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RECRUITMENT NOTICE.

As part of the implementation of the Women's Integrated Sexual Health (WISH2) project, "ABUBEF" wishes to recruit a consultancy firm to carry out surveys on the satisfaction of family planning (FP) service customers, through Customer Exit Interviews (CEI) at Service Delivery Points (SDP).

Consultancy firms interested in this call for tenders and meeting the criteria may submit their complete files, consisting of:

- Letter of interest
- Updated CV/profile of organization or consultancy firm
- Technical Proposal including:
 - ✓ Understanding the mandate
 - ✓ Proposed methodology
 - ✓ CVs of Key Team Members
 - ✓ Quality assurance and risk management plan
 - ✓ Administrative and legal documents.
- The Financial Proposal: detailing all the costs involved in carrying out the work
- 3 Professional References and Documentation of Experience.

The terms of reference are attached. For further information, please contact the ABUBEF at Jabe, avenue de l'imprimerie n°25.

Applications will be submitted directly to abubef@abubef.org with a copy to bagona.epimague@abubef.org or be deposited at the ABUBEF head office in Quartier Jabe, Avenue de l'imprimerie n° 25 no later than June 3, 2025 at 12:00 p.m. with the following subject line « **WISH 2 CEIs Fieldwork Consultancy-BURUNDI** »

BUJUMBURA, May 15, 2025.

Executive Director

Dr Donavine UWIMANA



To be published at:

- Site Web de l'ABUBEF : www.abubef.org
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ToR for Women's Integrated Sexual Health (WISH 2) Client Exit Interviews (CEIs) surveys in Burundi.

1. Background

The Women's Integrated Sexual Health (WISH 2) program, funded by the UK Foreign, Commonwealth and Development Office (FCDO), contributes to advancing the United Kingdom's global commitments on sexual and reproductive health and rights (SRHR) and Sustainable Development Goals (SDGs) targets 3.7 and 5.6. The program focuses on improving access to sexual and reproductive health services for adolescents, the poorest and people living with disabilities, populations historically underserved by comprehensive sexual and reproductive health services.

WISH achieves its objectives through a combination of supply- and demand-side interventions that reduce maternal deaths, unsafe abortions and unwanted pregnancies. Implemented under two lots, WISH 2 Eastern and Southern Africa (ESA) is led by the International Planned Parenthood Federation (IPPF) and supported by partners including the International Rescue Committee (IRC), Johns Hopkins University (JHU), Options Consultancy and IPAS. WISH 2 ESA is being implemented in seven countries: Burundi, Ethiopia, Madagascar, South Sudan, Sudan, Somalia and Zambia. IPPF delivers services through its member associations (MAs), who provide a wide range of services other than FP. In crisis-affected regions, notably Somalia and Southern Sudan, IPPF's partner IRC provides FP services in refugee and internally displaced persons (IDP) camps and surrounding host communities. In Burundi, IPPF's MA is the Association Burundaise pour le Bien-Etre Familial (ABUBEF).

A cornerstone of WISH 2 is embedding research into service delivery processes to ensure data-driven decision-making and adaptive programming. Client Exit Interviews (CEIs) are critical for collecting systematic feedback and performance data from service delivery points (SDPs) from a representative sample of clients. This information contributes to program performance, adaptation strategies and payment-based results. This information informs program performance, adaptive strategies, and payment-based results and will be conducted in regions where the WISH 2 program operates.

ABUBEF wishes to engage the services of a survey or research company to ensure the independent collection of CEI survey data in three provinces of Burundi: Ngozi, Muyinga and Rumonge, which constitutes the intervention zone of the WISH2 Project.

2. Client Exit Interview Overview

CEI surveys are cross-sectional surveys conducted at service delivery points (SDPs) to gather information from program beneficiaries, mainly users of family planning (FP) services. This data is used to calculate payments against key performance indicators (KPIs), monitor progress and develop future program strategies. The KPIs will include three annual cycles to establish trends and benchmarks, notably for indicators measuring poverty, disability and client satisfaction.



A Client Exit Interview (CEI) questionnaire has already been created and will be presented to the house selected to conduct the survey. In WISH2ACTION's experience, interviews generally last between 25 and 45 minutes per Client, depending on language and page breaks. IRCs will also adhere to a standardized survey protocol and sampling framework that has been developed for use in Burundi.

Data from CEIs will provide critical input for understanding the client population being reached, informing strategies, and adapting programming and learning; in addition, it is essential to source data for reporting on the following *preliminary* performance indicators:

- Estimate the percentage change in modern contraceptive prevalence rate (MCPR).
- Estimate of the proportion of women aged 15–49 making informed decisions on SRHR.
- Estimate the percentage of WISH 2 clients who demonstrated positive attitudes, practices, and community support for family planning.
- Estimate the proportion of WISH 2 clients referred through exposure to WISH 2-supported messaging/activities.
- Estimate the proportion of family planning client visits who are living in severe multidimensional poverty.
- Estimate of the proportion of family planning client visits by persons with disabilities.
- Percentage of WISH 2 clients who receive comprehensive counselling according to Method Information Index (MII) Plus criteria.
- Estimate the proportion of WISH 2 clients receiving additional services alongside family planning.

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 gives an overview of the number of sites and interviews per channel likely to be carried out in the WISH2 project area in Burundi.

Tableau 1: Indicative number of sites and interviews per channel for WISH 2

Pays	Canal	Number of sites	Number of interviews required
Burundi	Static	166	214
Burundi	Mobile outreach	94	214
Burundi	CBD	94	214



3. Scope of work.

The research partner will oversee and implement all fieldwork aspects of the Client Exit Interviews (CEIs). This will involve close coordination with ABUBEF and IPPF's WISH Hub team, as well as engaging direct communication with in-country partners who have ownership, management or partnership agreements in place with clinical sites (SDPs). The survey is scheduled to begin in 2025, with the research partner starting immediately upon the contract award. The work will be conducted in three main phases:

Phase 1: Planning and preparation.

- Familiarize participants with WISH 2 research protocols and tools.
- Assist ABUBEF, in developing country-specific sampling frameworks, translating and customizing questionnaires, such as localizing indicators for poverty and social behaviour change communication.
- Collaborate with ABUBEF to obtain ethical approval at national level.
- Script tools using programs like SurveyCTO or equivalent software.
- Develop a comprehensive data collection plan including recruitment and training of enumerators, field supervision and data quality control measures.

Phase 2: Implementation

- Participate in the training workshop for trainers.
- Work with ABUBEF to develop and submit IRB (Institutional Review Boards) applications.
- Train in-country research teams, including ABUBEF, fieldwork supervisor, fieldwork coordinators and enumerators, with emphasis on protocol adherence and data quality.
- Conduct data collection using Computer Assisted Personal Interviews (CAPI) at static, and community-based service delivery points (SDPs).
- Ensure continuous and systematic quality control during fieldwork, including GPS validation and adherence to skip patterns/models, with the support of ABUBEF.

Phase 3: Analysis and report

- Collaborate with the WISH 2 Hub to clean, code and manage data.
- Deliver a cleaned data set to the IPPF WISH 2 Hub within the agreed timelines.

4. The methodology.

- A two-stage sampling approach that ensures representativeness at Service Delivery Point level.
- **Stage 1:** Selection of Service Delivery Points based on customer flow and Service Delivery Point categorization.
- **Stage 2:** Select clients systematically at SDPs using calculated sampling intervals.



5. Collecting data.

- Co-Train enumerators to conduct interviews using electronic data capture together with IPPF & ABUBEF. ABUBEF's Service Delivery Point (SDP) and field managers will help them ensure systematic client selection.
- To maintain high quality data, a robust quality assurance process should be in place, which includes supervision of fieldwork and daily checks by WISH2 project teams to ensure compliance with established protocols. Data quality checks and field supervision will be carried out in collaboration with ABUBEF.
- The IPPF WISH 2 Hub will conduct periodic reviews to identify and resolve any data quality issues.

6. Ethical considerations.

The study will comply with ethical guidelines, obtaining global ethical approvals and all national institutional review boards (Survey Protocol, Ethics and Statistical Visa). Research processes will ensure informed consent, confidentiality and minimal respondent risk.

7. Deliverables

- Ethical protocols and approvals adapted for Burundi
- Data collection tools adapted and translated for Burundi
- A training package adapted and translated for each country, including a training manual
- Communication plan with ABUBEF
- Fieldwork, monitoring and data quality assurance plan
- Daily monitoring sheets
- Fieldwork Inception report
- Consent forms
- Training reports
- Fieldwork and quality assurance reports **in English and French.**
- Cleaned and coded data sets

8. Consultancy requirements.

8.1.1 Technical proposal.

- A detailed approach and methodology for the execution of the assignment.
- A timeline that aligns with the proposed CEI rounds.
- A description of the tools, techniques and technologies to be used.

8.1.2 Financial proposal.



- A detailed budget breakdown of the budget, including fieldwork costs, payment milestones, personnel, operational and other expenses.
- Cost- efficiency measures and justification of proposed costs.

8.1.3 Company profile.

- Overview of the firm, including areas of expertise and years of experience.
- Organizational structure and capacity to handle multi-country assignments.

8.1.4 Team composition.

- CVs of key personnel, highlighting their experience in similar projects.
- Specific roles and responsibilities of team members in the project and team structure (including team leader, fieldwork managers, data specialist, coder, etc.).

8.1.5 Previous work experience.

- List of similar projects carried out in the past, including client references.
- Summary of achievements and results from previous work (provide links if possible).

8.1.6 Quality assurance plan (AQ).

- Strategies to ensure data accuracy, consistency and reliability.
- Mechanisms for addressing data quality issues.

8.1.7 Risk management plan.

- Identification of potential risks and mitigation strategies.
- Contingency plans for unforeseen challenges.

9. Evaluation criteria.

The selected partner must demonstrate the following qualities:

- Expertise in quantitative research and multi-country studies.
- Experience in sexual and reproductive health and rights (SRHR) research, particularly in Burundi or similar contexts.
- Proven experience in capacity building, particularly with local organizations.
- Fluency in French and English (Lead consultant)
- Competitive and feasible pricing structure.

Preference will be given to organizations with a solid track record in carrying out large-scale research projects and promoting local partnerships.

10. How to apply.

Applications will be submitted directly to abubef@abubef.org with a copy to hagona.epimague@abubef.org or will be deposited at the headquarters of ABUBEF located at Quartier Jabe, Avenue de l'imprimerie n° 25 no later than June 3, 2025 at 12:00 pm with



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Shortlisted companies will be invited to discuss their proposals.

