## C:\Users\apoorv.pal\Pictures\CRS Wallpaper.png \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

#### **SCOPE OF WORK FOR**

#### **ASSESSING QUALITY IMPROVEMENT (QI) PROCESS**

#### **CONSULTANCY**

**PURPOSE:**

The purpose of this Scope of Work is to assess and document Quality Improvement (QI) implementation process in relation to Catholic Relief Services (CRS) OVC Project. The consultant will conduct the study to inform the scaling up of the Community Improvement Teams (CITs) in all the districts and community councils. This study will analyze the progress and results of the QI plans of the CITs and will form the basis for plans to extend the QI process to additional Ministry of Social Development (MoSD) stakeholders providing care to vulnerable children. The project has learned that there are several community cadres as well as district and community organizations, therefore the study also intends to assess which cadres and organizations are more effective, recognized by the government through different line ministries, and recommend on potential of alignment and restructuring project community cadres for sustainability and government ownership of the QI process.

**BACKGROUND:**

The 4Children OVC project is a one-year program to be implemented from October 01, 2017 to September 30, 2018. The program is funded by the President’s Emergency Plan for AIDS Relief (PEPFAR) through the United States Agency for International Development (USAID). The program’s objectives are in line with the National Strategic Plan on Vulnerable Children (NSPVC) 2012-2018. 4Children will contribute to all five objectives of the NSPVC which are: Priority 1: Raising awareness and commitment to vulnerable children’s rights and needs through advocacy and social mobilization; Priority 2: Strengthening the capacity of households and communities to protect, care for, and support vulnerable children; Priority 3: Strengthening social, legal and judicial protection of vulnerable children and their households; Priority 4: Scaling up availability and access to services by vulnerable children and their households and Priority 5: Systems strengthening.

The project supports the Government of Lesotho’s National Strategic Plan for Vulnerable Children 2012-2018 which stipulates the need to strengthen the governance and leadership of stakeholders providing social, legal and judicial protection of vulnerable children and their households. This will only be achieved through closer collaboration between MoSD national, district and local staff with the 4Children program to ensure ownership and sustainability by the Government of Lesotho to take care of OVC and their households. To date, Community Improvements Teams (CITs) have been a key approach used to achieve improved community ownership in Lesotho.

4Children invest in dynamic and responsive community-based platforms consisting of key local actors, creating a sustainable approach to OVC care for the long term. Actors will include CBOs, community leaders, government officials, influential community members, existing Community Improvement Teams, faith-based networks and other local institutions serving vulnerable households. 4Children aims to strengthen stakeholders’ capacity to conduct family centered strengths-based case management to address both immediate and long-term needs. This will be done through MoSD system strengthening which will include incorporating an HIV-sensitive case management system within existing child protection case management protocols and harmonization of existing tools and practices, informed by global evidence and best practices in case management. Through training, coaching, and supportive supervision, 4Children will develop the knowledge and skills of those who can most directly and immediately respond to the needs of vulnerable households.

4Children will support 48,467 active beneficiaries to access HIV services and train over 500 Case workers, 41 Social Workers, and community improvement teams in HIV sensitive case management. In addition, IPs will ensure completed referrals to the beneficiaries. 4Children acknowledges that QI work is crucial in ensuring community ownership and support in the issues of OVC. On the other hand the government has establish community cadres working with children such as Community/Village Health Workers, Auxiliary Social workers etc.4Children is commissioning this QI impact study to look at the QI/CIT methodology and the impact thereof.

To scale up the QI Process in OVC programming, CRS and Partners needs to learn the strengths and the weaknesses of the current QI process implemented by the project against QI process implemented in other countries, document lessons and assess the effectiveness and sustainability of the Community Improvement Teams against other government established teams or any other existing and established community teams. The project has learned that there are several community cadres as well as district and community organizations, therefore the study also intends to assess which cadres and organizations are most effective, recognized by the government through different line ministries, and recommend on potential of alignment and restructuring project community cadres for sustainability and government ownership of the QI process.

**DELIVERABLES:**

* Study plan and methodology (including plan to meet different stakeholders)
* Interview guides
* Draft report
* Presentation of the findings to stakeholders
* Final report

**KEY WORKING RELATIONSHIPS:**

*Internal to CRS:* CRS OVC Project staff in Lesotho including Project Managers, Project Officer, MEAL Staff, District Coordinators, CRS/HQ

*External*: Project Partners, USAID, Ministry of Social Development, Ministry of Health, Health facilities and other relevant ministries and stakeholder implementing QI in Lesotho.

**Place of Performance:** Maseru, with site visit to the 5 districts (Leribe, Berea, Maseru, Mafeteng and Mohale’s Hoek) where the project is implemented

**Period of Performance:** Estimated 8-10 weeks (however the period can be revised based on the detailed methodology)

**Qualifications:**

* + - * Expertise in research design
      * Understanding of Quality Improvement Processes and approaches, including international best practices
      * Skills in resource identification and literature reviews
      * Familiarity with Lesotho health or social service systems (preferred)
      * Familiarity with Orphans and Vulnerable children programming (strongly preferred)

Familiarity with PEPFAR/USAID funding

* + - * Skills in qualitative data collection, analysis, and report writing
      * Excellent computer literacy (internet, software such as word, excel, etc)
      * Good organizational skills
      * Fluency in English; Sesotho language skills (preferred)

Catholic Relief Services (CRS) Lesotho Contact Persons:

Program Director: Molarisi Mehale ([molarisi.mehale@crs.org](mailto:molarisi.mehale@crs.org) ) (initial point of contact)

MEAL Manager: Mahlape Phakoe ([mahlape.phakoe@crs.org](mailto:mahlape.phakoe@crs.org) )

MEAL Coordinator: Mohau Mokoatsi ([mohau.mokoatsi@crs.org](mailto:mohau.mokoatsi@crs.org) )

**Submission of proposals**

Interested candidates should submit a technical and cost proposal no later than **29th January 2018 at 17:00 noon** to [LS\_SCM@global.crs.org](mailto:LS_SCM@global.crs.org) or hand deliver in a sealed envelope. The technical proposal should include a proposed study design, including timetable, as well as evidence of past work with up to three similar projects. The cost proposal should include total consultancy fees and anticipated expenses, noting that CRS/Lesotho provides per diem of M240 (US$20) for travel within Lesotho. For any questions please contact CRS office at (+266 22312750)

**Evaluation criteria:**

* Demonstrated experience and familiarity with quality improvement approaches/methodologies (20 points)
* Demonstrated experience and familiarity with orphans and vulnerable children programming, PEPFAR/USAID funding, and the Lesotho health or social service systems (15 points).
* Soundness of proposed research plan and schedule, including ability to offer fair/unbiased analysis (not involved in design of ongoing system) (30 points)
* Demonstrated ability to submit complex deliverables on time, including study design, data collection and analysis and well organized and written English language reports (15 points)
* Reasonable Cost offering highest value (20 points)