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# Consultant Request

Amended with new submission date and time and responses to questions. Additional changes to the scope of work highlighted in yellow.

**Title:** ACHIEVE South Africa Case File and Data Audit

**Type of Services Sought:** Consultant for Case File and Data Audit

**Request Number:** 003-07-2024

**Date of Solicitation:** 22 July 2024

**Submission Date and Time:** 31 July 2024 at 16:00 (4:00 PM) SAST

**Questions and Clarifications Due:** 25 July 2024

**Estimated Delivery/ Performance Date:** 12 August – 30 September 2024

## Introduction

Pact is an international development nonprofit that works on the ground in nearly 40 countries to end poverty and marginalization. We partner with local organizations, businesses, and governments to build lasting solutions for thriving, resilient communities. Our vision is a world where everyone own their future.

## Scope of Work

ACHIEVE is a seven-year (2019-2026) USAID-funded global project whose primary goal is to reach and sustain HIV epidemic control among pregnant and breastfeeding women, adolescents, infants, and children. To reach this goal, ACHIEVE supports orphans and vulnerable children (OVC) and Adolescent Girls and Young Women (AGYW) with DREAMS service delivery, provides technical assistance to strengthen social welfare systems and improve service quality and reach, and supports capacity development for local partners to sustain services at the community level. ACHIEVE is implemented by Pact, in partnership with Jhpiego, Palladium, No Means No Worldwide, and WI-HER.

ACHIEVE South Africa (2022-present) aims to reduce vulnerability and HIV incidence, strengthen resilience, and improve health outcomes among orphans and vulnerable children (OVC) and adolescent girls and young women (AGYW), contributing to HIV epidemic control in the country. Contributing to this goal are two strategic objectives and five strategies:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **GOAL: Reduce vulnerability, strengthen resilience and improve health outcomes among OVCAY, AGYW and their families** | | | | |
| **Objective 1:** Provide holistic service package to OVCAY with an emphasis on C/ALHIV and AGYW to improve health, social, educational and economic outcomes, contributing to reduced incidence of HIV and AIDS and gender-based violence**.** | | | **Objective 2:** Support Department of Social Development and their partners to develop, implement and evaluate evidence-based interventions for children, adolescents, and their primary caregivers | |
| **Strategy 1:** Support the provision of direct services to vulnerable children and youth through a standardized case management approach that emphasizes child protection and HIV/AIDS related interventions. | **Strategy 2:** Provide a structured service package to AGYW and their caregivers through the implementation of DREAMS, Family Strengthening Interventions. | **Strategy 3:** Implement a comprehensive service package focused on intensive economic strengthening interventions for AGYW. | **Strategy 4**: Provide technical assistance to Dept. to develop, train and handover standardized programs focused on service delivery to C/ALHIV and ABYM, using an evidence-based approach | **Strategy 5:**  Provide technical assistance to Dept. and PEPFAR partners to embed standardized DSD programs focused on OVCAY (Risiha, HTS Guideline & SBC) into practice. |

Under objective 1, strategy 1, ACHIEVE South Africa has implemented PEPFAR’s orphans and vulnerable children (OVC) comprehensive case management (CCM) approach in four provinces (Free State, KwaZulu Natal, Limpopo, and North West) since January 2024. ACHIEVE South Africa’s OVC CCM approach adheres to PEPFAR and USAID’s guidance for OVC programming and PEPFAR’s MER guidance.

### Purpose of case file audit

At the end of FY 2024, ACHIEVE will be transitioning the OVC CCM program to new implementing partners in North West and Free State provinces. The process will involve transitioning all active CCM program participants and their associated case files in physical form to the incoming implementing partners. To prepare for this transition, ACHIEVE seeks a consultant to help ensure physical case files are complete and up to date. The consultant will be expected to work with ACHIEVE community-based staff to review all files for completeness, ensure the information documented in the files matches that in the project’s database, and lead any needed data cleanup. ACHIEVE will provide four full-time community-based staff to support the consultant.

The case file review will entail an audit of each physical case file. The audit will look for existence of case files and completeness of necessary programmatic and M&E tools. The consultant will document all case files not meeting the minimum standards and systematically engage the relevant ACHIEVE South Africa staff to bring the case files up to standard. The total number of files expected to be reviewed is: 12,324.

The database review will entail ensuring the source documents in the case files are accurately reflected in the project’s database. The database tracks all services rendered over time at the individual client level. The consultant will systematically assess consistency across source documentation (physical case files) and the database results. The consultant will document discrepancies between the source data and database and subsequently engage the relevant ACHIEVE South Africa staff to address the discrepancies.

### Consultant responsibilities

* Co-develop an operational plan for conducting the file review and data cleanup with points of contact on the ACHIEVE South Africa and global teams
* Develop tools for conducting the file review and data cleanup in a systematic way, ensuring work is comprehensively documented
* Oversee file review and data cleanup processes, primarily on site in North West and Free State provinces
* Share written progress of file review and data cleanup processes with ACHIEVE on a weekly basis, including a) line listings of files that are complete; b) line listings of files that need follow-up; 3) detailed documentation of data cleanup in the database
* Conduct twice weekly check-ins with ACHIEVE South Africa and/or global teams through period of engagement
* Submit a final report detailing implementation process and results

### Pact responsibilities

* Available for weekly progress reports and prompt review of deliverables
* Assign four staff to provide full-time field-based support
* Provide access to case files for review, office space, and internet
* Provide access to project database

### Deliverables

1. Operational plan
2. Tool(s) for conducting file review
3. Tool(s) for conducting data cleanup
4. Weekly progress updates
5. Final report

### Timeline

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Task** | **Aug 12** | **Aug 19** | **Aug 26** | **Sept 2** | **Sept 9** | **Sept 16** | **Sept 23** | **Sept 30** |
| Planning- Deliverables 1 & 2  *Due August 20* |  |  |  |  |  |  |  |  |
| Implementation- Deliverable 3  *Due September 22* |  |  |  |  |  |  |  |  |
| Wrap-up- Deliverable 4  *Due September 30* |  |  |  |  |  |  |  |  |

## Qualifications

* A Bachelor’s degree in Public Health, Monitoring and Evaluation, Epidemiology, Biostatistics, or related field
* At least 8 years of experience conducting monitoring of PEPFAR-funded programs
* Knowledge of PEPFAR orphans and vulnerable children programming highly preferred
* Experience leading DQA/RDQA teams and implementing action plans with demonstrably improved data quality
* Experience developing and implementing data collection tools for PEPFAR-funded programs
* Experience supervising teams of data collectors
* Strong quantitative skills
* High proficiency in Excel
* Demonstrated experience using relational databases, preferably CBIMS

## Eligibility

Consultant must be based in South Africa.

## Application Instructions

Applications must be submitted to Erica Kuhlik at [ekuhlik@pactworld.org](mailto:ekuhlik@pactworld.org) and must be received by the submission date of 31 July 2024 at 16:00 (4:00 PM) SAST.

Documentation required for application:

* Resume/CV
* Proposed budget
* Technical application (4 pages maximum) detailing:
  + The process the consultant will follow to complete the deliverables
  + Previous experience relevant to the scope, including at least one role leading an RDQA/DQA resulting in demonstrably improved data quality
  + Three professional references

## Evaluation Criteria

Pact will evaluate applicants using the follow criteria:

|  |  |
| --- | --- |
| **Criteria** | **Score** |
| Technical: understanding of the assignment and proposed approach | 30 |
| Qualifications and past performance | 50 |
| Proposed budget | 20 |
| **Total:** | **100 points** |

Selected candidates will be contacted for an interview, after which a final decision will be made.

## Terms and Conditions

### Disclaimers

* Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time.
* Pact may reject any or all proposals received.
* Issuance of solicitation does not constitute award commitment by Pact.
* Pact reserves the right to disqualify any quotation based on applicant’s failure to follow solicitation instructions.
* Pact will not compensate applicants for their response to the solicitation.
* Pact reserves the right to issue an award based on initial evaluation of applications without further discussion.
* Pact may choose to award only part of the scope of work in the solicitation or to issue multiple awards the scope of work.
* Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
* Pact may contact applicants to confirm information and that the proposal was submitted for this solicitation.
* Pact may contact listed past performance references without notice to the applicant. Pact also reserves the right to contact other past performance information sources that the applicant did not list in the proposal.
* By submitting a proposal, the applicant confirms they understand the terms and conditions.
* Information pertaining to and obtained from the applicant as a result of participation in this solicitation is confidential. The applicant consents to the disclosure of the documents submitted by the applicants to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.

# Responses to questions

1. The project intends to “ review all files for completeness” Is there a definition for completeness? For instance will PACT define the specific elements or aspects that the consultant will need to consider to deem a file complete? Will the consultant be advised of these elements?

Pact will define the elements of completeness and ensure the consultant is guided as to the definitions. Completeness will not entail reviewing every field in every form.

1. “The audit will look for existence of case files and completeness of necessary programmatic and M&E tools” this statement is vague, could you kindly explain the intended meaning?

The case files will be marked as physically present or not. The programmatic and M&E tools are the forms that make up the case file.

1. Is the database referred to here an online/ internet based database? Can it be accessed remotely?

Yes, it is web-based and accessed remotely.

1. Can the assignment be undertaken offsite?

Parts of it may be undertaken offsite, however the consultant is expected to be onsite in Pretoria the first week of the assignment for co-design of the plan and tools. The consultant is expected to oversee the work of the community-based staff and should propose their process for doing so in the technical application.

1. Normally electronic data require strict permissions to amend fields. In  instances where the database requires updating due to discrepancies identified: will such permissions be provided?

The ACHIEVE SA staff will make the changes in the database. The consultant will provide them with a line listing of those for whom changes need to be made.

1. There are 5 deliverables listed:

Operational plan

Tool(s) for conducting file review

Tool(s) for conducting data cleanup

Weekly progress updates

Final report

No where in the deliverables the main project activity; *actual file audit*, is listed. One would expect that one of the main  deliverables for this assignment would be “brief audit report for each of the 22077 files audited. Could you comment on this?

The audit report should be included in the final report. The interim audit results will be presented each week in the weekly progress updates.

1. If interpreted correctly, the consultant is given 35 working days to audit 22077 files and to complete the assignment. This translates into auditing 631 files per day. Given the anticipated meticulousness that the assignment requires, is this realistic?  Could the timeline be extended?

The number of files has been amended in the scope of work to 12,324. Pact is open to extending the deadline if needed.

1. Besides the four field staff provided, is the consultant allowed to bring in or hire more staff?

The consultant may not bring in more staff. Pact is open to assigning additional community-based staff or extending the timeline if needed.

1. The four field staff provided, are they specifically allocated to assist with the actual audit? At what LoE will they be assigned to the project? How many hours per day?

Yes, they are allocated full-time to the audit at 8 hours per day.

1. Is Pact able to advise on the amount of content in each file. This can be perhaps in number of A4 pages of information per file? This will be helpful in estimating workload and allocating manpower.

On average the files will contain 8-10 forms.

1. May you please clarify the names of the communities in which the outgoing implementing partners are located?

The audit will take place in the following districts:

|  |  |
| --- | --- |
| **Province** | **District** |
| Free State | Thabo Mofutsanyane |
| Lejweleputswa |
| North West | Bojanala |
| Dr Kenneth Kaunda |
| Ngaka Modiri Molema |

1. Could you please provide me with more detailed information on the following aspects of the proposal:
   * Where are the case files located? E.g PACT offices, Clinics, Community Facilities etc

The files are located in central locations in the sub-districts in which ACHIEVE works.

1. -from 22077 Files, How Many are in Freestate and how many are in the Northwest?

Please see amended number of files in question 7. North West: 4304; Free State: 8020.

1. -please provide exact location of where this exercise will be executed? "Location of the files"

Please see response in question 11.