

IPPF WISH RFP: Women's Integrated Sexual Health (WISH) Client Exit Interviews

1. Background

International Planned Parenthood Federation (IPPF) works in 170 countries to empower the most vulnerable women, men and young people to access lifesaving health services and programmes. Supported by millions of volunteers and 3,000 staff, IPPF Member Associations (MAs) are autonomous, local non-profit organizations that provide sexual and reproductive health (SRH) information, education and services through 46,000 service delivery points, delivering 208.6 million sexual and reproductive health services across the world in 2017. Services provided include contraception, abortion care, maternal and child health and STI and HIV/AIDS prevention and care. In line with our Strategic Framework - Locally Owned: Globally Connected – IPPF is significantly extending our programme of integrated services with a focus on family planning in Africa and South Asia.

In partnership with UK Department for International Development (DFID), Women's Integrated Sexual Health (WISH) is a flagship family planning programme to deliver 20% of the UK's Family Planning global commitments. With a value of over £200 million over three years the programme's service delivery budget is set to deliver an additional 2.8m – 4.1m family planning users by end 2020. In working across Africa and Asia to provide a comprehensive package of sexual and reproductive health and rights (SRHR), the programme has a primary focus on increasing the number of additional Family Planning (FP) users alongside reducing maternal mortality and improving access to safe abortion. The priority populations include youth and some of the poorest and marginalised in society. WISH is an extremely commercially competitive programme with a specific focus on payment by results.

The WISH programme will be collecting data to establish programme performance, determine payment against key performance indicators (KPI) and to inform strategies, adaptive programming and learning. One component of data collection will be gathering annual client profile data through systematic client exit interviews in 17 countries. These data will be used to track progress towards key payment performance indicators and as such will inform strategies throughout the life of the programme.

IPPF, as the prime contractor of a consortium of partners, is a leader in the sector and is currently seeking a research organization with the capacity to simultaneously implement a rigorous standardised Client Exit Interview (CEI) process across Member Associations (MAs) and country partners in Burundi, Ethiopia, Malawi, Mozambique, Pakistan, Rwanda (TBD), Somalia, South Sudan, Sudan, Tanzania, Uganda, Zambia, Cameroon, Chad, Cote d'Ivoire, DRC, Mauritania, and Nigeria.

The successful research partner will have extensive experience conducting rigorous quantitative research simultaneously across multiple countries, and will be experienced in obtaining local ethics review approval in the countries where the research will take place as well as at the global level.

2. Client Exit Interview Overview

Client exit interviews will be conducted with family planning clients in WISH partner sites in each country in the fourth quarter of 2019 and 2020, with a third round conducted in 2021 (timing to be determined). **The initial contract will be for implementation in Q4 of 2019, with the option to extend for the additional implementations based on performance and available funding.**

A client exit interview questionnaire has already been developed but working in conjunction with the research partner will be streamlined to comprise approximately 30 to 50 standardized questions (with some country-specific adaptations); prior experience from WISH consortium member Marie Stopes International indicates that interviews take approximately 25 to 45 minutes per client (depending on language and skip patterns).

CEIs will follow an already-developed standardized implementation protocol and sampling framework across all countries. Data from CEIs will provide critical input for understanding the client population being reached, informing strategies, adapting programming and learning; in addition, it is essential source data for reporting on the following performance indicators:

- Estimated number of additional users of modern methods of contraception contributed by WISH
- Percentage of WISH clients demonstrating positive attitudes, practices and community support in relation to family planning and SRH and rights
- Percentage of family planning clients at WISH service delivery points reporting exposure to WISH social and behaviour change communications (SBCC)
- Percentage of users of family planning services provided by WISH service delivery points who are under age 20 (CEIs are a backup to routine service data)
- Percentage of clients of family planning services provided by WISH service delivery points who are living in poverty as defined by the international poverty line - \$1.90 purchasing power parity per day – and/or the Multidimensional Poverty Index
- Percentage of WISH family planning clients counselled on a range of methods and potential side effects as defined by the Method Information Index
- Percentage of family planning clients that would recommend WISH services as evidenced by the Net Promoter Score

The CEI sampling framework is designed to ensure that client exit interview data is representative at the channel level: static clinics, mobile/outreach, and community-based distribution. The sampling approach is:

- 40 or fewer sites per channel, census approach to include all sites with interviews of 107 clients per channel
- More than 40 sites per channel, randomly sample 40 sites with interviews of 214 clients per channel

The table below provides an illustrative number of sites and interviews by channel that are likely to be conducted in each WISH country; **this is subject to change and is for indicative planning purposes only.**

Table: Illustrative Number of Sites and Interviews by Channel per WISH Country

WISH Country	Number of Sites Per Channel			Number of Interviews Per Channel		
	Static	Mobile	CBD*	Static	Mobile	CBD**
Burundi	40	4	40	214	107	107
Ethiopia	46	40	40	321	214	107
Malawi	7	3	40	107	107	107
Mozambique	TBD	17	--	TBD	107	--
Pakistan	40	10	40	214	107	107
Rwanda - TBD						
Somalia	5	1	40	107	107	107
South Sudan	45	4	--	321	107	--
Sudan	40	8	40	214	107	107
Tanzania	40	40	40	214	214	107
Uganda	60	40	40	321	214	107
Zambia	40	3	40	214	107	107
Cameroon	<40	<40	<40	107	107	107
Chad	<40	<40	<40	107	107	107
Cote d'Ivoire	<40	<40	<40	107	107	107
DRC	<40	<40	<40	107	107	107
Mauritania	<40	<40	<40	107	107	107
Nigeria	<40	<40	<40	107	107	107

**maximum number presented for CBD (TBD) **ranges from 107-214*

The IPPF Member Association/country partner will be the local point of contact and will be responsible for directly liaising and coordinating with any third-party public and private provider sites included (note that these are sites with which the IPPF partner has an agreement in place).

3. Scope of Work

The research partner will manage and implement all aspects of CEIs, coordinating closely with IPPF's WISH Team and liaising directly with country partners on the ground (who own, manage or have an agreement in place to provide support to the clinical sites). It is anticipated that the research partner will begin work immediately upon award of contract, carrying out the work in three primary phases:

Phase 1: planning and preparation: April to October 2019

- Familiarize themselves with materials provided by IPPF
- Coordinate with country partners to obtain service volume and flow data needed for sampling plan
- Produce sampling plan for each country following the already-developed standardized sampling framework
- Customise the questionnaire for each country (i.e., country-specific poverty and SBCC questions) with guidance from IPPF's WISH team
- Oversee and test translation of the questionnaire
- Secure national and international ethics review (IRB) approval
- Prepare data entry format and analysis plan, working in close conjunction with IPPF's WISH team

Phase 2: implementation: September to December 2019

- Coordinate with IPPF's in-country partners on logistics and implementation requirements
- Orient all relevant personnel on the CEI methodology, including IPPF partners
- Pilot / validate the questionnaire as needed
- Recruit, train, equip and supervise all enumerators
- Administer the tool, ensuring strict adherence to the protocol and quality and integrity of the data
- Facilitate observation of the data collection process by DFID's Third-Party Monitoring agency, including responding to questions/feedback as relevant

Phase 3: analysis and reporting: January to March 2020

- Clean data
- Code data
- Analyse data
- Present results by country to IPPF WISH Team, may be on a rolling basis as relevant with all results delivered by end of February
- Deliver cleaned and coded dataset to IPPF

4. Consultancy Pricing and Requirements

Please provide:

- Budget in GBP for the delivery of the scope of work by phase/key category
- Indicative day rates by type of staff needed for each phase
- Indicative days required for the scope of work for each phase
- Number of dedicated staff required and examples of experience of proposed staff
- Any additional costs or fees associated
- Project timeline and sequencing to deliver the scope of work within specified timeframe

5. RFP Format

IPPF requests that proposals are submitted in either PDF or PowerPoint format evidencing how the organisation's experience and proposed approach will meet the requirements of the scope of work along with the consultancy pricing information and requirements.

6. Evaluation and Award Process

IPPF's preference is to award a single contract to one organisation covering all countries or to award a consortium that comprises multiple research organisations coming together under a lead research partner to implement across all the WISH countries; alternatively, this may be awarded as multiple contracts to organisations covering different countries.

The contract will be awarded to the organisation(s) who can best evidence meeting the required scope of work and provide a commercially competitive proposal, using the following scoring criteria:

- Experience in quantitative research methodologies
- Experience conducting simultaneous large scale, multi-country surveys and analysis
- Implementation of rigorous research processes in Sub-Saharan Africa and South Asia; preference will be given to organisations with experience implementing large scale surveys in multiple countries where WISH CEIs will be implemented
- Experience in sexual and reproductive health research
- Experience with national and international ethics review processes
- Experience partnering with local organizations to complete research
- Feasibility of approach and timeline
- Strength of proposed personnel
- Feasibility and competitiveness of pricing

- Preference will be given to an organisation or consortium with the ability to implement across all the WISH countries

7. Process Schedule

Shortlisted organisations will be invited to discuss the proposal further in person. All organisations who submit a proposal will be contacted three weeks after submission to advise them of the outcome and next steps.

The deadline for proposals is COB UK Monday, March 11th, 2019.

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