

Ref: CEI-01-KBL-23

[Marie Stopes Afghanistan], a [NOT-FOR-PROFIT], is a Reproductive Health (RH) and family planning service providing organization since [2002].

Marie Stopes International Afghanistan (MSIA) was established after registration with government of Afghanistan in August 2002. MSIA follows the mission statement of MSI, which is Improve Afghan women's health and wellbeing so that they can in turn build strong and healthy families. Our focus is to contribute in reducing maternal mortality ratio, providing quality and sustainable MCH/RH and family planning services and information across all provinces of Afghanistan in coordination with Ministry of Public Health, Afghanistan. MSIA is currently operating in 17 provinces of Afghanistan namely, Kabul, Balkh, Herat, Jawzjan Faryab, Nangahar, Baghlan, Kunduz, Badakhshan, Takhar, Samangan, Helmand, kandahar and Kapisa, Daikundi, Paktia and Khost. MSIA delivers MCH/RH and family planning services through various channels such that centres, outreaches, social marketing and MS Ladies. With the Power of Ten strategy, MSI focuses on strategic and technical leadership in producing, interpreting, and using high quality evidence to fulfil its mission. MSI is keeping the client at the centre of our work and strengthening our development as an evidence-based organization.

ABOUT THE CLIENT EXIT INTERVIEWS:

The Exit Interview is a short and simple survey which is administered to MSIA clients upon receiving a family planning service from an MSIA centre, outreach site, - and MS Ladies private provider outpost. The data generated from the exit interview answers the following important questions:

1. Who are our clients?
2. Are services meeting the unmet need of the poor and underserved?
3. Are clients satisfied with their MSI experience?
4. Do marketing activities work?
5. Are clients being offered appropriate choice of FP methods?
6. How can we communicate with our clients?

The Exit Interview provides rich data about MSIA core services across our service delivery channels, and is a supplement to the existing routine monitoring data derived from our HMIS (including CLIC data).

The actionable, cost-effective nature of the Exit Interview lends itself well to informing decisions. For example, it helps identify areas of service delivery that clients are not satisfied with, or channels that are most effective at reaching underserved clients.

METHODOLOGY:

Standard CEI:

Client Exit Interview surveys are conducted at [MSIA] facilities and sites using a standardized questionnaire. Data collection typically occurs during the fourth quarter of the calendar year, for a minimum duration of two to three weeks, and for up to two months. Data collectors are hired and are trained for a minimum of four days in approaching clients, appropriate informed consent procedures, and the aims of the survey, before beginning data collection at our facilities.

Where it is possible to visit all facilities/sites, a census of sites is taken and a minimum of 107 clients are interviewed. Where it is operationally infeasible to visit all facilities/sites, a stratified cluster sampling design is used, whereby at least 30 sites (which have been sorted by service volume) are randomly selected, and a minimum of 214 clients are interviewed.

SCOPE OF WORK:

1. Study and implement the standard exit interview protocol detailing the sampling strategy and approaches to be used in data collection to cover the objectives.
2. Develop a sampling framework for data collection in accordance with MSIA guidelines. Send completed sample generator to MSIA, for review and sign off by MSIA the Research Team Leader and then MSIA RME advisor in London to incorporate feedback where necessary.
3. Adapt and translate all required tools in line with global guidelines (questionnaire, consent form, refusal logs)
4. Train research assistants in selected regions for the purpose of conducting data collection as required. At a minimum, the following topics should be covered: an overview of the MSIA program (service delivery and channels), research ethics (including informed consent), fieldwork logistics, data collection techniques (including role play), and the standard MSIA exit interview protocol.
5. Piloting of the Client Exit Interview tool with 20 clients and submission of diagnostic report.
6. Manage the data collection and supervision process with close coordination and oversight from the MSIA RME team.
7. Data entry and monitoring of electronic questionnaires in Kobo Collect.
8. Analyze data and write a comprehensive Exit Interview report, in consultation with [MSIA].

Activities	September	October	November	December	January
Study CEI protocol and develop sampling strategy					
Adapt and translate required tools for fieldwork					
Onboard and train research assistants					
Field work					
Data collection					
Double Data entry					
Data submission to LSO					
Synthesis and write up					
Data analysis					
Prepare final draft of the report					
Dissemination of findings (dashboard and report)					

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, and lock cupboard for questionnaires. [MSIA] will also provide a list of sites and locations where

we work. The consultancy will be responsible for organizing fieldwork travel arrangements for research assistants and for procurement any printed survey materials or mobile data collection hardware.

MINIMUM REQUIREMENTS FOR APPLICANTS:

- At least five years of experience in managing research [including protocol development, tool preparation, fieldwork coordination, established client confidentiality practices]
- Experience managing logistics including materials personnel
- Agency has technical specialists in public health and family planning with proven track record of prior quantitative research
- Field supervisors experienced on research activity or data collection with similar research and have public health/nursing or health/social science background
- Enumerators experienced in conducting research activities

CODE OF CONDUCT:

Client confidentiality

It will be the responsibility of MSIA to ensure that study documents and collected information is kept confidential, safe and secure. The consultancy will be required to adhere to the confidentiality and privacy guidelines stipulated by MSIA.

Adult & child safeguarding policy

The consultancy will be required to adhere to the adult and child safeguarding policies followed by MSIA Our commitment is to:

1. **Safeguard clients (including children):** by actively identifying clients who may be vulnerable and at risk of significant harm, by preventing intentional or unintentional harm, abuse, and exploitation within MSI operations, and promptly responding if harm or abuse occurs.
2. **Safeguard MSI People:** by promoting a safe working environment and by avoiding situations and behaviours which may be misinterpreted and potentially lead to false allegations against team members.
3. **Safeguard MSI:** by demonstrating a genuine commitment to Safeguarding all our clients, our team members, and preventing cases of abuse happening which may tarnish MSI's reputation and affect its ability to continue work and receive funding.

Incident reporting

All researchers have a duty to report any witnessed or suspected cases of a team member, volunteer or research partner committing abuse or exploitation, or any breach of the safeguarding policies, or code of conduct.

EXPECTED DELIVERABLES/OUTPUTS:

- Draft and final copies of the CEI questionnaires, refusal log, consent forms
- Final sample selector tool, separated by each service delivery channel
- Sampling strategy plan for enumerators as well field monitoring and supervision plan
- Hard copies of the exit interview questionnaires [IF APPLICABLE], signed consent forms and completed refusal logs
- A raw database of exit interviews conducted using KoboCollect.
- An SPSS data set of all exit interview data, which is organized using the standard variables and response options found on the standard questionnaire and which is submitted to MSIA no later than [15th January], 2023.
- A comprehensive evaluation report using the standard MSI template
- Any additional deliverables that are part of the standard MSI exit interview package

**REPRODUCTIVE
CHOICES****TIMEFRAME:**

- This exercise is expected to be executed beginning from [15th Oct] 2023.
- Fieldwork activities should be completed by [30th December] 2023.
- Following completion of field activities, data entry and cleaning task should be completed by [10th January] 2024.
- The final report should be submitted to MSIA by [20th January] 2024
- The agency 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 2 months after the report is submitted.

CONTRACT PAYMENT TERMS:

- Proposals are invited based on these Terms of Reference outline in this document. Bidders are invited to note that, if awarded the contract, payment terms will be subjected to negotiation.
- 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 delivery of cleaned dataset and approved by MSI research team.
 - [60%] of the budget will be paid upon the submission of the final Client Exit Interview Report and up one approval by MSI research team and country director.
- MSIA reserves the right to withhold all or a portion of payment if performance is unsatisfactory or if work/outputs are not achieved.

SUBMISSION OF PROPOSAL:

- Interested parties should submit a 2-page expression of interest (EOI) and an application pack to MSIA office @ email address rfq@msiafghanistan.org with subject line “**CEI-01-KBL-23**” before [24th September 2023] otherwise their application will not be considered.
- For any technical question kindly contact abida.reha@msiafghanistan.org

The submission package should include:

- Agency profile and background resources
- At least one sample of similar past fieldwork projects executed [include excerpt of quantitative results section, SPSS syntax file, fieldwork plans]
- Proposed project workplan and budget broken down by each activity
- Curriculum vitae including contact details of key project members
- Annex 2. Supplier Questionnaire
- Compliance Declaration
- Conflict of Interest Declaration Form
- Signed version of MSI CEI REOI

All selected candidates will be required to sign a self-declaration of compliance statement, Supplier Questionnaire and Conflict of Interest Declaration Form and the MSI code of conduct. Background checks will also be conducted during the recruitment process.