #2, Share Naw, District 10, Kabul Afghanistan

Phone: 0093-728811911

Mail: vacancies@msi-afg.org & admin.log@msi-afg.org