

**Section 4 Appendix A**

**CALLDOWN CONTRACT**

**Framework Agreement with: Oxford Policy Management (OPM)**

**Framework Agreement for: Global Evaluation Framework Agreement (GEFA)**

**Framework Agreement Purchase Order Number: PO 7448**

**Call-down Contract For: Women's Integrated Sexual Health (WISH) Third Party Monitoring**

**Contract Purchase Order Number: PO 8027**

I refer to the following:

1. The above mentioned Framework Agreement dated 12 September 2016
2. Your proposal of 20<sup>th</sup> October 2017

and I confirm that DFID requires you to provide the Services (Annex A), under the Terms and Conditions of the Framework Agreement which shall apply to this Call-down Contract as if expressly incorporated herein.

**1. Commencement and Duration of the Services**

- 1.1 The Supplier shall start the Services no later than 16th August 2018 ("the Start Date") and the Services shall be completed by 17th March 2022 ("the End Date") unless the Call-down Contract is terminated earlier in accordance with the Terms and Conditions of the Framework Agreement.

**2. Recipient**

- 2.1 DFID requires the Supplier to provide the Services to DFID Africa Regional Department and the Implementing Partners of the WISH programme ("the Recipient").

**3. Financial Limit**

- 3.1 Payments under this Call-down Contract shall not, exceed £2,925,000 ("the Financial Limit") and is exclusive of any government tax, if applicable as detailed in Annex B.

**28. Milestone Payment Basis**

- 28.1 Where the applicable payment mechanism is "Milestone Payment", invoice(s) shall be submitted for the amount(s) indicated in Annex B and payments will be made on satisfactory performance of the services, at the payment points defined as per schedule of payments. At each payment point set criteria will be defined as part of the payments. Payment will be made if the criteria are met to the satisfaction of DFID.  
When the relevant milestone is achieved in its final form by the Supplier or following completion of the Services, as the case may be, indicating both the amount or amounts due at the time and cumulatively. Payments pursuant to clause 28.1 are subject to the satisfaction of the Project Officer in relation to the performance by the Supplier of its obligations under the



Call-down Contract and to verification by the Project Officer that all prior payments made to the Supplier under this Call-down Contract were properly due.

#### 4. DFID Officials

4.1 The Project Officer is:

[REDACTED]

4.2 The Contract Officer is:

[REDACTED]

#### 5. Key Personnel

The following of the Supplier's Personnel cannot be substituted by the Supplier without DFID's prior written consent:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

#### 6. Reports

6.1 The Supplier shall submit project reports in accordance with the Terms of Reference/Scope of Work at Annex A.

#### 7. Duty of Care

All Supplier Personnel (as defined in Section 2 of the Agreement) engaged under this Call-down Contract will come under the duty of care of the Supplier:

- I. The Supplier will be responsible for all security arrangements and Her Majesty's Government accepts no responsibility for the health, safety and security of individuals or property whilst travelling.
- II. The Supplier will be responsible for taking out insurance in respect of death or personal injury, damage to or loss of property, and will indemnify and keep indemnified DFID in respect of:



- II.1. Any loss, damage or claim, howsoever arising out of, or relating to negligence by the Supplier, the Supplier's Personnel, or by any person employed or otherwise engaged by the Supplier, in connection with the performance of the Call-down Contract;
- II.2. Any claim, howsoever arising, by the Supplier's Personnel or any person employed or otherwise engaged by the Supplier, in connection with their performance under this Call-down Contract.
- III. The Supplier will ensure that such insurance arrangements as are made in respect of the Supplier's Personnel, or any person employed or otherwise engaged by the Supplier are reasonable and prudent in all circumstances, including in respect of death, injury or disablement, and emergency medical expenses.
- IV. The costs of any insurance specifically taken out by the Supplier to support the performance of this Call-down Contract in relation to Duty of Care may be included as part of the management costs of the project, and must be separately identified in all financial reporting relating to the project.
- V. Where DFID is providing any specific security arrangements for Suppliers in relation to the Call-down Contract, these will be detailed in the Terms of Reference.

## 8. Special Conditions

- 8.1 The Women's Integrated Sexual Health Third Party Monitoring ( WISH TPM) is dependent on the Women's Integrated Sexual Health (WISH) programme commencing. It is necessary for the WISH TPM to start in advance of the WISH programme to establish necessary baselines for evaluation. If for any reason the WISH programme is not implemented the WISH TPM contract would be terminated with immediate effect. All fair and reasonable costs incurred up to the termination date to establish baselines will be reimbursed to Oxford Policy Management (OPM). In accordance with Clause 44 of the GEFA Framework agreement Lot 2 Terms and Conditions; in the event of termination without supplier default, OPM should take such steps as are necessary to terminate the provision of the Services or any part of the Services (including suspending or terminating any Sub-Contracts) in a cost-effective, timely and orderly manner.

## 9. Break Clause

The Contract period is subject to the formal review points

- I. At the end of the inception period, 3 months after signing the contract.  
This will align with Supplier completing final inception design report by end of week 11 of the contract.
- II. Mid Term review point, after 24 months.  
With a view to scaling up the programme should it prove to be having a strong impact and has the potential to yield better results, dependent on budget and ongoing effectiveness of the programme.

Movement from inception to Implementation and continuation of the contract beyond the Implementation review point will be subject to the satisfactory performance and progress of the Supplier. DFID reserves the right to scale back or discontinue the WISH programme at any point, in line with Terms and Conditions that will be agreed with the Consortia.



**10. Call-down Contract Signature**

- 10.1 If the original Form of Call-down Contract is not returned to the Contract Officer (as identified at clause 4 above) duly completed, signed and dated on behalf of the Supplier within 15 working days of the date of signature on behalf of DFID, DFID will be entitled, at its sole discretion, to declare this Call-down Contract void.

For and on behalf of  
The Secretary of State for  
International Development

Name:

Position:

Signature:

Date:

For and on behalf of  
Oxford Policy Management (OPM)

Name:

Position:

Signature:

Date:

## Section 4, Annex A

### **Call-down Contract Terms of Reference Third Party Monitoring For Women's Integrated Sexual Health ( WISH)**

#### **Contents**

1.	Introduction .....	2
2.	WISH outline .....	2
3.	Purpose, objectives and scope .....	3
4.	Payment by Results (PbR).....	10
5.	The Recipient .....	10
6.	Methodology.....	10
7.	Data collection and analysis .....	13
8.	Relationship between Supplier, DFID and implementing partner .....	13
9.	Deliverables and Timelines .....	13
10.	Timeframe and Scale up/Extension options.....	16
11.	Reporting.....	16
12.	Contract Management.....	17
13.	Skills and Qualifications .....	17
14.	Logistics and procedures .....	18
15.	Budget .....	19
16.	Competition Criteria .....	19
17.	Duty of care .....	22
18.	Branding .....	22
19.	Digital Spend.....	22
20.	Transparency .....	22
21.	Ethical Principles .....	23

Annex C: Theory of Change  
Annex D: Duty of Care  
Annex E: Duty of Care matrix  
Annex F: Sample Terms of Reference for a research study  
Annex G: Sample Reporting Template  
Annex H: Delivery chain Map  
Annex I: List of Acronyms and Definitions

## **1. Introduction**

The UK Government, as a signatory to the global Family Planning (FP) 2020 agreement, is committed to doubling its spending on FP by providing services to an additional 24 million girls and women worldwide by 2020. The UK further committed to spending £225m every year on Family Planning until 2022 at the recent Family Planning Summit in London in July 2017<sup>1</sup>. As the UK's principle lead in working to end extreme poverty, the Department for International Development (DFID) is significantly scaling-up its support to FP by funding an ambitious, flagship programme known as Women's Integrated Sexual Health (WISH). This programme will deliver Sexual and Reproductive Health (SRH) services in at least ten countries in Africa and Asia that have made FP2020 commitments and will deliver approximately 20% of the UK's commitment to FP 2020.

The WISH programme will be competitively tendered and implemented by two separate consortia (hereinafter referred to as Implementing Partners), dividing the substantial financial investment and geographical spread. The size and complexity of the WISH programme requires independent quality assurance of programme delivery so DFID is commissioning an independent Third Party Monitor (TPM), which will be separately contracted from the overall WISH.

This Terms of Reference (TOR) document sets out DFID's requirements for a third party independent monitoring, verification and adaptive evaluation partner (hereinafter referred to as the 'Supplier') to undertake an ongoing independent monitoring of WISH, as well as incorporating learning from an existing DFID programme known as 'Prevention of Maternal Deaths'(PMD). The aim is to develop a robust evidence base of the impact of UK sexual and reproductive health interventions in Africa and Asia. The TORs should be read in conjunction with WISH's Business Case, the Logframe, the Theory of Change (Annex C), PMD Annual Review and a Lessons Learned document, Duty of Care (Annex D), Duty of Care matrix (Annex E), clarifications of key terms (Annex F) and sample TOR for research study (Annex G).

In order to properly plan the work and prepare baseline information, this TPM contract will be in place prior to the implementation of the WISH programme, which is anticipated to start in late 2017.

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<sup>1</sup> <http://summit2017.familyplanning2020.org/commitment.html>

## 2. Women's Integrated Sexual Health Programme

The overall intended impact of WISH is to contribute to ***a world in which every mother can enjoy a wanted and healthy pregnancy and childbirth, every child can survive beyond their fifth birthday, and every woman, child and adolescent can thrive to realize their full potential, resulting in enormous social, demographic and economic benefits***. This is in line with Sustainable Development Goals (SDG) 3.7 and 5.6 promoting universal sexual and reproductive health rights. The intended outcome is to enable women in target countries to safely plan their pregnancies and improve their sexual and reproductive health, including the young and marginalised. By December 2020, WISH will deliver quality, voluntary family planning services for a minimum of 2.95 additional<sup>2</sup> family planning users. In addition, WISH will:

- Avert up to 5.5m unsafe abortions, 7.7m unintended pregnancies and 37,000 maternal deaths;
- Provide 20.4m couple years of family planning protection.<sup>3</sup>

WISH will support family planning as part of integrated sexual and reproductive health programmes, supporting a people centred approach to ensure improved reproductive health, which promotes appealing messages emphasising well-being, pleasure, and consensual, respectful and safe sexual relationships and offers support on gender based violence, risks of cervical cancer, HIV/STI prevention, unintended pregnancies and mental health impact of sexual relations. As part of the UK Government's strategic vision for women and girls, we maintain that women and adolescent girls must have the right to make their own decisions about their sexual and reproductive health and well-being.

The WISH programme builds on previous successful initiatives supported by DFID and others to expand sexual and reproductive health care services across Africa and Asia. One of the largest of these, PMD, a programme implemented over 8 years covering 16 countries, has shown a range of successes and achievements in increasing the coverage and access to SRHR services for women<sup>4</sup>.

## 3. Purpose, objectives and scope of this TPM contract

The Main WISH programme will be competitively tendered under two geographical 'lots'. Each lot will be implemented by a separate lead supplier and their consortia (programme implementers), dividing the substantial financial investment and geographical spread over 27 countries in Africa and Asia ( full list of countries can be found in Annex E). The Third Party Monitoring team will interrogate reports, undertake field visits and specific time bound in depth studies to explore specific

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<sup>2</sup> This concept does not apply to an individual person, but rather to a net increase in the absolute number of users above a specified baseline.

<sup>3</sup> Note that the WISH programme Targets quoted in this document are lower than those stated in the Business Case due to a reduction in the budget since the BC was written.

<sup>4</sup> <https://devtracker.dfid.gov.uk/projects/GB-1-201518/documents>

bottlenecks or areas of learning of the programme. This service will also be expected to convene a peer learning process between the successful bidders, DFID and other key stakeholders and feed into annual assessments of the programme to ensure learning is fed back into implementation in a timely manner to allow for effective decision making and course correction. The **Purpose** is to ensure the WISH programme is having the intended impact and informing programme adaptation as required through the life of the programme to improve overall performance by:

1. Independent verification and triangulation of results as outlined in the log frame and key performance indicators of the programme.
2. Generating additional evidence of results through discrete studies.
3. Learning what works on key issues and sharing the evidence by convening learning opportunities between all WISH programme partners and DFID to analyse progress, discuss course correction, and identify good practice.

The independent monitoring of logframe results will also feed into annual assessments and active learning and adaptation of the WISH programme. The results and findings will be discussed openly with the Implementing Partners and DFID. The supplier will need to construct systems and strong relationships to ensure sharing of data and information across the two implementation contracts and, when appropriate, more broadly as part of global best practice and learning.

The **Objective** is to provide an ongoing critical constructive review of the WISH Implementing partners and recommend improvements for course correcting and improving the overall delivery of the WISH programme. The services will include:

- Third-party monitoring of programmes, providing robust and independent oversight of the programme's delivery [which will feed into the assessment of quarterly KPI reports from the WISH Implementing partners].
- Provide a key learning function for the WISH programme across all implementers to ensure as effective programming as possible. The supplier should suggest an **overall learning uptake and communications plan** across WISH implementers, DFID [including products to be shared across the DFID networks] and the wider SRHR community<sup>5</sup>.
- Provision of evidence and monitoring to support robust DFID reviews [at least annually].
- Critical review (operational, financial, and advisory) of the data provided by the Implementing Partners to make recommendations on what additional requirements/reporting is needed.
- Ensure that clinical standards at the minimum level of WHO standard guidelines and protocols are adhered to in all services. The supplier should test that the Implementing Partners are able to demonstrate that they have the expertise and systems to test adherence to international standards.
- Assessment of monitoring systems currently used by the Implementing partner to build an evidence base of which interventions are working well
- Testing and generation of evidence from the programme to enable adaptive programming, with a variety of prioritised studies that test innovation or gaps in evidence to either adjust the programme or strengthen global knowledge.

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<sup>5</sup> This may include newsletters, virtual teams, small programme meetings and use of other routine communication channels. The focus should be on evidence uptake.

- Verification and adjustment of indicators used for Payment-by-Results (PbR) and analysis of which components of the model work well and which may need improvement/adaptation.
- Valued and constructive feedback to DFID and implementers to enable programme delivery, ensure VFM and adaptation for outputs and results.
- Ensure wider WISH programme activities and expenditure is protected from reputational risk as far as possible.
- Consider, capture and analyse potential negative consequences of the programme which were not intended. We expect the Supplier to have a clear ethical policy and procedures to cover this contract.
- Sample studies on areas of learning or challenge in WISH programme as agreed with DFID and implementing partners.
- Organisation of start-up/inception meeting and annual meetings thereafter of all partners to share findings and learning across the two lots.

### **Scope of work:**

This contracted piece of work is not expected to replace the monitoring we expect our partners to undertake, nor does it replace DFID's internal monitoring system but will instead complement and support it closely

The division of labour between implementing partners of the WISH programme and the Third Party Monitoring contract is set out below.

### **WISH Implementing Partners:**

The **Implementing partners** are responsible for managing the WISH programme and monitoring and evaluating progress against the agreed logframe. The Implementing partners will assume the full responsibility for delivering the areas of work under their contract - services, government capacity building, increased knowledge and choice for people in the target countries and contribution to global public goods (lesson learning). They will sub-contract other partners with the correct specialist skills and geographic presence as needed, and they will set out the responsibilities and required standards. Overall the service delivery contractor/lead providers will:

- Manage the relationship with DFID core management team to report on progress, emerging issues and opportunities;
- Ensure strong relationships with local actors including government at central and sub-national levels and beneficiaries;
- Effectively co-ordinate activities undertaken by sub-contracted partners/consortium members so there is coherence in each country; and
- Monitoring data collection, analysis and reporting: The Implementing partners are responsible for the collection, analysis and reporting of monitoring data that is relevant to the logframe (outputs 1-4), and relevant to reports DFID has requested over the course of the programme.

### **The TPM Supplier:**

**The supplier** is responsible for defining and collecting additional primary data required for independent monitoring, evaluation and results verification purposes. The independent third party monitor is to ensure independent monitoring and quality assurance of programme delivery, documentation of lessons and robust tracking of results.

## **I. Independent results monitoring and verification and testing evidence links (approx. 60% of the focus)**

### **The Supplier will be expected to verify:**

- Clinical standards and accountability in client records and financial management through a regular inspection regime including regular unannounced visits or 'anonymous client experiences'
- Output and outcome KPI and logframe results including increased use of quality integrated voluntary SRHR, reduction in maternal deaths as a result of SRHR [robustly modelled]
- Implementing partners disaggregated data by age, gender, poverty and other relevant characteristics.
- Evidence for Value for Money (Vfm) and costings of delivery (e.g. of population groups) of the WISH programme and its components<sup>6</sup>
- The service providers are applying a proactive rights approach<sup>7</sup> in the delivery of FP and other services.
- Effectiveness of country engagement strategies set out by implementing partners to effect longer term change, flagging any risks for sustainability early on in the programme
- And test evidence links in the WISH programme against the Theory of Change to either adjust the programme or strengthen global knowledge.<sup>8</sup>

**Cross cutting:** The UK has made a commitment to leaving no one behind in achieving the global goals. The WISH Programme has high ambition in ensuring it identifies, empowers and integrates hard to reach populations. As part of the independent monitoring of the programme, the supplier will look at results disaggregation and how the programme prioritises different groups including poor women and adolescent girls in areas of highest unmet need for family planning in Africa and in Asia. Specific care will be taken to improve the reach to and access for women under 20 and the poorest income quintiles, and to promote inclusion of people with disabilities. WISH will seek to engage men and boys at community, facility and programme level to tackle social norms and cultural practices as well as gender bias which inhibits uptake of family planning services by women as well as increase uptake of SRH services by men and boys. The supplier should test the rights-based approach, ensuring that all women and adolescents served are making fully informed choices where their rights are respected.

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<sup>6</sup> The following standardised cost-effectiveness measures are to be used: cost/maternal death averted; cost/unsafe abortion averted; cost/unintended pregnancy averted; cost/DALY averted; cost/CYP. The following operational measures are also to be used: cost/CYP; cost/trainee; cost/service (direct and indirect); incidence of commodity stock outs; cost/user; cost/additional user

<sup>7</sup> Building on global frameworks such as integrates FP2020 Rights and Empowerment Principles

<sup>8</sup> May include other programmes including the extension of PMDUP (now known as PMD) and the SRHR programmes run by the DFID Africa Regional Team

**II. Delivery of Effective Programming and new evidence: (40% of work)** [this list will be reviewed during the programme and refined at annual meetings to ensure studies respond to programme need]; the focus should be on clear pragmatic recommendations for policy and decision makers.

Potential areas/ Questions for exploration include:

- Ways to reach additional new users – young (under 20 years), poorest (earning less than US\$ 1.90/day) , remote and hard to reach, those with high unmet need, women and girls with limited access to services – including those with disabilities, promoting beneficiary and youth led research.
- How to deliver quality provision of adolescent SRHR information and services, including; integration of HIV/STI services with broader recognition of need [Gender Based Violence, sexuality] to adolescents to ultimately ensure positive, safe, consensual sexual relationships?
- How to create more supportive social norms, address stigma and lower barriers to safe, quality care and build demand for contraception in a range of contexts? How to target and engage men and boys in SRHR services for men and women, especially the youth?
- How to ensure effective use of new technologies that can de-medicalise service delivery to ensure a human centred approach in delivery of better SRHR programmes including but not limited to; injectable contraceptives, home STI testing, safe medical abortion, mobile technology and use of the internet?
- How to deliver through a wider range of delivery channels and providers, including the opportunities that non-health service delivery offers, for example delivering services where people work, socialise or have sex?
- Provision of services and information that will build upon positive opportunities for behaviour change, such as measuring impact in terms of increases in positive relationships that include consensual safer respectful loving relationships rather than purely measuring impact in terms of reduction in morbidity or mortality.
- How to effectively improve legal, financial and policy frameworks to drive sustainable change.

- What additional results can regional approaches and learning deliver and what are the most effective modalities for this?
- How to effectively use donor funds to build sustainability of services, either through the private sector, African/Asian philanthropy or through ensuring domestic financing and contracting to build towards WISH sustainability targets. Does this programme build sustainability through national ownership, alignment, harmonisation and mutual accountability? How can it be strengthened?
- How to best deliver SRHR in fragile and humanitarian contexts.
- How to best build accountability and political will to ensure ongoing delivery of SRHR services in countries where WISH operates, building on successes in other low and middle income countries.
- Testing other gaps in the theory of change according to reviews of evidence.<sup>9</sup>

### **III. Sharing of Evidence**

A key part of this contract is learning from the evidence generated by the WISH programme and the TPM process, and sharing this with the key stakeholders to inform WISH programme delivery and promote evidence uptake with wider SRH programmes. This will involve but not be exclusive to the WISH implementing partners, DFID, other donors involved in SRH programming, country partners and governments. The supplier should clearly set out its lesson learning and dissemination approach in its communication plan to be agreed in consultation with DFID.

The Supplier will be expected to provide representation to a Steering Committee which will be established for the WISH programme comprised of various stakeholders including: the DFID team, implementing partners, Supplier, international SRHR experts and a representative sample of partner country institutions to steer overall programme direction on a regular basis.

#### **Geographic focus of the WISH Programme:**

The WISH programme will be implemented in at least 10 countries that have made FP2020 commitments across Africa and Asia (primarily in Africa and under Lot 2, it is mandatory that bidders operate in all Asian countries) where unmet family planning need is particularly high, where there is scope for substantial impact, and where there are strong implementing partners. Attention will also be paid to recent commitments at the FP summit held in London in 2017. As mentioned in the Introduction, the programme will be let in two separate 'lots' representing

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<sup>9</sup> Suppliers may want to refer to the lessons learning from the recent review of DFID's RMNCH programmes [2010-2015], the Eva PMDUP final report, the STEP UP research consortia finding

approximately a 60/40 ratio and the countries with geographic and other associations will be clustered together. Bidders for the main WISH programme will propose a group of countries where they can provide the best results offer so the exact countries will be finalised once the WISH contracts are let, but an indicative list at this stage is:

Lot 1 – West Africa & Sahel		Lot 2 – East / Southern Africa & Asia	
Country	Country Weighting*	Country	Country Weighting*
<i>Africa</i>		<i>Africa</i>	
Burkina Faso	10.2%	Burundi	6.9%
Cameroon	4.4%	Ethiopia	6.4%
Chad	11.3%	Madagascar	6.1%
Côte d'Ivoire	5.9%	Malawi	5.8%
DR Congo	13.2%	Mozambique	6.4%
Mali	11.0%	Rwanda	5.2%
Mauritania	5.0%	Somalia	9.8%
Niger	10.8%	South Sudan	10.2%
Nigeria	11.0%	Sudan	5.0%
Senegal	6.3%	Tanzania	4.0%
Sierra Leone	10.8%	Uganda	6.0%
		Zambia	6.0%
		Zimbabwe	6.0%
		<i>Asia</i>	
		Afghanistan	4.6%
		Bangladesh	5.8%
		Pakistan	6.0%

*\* The 'country weighting' represents DFID's assessment of importance, reflecting a combination of factors including level of unmet need, focus on hard to reach populations, prioritizing work in fragile states and taking into account existing bilateral funding DFID provides in countries across Africa and Asia.*

Suppliers are asked to set out a plan and approach for undertaking data collection, verification and monitoring across these two geographical lots, keeping in mind that reporting, quality of response, monitoring and results tracking is expected to be challenging in some of these contexts. The supplier will be required to be present in the geographic areas either permanently or on a regular basis<sup>10</sup>. The supplier will

<sup>10</sup> Please note DFID/British High commissions/Embassies will not be in a position to provide office space or support services in country.

need to factor in regular trips to projects (at least 4-6 country visits per year) or an ongoing presence in the countries. Suppliers may want to partner with groups or organisations with a permanent presence in Africa or Asia and experience of beneficiary engagement or accountability work. Suppliers must be aware of the DFID Duty of Care requirements (refer Annex D).

Where DFID has a presence, the Supplier should engage and seek advice from relevant staff before and during implementation

The scope of work described above poses the intrinsic challenge to plan flexibly to monitor a programme, the details and locations of which are under discussion. DFID acknowledges that this could have significant cost implications in terms of the number of programme locations selected for monitoring and their accessibility. Bidders are encouraged to take these challenges into account and plan accordingly in a flexible way.

#### **4. Payment by Results (PbR)**

A PbR model will be used for effective implementation of the main WISH programme. WISH is intended to be flexible and adaptive, using data generated through the life of the programme to feed into decision-making and corrective action; data collected by the Supplier will be used to help DFID verify key components of the implementation of WISH.

This contract will be results based and an output based deliverables schedule will be agreed between DFID and the supplier, based on the delivery of the high quality products and strategies outlined in this TOR and output 5 of the logframe. Payment will be made upon acceptance by DFID programme team of the deliverable. The supplier made provisions in their commercial tender to ensure that at least part of their fees has been linked and subject to performance.

#### **5. The Recipient**

The recipient of the monitoring and evaluation is DFID and the Implementing Partners of the WISH programme. Documents and findings will be published and shared more widely in order to be made available to a broader public audience, considering sensitivities in terms of programme performance and external risks which will be regularly discussed with all suppliers

DFID will have unlimited access to the material produced by the supplier as expressed in DFID's general conditions of contract.

The supplier will be expected to share, discuss and meet with the implementing partner of WISH, together with DFID.

All data and metadata are owned by DFID, and bidders should ensure that all data is rigorously stored, protected and documented.

## 6. Methodology

Suppliers could employ a range of methods including (but not limited to):

- A diverse interaction of qualitative and quantitative methods to ensure proper triangulation of information and avoid data gaps during analysis and reporting.
- Adaptive monitoring, evaluation and learning processes.
- Innovative ways to collect data including open and digital data collection methods, innovative sampling and other techniques.
- Ensuring that national and southern based institutions or those representing the service user communities are involving in setting direction and evaluating the programme.
- the involvement of young and adolescent researchers or those representing the service clients in the research process and in leading design and determining research questions.
- An analysis of the operating environment and the opportunities and challenges this presents.
- Involving implementing partners, donor agencies and beneficiaries through a process of consultation and constructive feedback.

The programme covers a wide range of different interventions in different contexts. A sampling approach will have to be found which allows for conclusions to be drawn, as monitoring will not be able to cover every intervention across all countries.

We expect the supplier to proactively reach out to all key stakeholders (including clear beneficiary feedback) for interviews, to check information and to fill in any knowledge gaps about the programme in the first instance.

Bids should clearly outline the sampling strategy, methodology, frequency of visits and schedule for the same. OECD DAC evaluation criteria, or an alternative suitable framework, should be outlined for the purpose of this review with clear justification for the choice of framework chosen. Bids should also indicate how PbR will be linked to outputs that are verified.

<b>Proposed potential activities under the scope of the programme will include:</b>
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- |   |
|---|
| <ol style="list-style-type: none"><li>1. Organise a start-up/inception meeting once the WISH implementing consortia have been contracted to share tools and methods and agree the monitoring and communication plan. Then to arrange annual meetings thereafter of all partners to share findings and learning across the two lots.</li><li>2. Undertaking performance monitoring across the programme: carrying out periodic reviews of programmes and activities to ensure that the results of the programme are as reported, or adjusted to reflect results</li><li>3. Verifying results reported by implementing partner: including random sampling and spot checks (at short notice) between 4-6 WISH implementation countries in order to test the results, monitoring reports and provide an objective assessment of their delivery.</li></ol> |
|---|

4. Interviewing clients and staff to get direct beneficiary/community feedback on the quality of care provided, relevance and appropriateness of services and barriers to access.
5. Collecting data to determine baselines, results and impacts of interventions
6. Verify clinical standards through a regular inspection regime and unannounced visits.
7. Check on fraud and fiduciary risk through regular inspections, data verification and interviews with staff and clients.
8. Ensure that all services delivered are rights-based and given with a woman's full informed consent.
9. Assess data trends and emerging issues needing policy attention9. Developing smaller research pieces on topics mutually decided with DFID and engaging with youth-led organisations for the same. Please refer to Annex F for a sample ToR on one of the research topics – Youth Participation.
10. Collating, analysing, packaging and presenting information on the WISH Programme performance and wider Sexual and Reproductive Health issues for policy and programme lesson learning and adaptation<sup>11</sup>. Supporting the programme to disaggregate, analyse, track and support actions on reaching the hardest to reach,(to illustrate in more detail the 'trade-offs' which the programme will be making and how to incentivise more ambition on efforts to deliver "leave no one behind" commitment, whilst balancing the need to deliver targets).
11. Ensuring that lessons learnt from the WISH programme are leading to programme adjustments and course correction for maximum impact on results.
12. Ensuring that studies are undertaken to learn from innovation, or existing programme objectives and testing of interventions – in the form of independent studies that test the evidence in the Theory Of Change.

***This is not an exhaustive list and we welcome suggestions by bidders on other interventions that would be useful to ensure the WISH programme best serves populations to deliver effective programmes***

The supplier will be expected to:

Provide an **objective assessment** of programme performance by regularly assessing data produced by the programme Implementing Partners, to help inform programme orientation.

This will include work on feeding into annual reporting and monitoring reports from each country sampled combined with the data gathered by the supplier, presented in a format to be agreed between DFID and the supplier. A regular feedback reporting forum will be agreed. The supplier is expected to suggest and construct ways to encourage learning through regular and close contact with DFID and the implementing agencies.

Provide a **convening role** for learning events and processes which bring together DFID, the 2 Implementing consortia and the Supplier to learn from experience in the programme, ensure consistency of approach to data collection, collation and analysis

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<sup>11</sup> This may include analysis of the extended PMD programme and other programmes of the Africa Regional team. The programmes will be finalised upon discussion with DFID.

and ensure approaches and innovations are shared and evaluated by the whole group.

Develop **smaller, specific research pieces** on topics agreed with DFID during draft design stage. These may include research pieces on how young people do and want to access safe abortion and how to improve and scale up access to and take up of contraception. A key feature of these research pieces is for at least some of them to be led by young people. Indicative list in Scope of Work Section.

Please refer to Annexe E for the list of Key Clarifications of Terms that will be used across all partners in the WISH programme.

## 7. Data collection and analysis

Sources from which data that are expected to be available include<sup>12</sup>:

- Health systems activities (national health systems data, private clinics, social franchise channels)
- New Digital Methods
- Site and provider assessment and activities
- Logbooks
- Referral data
- Qualitative data including participant observation, interviews, and other method.

## 8. Relationship between the supplier, DFID and implementing partner

It is recognised that the adaptive and PbR nature of the programme will require a close and iterative relationship between the supplier, Implementing partner and DFID to ensure that the monitoring and evaluation design lends itself to informing the direction of the programme. Learning from the evaluation of PMD has shown that, while it is essential for the TPM work to remain independent, a mutually helpful relationship with the Implementing partners needs to be fostered to ensure that each party feels sufficiently involved in order to learn from and contribute to the evaluation and verification process.

As set out under 'scope', there is a clear division of responsibilities between the Implementing Partners and the Supplier with regards to data collection; the Supplier should ensure that this is clear in advance of the design phase.

## 9. Deliverables and Timelines

The suppliers bid will set out initial plans for the design report (as outlined below).

The final design work is expected to begin immediately upon signature of the contract with a **draft overarching Design Report due within 8 weeks of the contract being signed**. The report should set out the following deliverables with indicative timelines:

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<sup>12</sup> The frequency of availability of and access to this data will be decided once the implementing partner has been finalised.

- The **finalised design and methodology** including geographic coverage, plans for country level monitoring and verification in accordance with final WISH TORS and Logframe and, if available, inception report of implementers (the country schedule will need to be refined and adapted as WISH becomes operational).
- A detailed **refined workplan** that clearly identifies the implementation of the monitoring processes to be approved by the DFID team. The work plan should provide a breakdown of activities and outputs (with associated budget) to ensure effective delivery on time and within budget. The workplan will form the basis of the output based deliverables structure for payment.
- Key **initial evaluation questions** to be explored in the studies with a process to ensure new questions addressing key evidence gaps can be generated by the overall WISH programme team and advisory group on annual basis.
- Proposal on **collection of data**, and collation of existing data to support data verification and overall programme performance.
- Final **governance structures** for the 3<sup>rd</sup> party M and E contract that link to the overall governance structure for WISH.
- Final process of how to ensure that the design and application of methods will be ethically sound and which relevant ethical standards will be applied.
- Detail on what methods will be used to check quality of the data collected – these of course will be adapted according to research questions and needs.
- Assessment of the probable quality and credibility of the identified datasets and sources and implications for primary data collection.
- Review and validation of the existing monitoring data to maximise the extent that it can be used for verification purposes.
- A **risk matrix** identifying the main risks and challenges for the monitoring and how these will be mitigated: to be reviewed on a quarterly basis.
- A **delivery chain risk map** which should, where possible, identify all partners (funding and non-funding e.g. legal/contributions in kind) involved in the delivery of a programme (see annex H for example).
- A **refined communication, evidence uptake and dissemination strategy**, reflecting DFID's Open Access Policy, and specifying the target audiences. It will be critical to detail how the supplier will be working with the implementers, ensure that the programme is adjusted, and how results will be sensitively handled.

A consultation will be held with DFID to finalise the draft Design Report. The supplier will conduct workshops with DFID and the implementing partners to refine the plan (as detailed above). The Supplier will submit a **revised design report** by the end of week 11 of the contract.

### **Risk of fraud – Delivery Chain Mapping**

As listed above in the draft design report requirements, the supplier will be required to set out their fraud mitigation strategies including internal risk management systems and reporting systems. DFID will further require that annual financial audits include spot checks of high risk areas of programme activity (e.g. procurement), and if any causes for concern arise, will reserve the right to conduct a full forensic audit.

In advance of any release of funds, suppliers will be required to produce a delivery chain risk map which should, where possible, identify all partners (funding and non-funding e.g. legal/contributions in kind) involved in the delivery of a programme. Risk maps should be reviewed and updated periodically, in line with agreed programme monitoring processes and procedures. As a minimum, it should include details of:

- The name of all downstream delivery partners and their functions.
- Funding flows (e.g. amount, type) to each delivery partner
- High level risks involved in programme delivery, mitigating measures and associated controls

### **Quarterly Narrative and Financial Reports**

The supplier will provide **quarterly** narrative reports on results verification accompanied by a financial report, risk matrix and delivery chain mapping update. The supplier/DFID will meet on a quarterly basis to discuss the reports and completion of deliverables prior to payment. These reports will be shared with the Implementing Partners of WISH and meetings will be convened regularly (at least 6 monthly) to discuss the results and findings.

The supplier will provide annual reports to feed into the Annual Reporting cycle of the WISH programme including a section on results verification, generating additional evidence and learning what works. The annual reports should be as specific as possible on recommendations for improved programme delivery. The timing of annual report submissions will be clearly articulated prior to WISH implementation.

The **specific evaluation studies/ research questions** will be produced to the timeframes agreed in the inception design report. A minimum number per year will be discussed and agreed with DFID at the outset (and outlined in proposed bids).

The supplier will provide a **high quality final report** summarising the learnings, evidence and clear recommendations resulting from the programme to inform SRH programmes going forward. The timing of the TPM will go beyond the main WISH contract to evaluate and disseminate the learning after the end of the programme. Final payment will be made upon the satisfactory agreement of a high quality report (and subject to independent review if DFID requires through the EQUALS<sup>13</sup> process).

## **10. Timeframe and Scale up/Extension options**

The timeframe of this contract will be December 2017 to June 2021 (the final detail will be dependent upon the contract start of the WISH programme). The intention is for the WISH TPM contract to be in place prior to the beginning of the WISH programme, subject to tender timings, and to run beyond the end of the WISH programme to conclude the final results verification and lesson learning.

DFID reserves the right to scale back or discontinue the WISH programme at any point, in line with Terms and Conditions that will be agreed with the Consortia.

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<sup>13</sup> Evaluation Quality Assurance and Learning Service (EQUALS) - a quality assurance function for key evaluation products valued at over £106k

Conversely, DFID may also scale up the programme should it prove to be having a strong impact and has the potential to yield better results, dependent on budget and ongoing effectiveness of the programme.

The Mid-Term Review point is also an opportunity to consider extending the length and value of the contract to deliver additional outcomes that are underpinned by the same outputs detailed in this terms of reference. Any such extension would be mutually agreed by DFID and the relevant suppliers. The contract will include options to extend for up to a further 2 years.

## 11. Reporting

### ***The Supplier is expected to provide the following:***

- High quality narrative quarterly reports on results verification.
- Lead quarterly meetings on the progress of the work to update on findings, results and studies against the workplan and key deliverables.
- High quality substantive annual reports and assessments including results verification across the programme: consolidate evidence generated and recommendations on programme adaption (timing to be clearly agreed).
- Specific sample studies and timeframe of delivery will be discussed and agreed on an annual basis (initially in the inception phase).
- A final agreed report consolidating learnings throughout the programme.

Draft and final reports should provide a synthesis of the performance of the WISH programme and wider SRHR progress by DFID on outcome indicators agreed at the Design phase and to an agreed quality.

**Concise** – all reports are to be clear, simple and short. DFID has a strong commitment to avoid jargon and lengthy reports. **A sample reporting template is attached at Annex G**

### **Finance**

Suppliers will be required to submit a quarterly financial report to accompany the quarterly reports. These should provide a clear and detailed breakdown of activities against the workplan, fees and expenses at HQ and country level. Monthly forecasts will also be required.

### **Assets**

If the supplier procures assets, we will require them to maintain an asset register, and to seek a decision from DFID, through an asset disposal plan, on what to do at the end of the programme.

## 12. Contract Management

As stated, key progress update meetings will be held every 3 months with DFID and the implementers of WISH as necessary. A review meeting will be held after the first 6 months of operation<sup>14</sup>. DFID will ensure effective supplier management through close monitoring of performance. The contract will be results based and therefore an output based deliverables schedule will be agreed between DFID and the supplier. Payment will be made upon satisfactory delivery of the results.

The DFID Deputy Programme Manager will be the key point of contact with the Supplier, supported by a wider programme team. The Senior Health Advisor is the SRO; DFID Health Adviser, Social Development and Evaluation Advisers will be consulted and included in discussions with the Supplier and Implementing partners.

The steering group will act as the advisory group to decide on the research questions to be addressed and analyse and agree on KPI report verification. The Supplier will need to be represented on the steering group and help prepare, coordinate and support on logistics (to be chaired by DFID); the group will meet twice a year.

### **Risks and Challenges**

The supplier will be required to provide a risk register as part of the design report which will be monitored and updated on a quarterly basis. Guidance will be shared with the supplier on DFID's risk management but should cover External Context, Delivery, Safeguards, Operational, Fiduciary, and Reputational Risks. On fiduciary risk, no DFID funds would be transferred through government systems. DFID will conduct a due diligence review of the supplier prior to disbursement of funding.

The supplier will be required to undertake due diligence on their downstream partners, including on their financial systems, governing policies and programme staffing. On reputational risk, the verification reports on activities and results would be subject to counter checking with DFID implementing partners, DFID programme team, and down-stream partners before it is shared externally.

### **13. Skills and Qualifications**

It is essential that the evaluation suppliers combine expertise in:

- Strong experience of various quantitative and qualitative third party monitoring (including results verification) and evaluation methodologies.
- Strong understanding of sexual and reproductive health and rights.
- Experience in undertaking monitoring, verification and evaluation of large and complex family planning programmes that led to programme changes.
- Expertise in data disaggregation and analysis for illustrative and learning purposes.
- Experience in adaptive programming.
- Experience and operational mobility in the countries/regions of operation including fragile states.
- Experience working in diverse and fragile setting on SRHR or a sensitive thematic area including in a range of African contexts.
- Familiarity with DFID systems and aid processes would be helpful.

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<sup>14</sup> The Supplier should ensure an indicative budget is included for attendance of at least 2 personnel at these meetings, the timing and venue of which will be confirmed once the programme is finalised.

- Ability to integrate creative approaches to traditional qualitative and quantitative research methods to evaluate an innovative programme.
- Ability to call upon a range of experts as needed to address evidence gaps through the programme.
- Ability to incorporate flexibility into M&E designs.
- Ability to present complex issues in a clear and accessible way.
- Close understanding of political economy of each country and risks and opportunities on the ground.
- Ability to engage with a multi-disciplinary broad stakeholder group focusing on technical excellence but maintaining a spirit of collaboration and team work.
- Demonstrable experience in driving evidence dissemination and uptake by a range of stakeholders.

If required, we therefore strongly encourage organisations to form a consortium to obtain the appropriate skill mix. This may include; academic institutions, research and monitoring specialists and organisations with experience of delivering SRH programmes, accountability and advocacy.

#### **14. Logistics and procedures**

The supplier will be responsible for all logistical arrangements for themselves and members of the team. All relevant expenses should be covered by the contract budget (actuals only). In addition, the Supplier will be responsible for budgets and logistical arrangements for the learning events and processes which bring together DFID, representatives from the 2 Implementing Consortia<sup>15</sup> and any external experts as required to learn from experience in the programme. The supplier will also help plan, coordinate and lead on logistics where needed for the steering committee. Where it is considered necessary for external experts to be contracted to sit on the Steering committees to advise on specific topics, the Supplier will submit CVs to DFID for review before contracting the proposed consultant/s. This quality assurance step would also serve as a conflict of interest check for the Steering committee role.

In terms of the overall delivery of the TORS we expect suppliers to lay out how they propose to hire both core and contract staff to deliver the overall contract and for how many days a year. We would expect however at least two staff working full time to ensure co-ordination and consistency across the contract and to provide a high level liaison with DFID with at least one person available to travel to DFID London at short notice. This person would be expected to present findings or answer key and broad accountability, coherence or effectiveness questions about the WISH programme at short notice. The other staff should be based where it makes most sense to fulfil this contract effectively, including countries of WISH programme operation and where implementers and DFID operate from. This may involve a process of negotiation once the WISH tender is awarded.

#### **15. Budget**

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<sup>15</sup> IPs will be expected to pay their own travel costs, but the costs of the meetings themselves will be borne by the TPM contract (venue, refreshments, facilitation, materials etc.)

A maximum budget of up to £2.925,000 million including any taxes, for the monitoring has been set and bidders are invited to demonstrate what they could deliver within the allocated budget while maintaining excellent value for money and delivering high quality work. Submissions to deliver these services should set out separate indicative budgets for Bidders should keep in mind the uncertainties around the nature of this work and budget accordingly.

In the event that DFID takes the decision to increase the scale of the programme during its entire term (including any extensions), the increase will be up to an additional £1,462,500 million over and above the £2,925,000 million budget.

Suppliers must maintain flexibility in approach and be able to exit from high risk environments as required and with agreement from DFID. It is expected that fee rates will be fixed for the duration of the programme contract.

## **17. Duty of care**

The Supplier is responsible for the safety and well-being of their Personnel and Third Parties affected by their activities under this contract, including appropriate security arrangements. They will also be responsible for the provision of suitable security arrangements for their domestic and business property. **Please see Annex D for full details of DFID's Duty of Care Policy.**

## **18. Branding**

UK Aid Branding suppliers that receive funding from DFID must use the UK aid logo on their development and humanitarian programmes to be transparent and acknowledge that they are funded by UK taxpayers. Suppliers should also acknowledge funding from the UK government in broader communications but no publicity is to be given without the prior written consent of DFID. A branding discussion will be held with the Supplier and the Implementing Partners. Given the sensitive nature of the study and work, the supplier should seek prior consent from DFID before using the logo or acknowledging funding. This will also be captured on the visibility statement and agreed prior to contract signature.

## **19. Digital spend**

The UK government defines digital spend as 'any external-facing service provided through the internet to citizens, businesses, civil society or non-governmental organisations. The Government Digital Service (GDS), on behalf of the Cabinet Office, monitors all digital spend across government and DFID is required to report all spend and show that what we have approved meets with GDS Digital Service Standard. In DFID, this applies to any spend on web-based or mobile information services, websites, knowledge or open data portals, transactional services such as cash transfers, web applications and mobile phone apps. Plans to spend programme funds on any form of digital service must be cleared with DFID in advance and must adhere to the following principles:

1. Design with the user
2. Understand the existing ecosystem

3. Design for scale
4. Build for sustainability
5. Be data driven
6. Use open standards, open data, open source & open innovation
7. Reuse & improve
8. Address privacy & security
9. Be collaborative

## **20. Transparency**

DFID requires suppliers receiving and managing funds, to release open data on how this money is spent, in a common, standard, re-usable format and to require this level of information from immediate subcontractors, sub-agencies and partners. It is a contractual requirement for all suppliers to comply with this, and to ensure they have the appropriate tools to enable routine financial reporting, publishing of accurate data and providing evidence of this DFID. Further information is available from: <http://www.aidtransparency.net/>

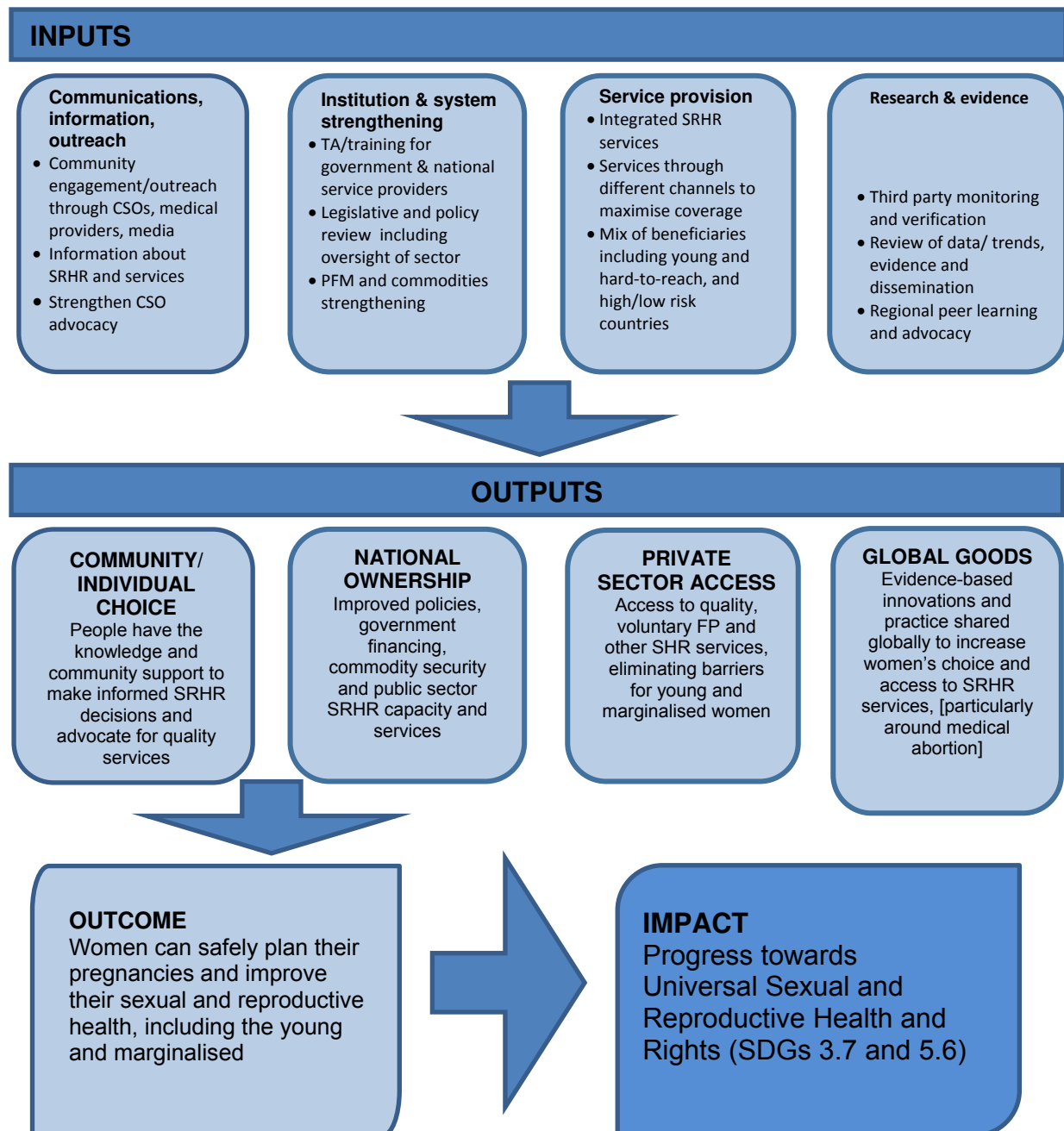
## **21. Ethical Principles**

It is a requirement that all DFID evaluations comply with DFID's [Ethics Principles](#). Proposals and tenders to conduct research or evaluations should include consideration of ethical issues and a statement that the researchers will comply with the ethics principles. This assurance will then be contractually binding. Treatment of ethics will be included in the assessment of bids. In practice this will involve:

- Considering whether external ethics approval is needed
- Ensuring that the research will not cause harm to participants
- Ensuring participation is voluntary
- Ensuring confidentiality is protected
- Taking account of international and local legislation
- Checking research and evaluation designs respect gender and cultural sensitivities
- Ensuring data is stored securely and safely
- Publication of research findings
- Protecting the independence of research and evaluation
- Seeking to ensure participation of marginalised groups.

## Annex C: Theory of change

The theory of change is set out in the Business case as follows:



## Annex D: Duty of care

**1** The supplier is responsible for the safety and well-being of their personnel and third parties affected by their activities under this contract, including appropriate security arrangements. They will also be responsible for the provision of suitable security arrangements for their domestic and business property.

**2** DFID will share available information with the supplier on security status and developments in-country where appropriate. DFID will provide a copy of the DFID visitor notes (and a further copy each time these are updated), which the supplier may use to brief their personnel on arrival. A named person from the contracted organisation should be responsible for being in contact with DFID to ensure information updates are obtained. There should be a process of regular updates so that information can be passed on (if necessary). This named individual should be responsible for monitoring the situation in conjunction with DFID.

**3** Travel advice is also available on the FCO website and the supplier must ensure it (and its personnel) are aware of this. The supplier is responsible for ensuring appropriate safety and security briefings for all of its personnel working under this contract.

**4** The supplier is responsible for ensuring that appropriate arrangements, processes and procedures are in place for its personnel, taking into account the environment they will be working in and the level of risk involved in delivery of the contract (such as working in dangerous, fragile and hostile environments etc.). The supplier must ensure its personnel receive the required level of appropriate training prior to deployment.

**5** The suppliers proposal is on the basis of being fully responsible for Duty of Care in line with the details provided above and the initial risk assessment matrix prepared by DFID (see Annex E to this Terms of Reference). The suppliers proposal must confirm:

- They fully accept responsibility for security and Duty of Care.
- They understand the potential risks and have the knowledge and experience to develop an effective risk plan.
- They have the capability to manage their Duty of Care responsibilities throughout the life of the contract.
- They will give responsibility to a named person in their organisation to liaise with DFID and work with DFID to monitor the security context for the evaluation.

**6** The suppliers proposal accepted responsibility for security and Duty of Care as detailed above.

**7** The supplier acceptance of responsibility has been supported with evidence of capability (no more than 2 A4 pages) and DFID reserves the right to clarify any aspect of this evidence. In providing evidence suppliers answered yes to the following questions (with supporting evidence):

1. Have you completed an initial assessment of potential risks that demonstrates your knowledge and understanding, and are you satisfied that you understand the risk management implications (not solely relying on information provided by DFID)?
2. Have you prepared an outline plan that you consider appropriate to manage these risks at this stage (or will you do so if you are awarded the contract) and are you confident/comfortable that you can implement this effectively?
3. Have you ensured or will you ensure that your staff are appropriately trained (including specialist training where required) before they are deployed and will you ensure that on-going training is provided where necessary?
4. Have you an appropriate mechanism in place to monitor risk on a live / on-going basis (or will you put one in place if you are awarded the contract)?
5. Have you ensured or will you ensure that your staff are provided with and have access to suitable equipment and will you ensure that this is reviewed and provided on an on-going basis?
6. Have you appropriate systems in place to manage an emergency / incident if one arises?

#### Annex E: Duty of Care matrix

1 Very Low Risk	2 Low Risk	3 Medium Risk	4 High Risk	5 Very High Risk
Low		Medium	High Risk	

Country	City	Overall Security	Violent Crime	Civil Disorder	Terrorism	Espionage
Afghanistan	Kabul (Capital)	5	4	4	5	-
Bangladesh	Dhaka (Capital)	4	3	3	4	-
Burkina Faso	Ouagadougou (Capital)	4	4	4	4	-
Burundi	Bujumbura (Capital)	4	4	4	4	-
Cameroon	Yaoundé (Capital)	3	3	3	3	-
Chad	N'Djamena (Capital)	4	3	3	4	-
Cote d' Ivoire	Abidjan (Capital)	3	3	3	2	-
Ethiopia	Addis Ababa (Capital)	3	2	2	3	-
Democratic Republic of the Congo	Kinshasa (Capital)	4	5	5	2	-

Madagascar	Antananarivo (Capital)	3	3	3	1	-
Malawi	Lilongwe (Capital)	3	3	3	2	-
Mozambique	Maputo (Capital)	3	3	3	2	-
Malawi	Lilongwe (Capital)	3	3	3	2	-
Mozambique	Maputo (Capital)	3	3	3	2	-
Mali	Bamako (Mali)	4	2	2	4	-
Mauritania	Nouakchott (Capital)	4	1	1	4	-
Niger	Niamey (Capital)	4	4	4	4	-
Nigeria	Abuja (Capital)	4	4	4	4	-
Pakistan	Islamabad (Capital)	5	2	3	5	Specific security concern
Rwanda	Kigali (Capital)	2	2	2	2	-
Senegal	Dakar (Capital)	3	2	2	3	-
Sierra Leone	Freetown (Capital)	3	3	3	2	-
Somalia	Mogadishu (Capital)	5	2	2	5	-
South Sudan	Juba (Capital)	4	5	5	4	-
Sudan	Khartoum (Capital)	4	3	3	4	-
Tanzania	Dar es Salaam (Capital)	4	4	4	3	-
Uganda	Kampala (Capital)	3	3	3	3	-
Zambia	Lusaka (Capital)	3	3	3	1	-
Zimbabwe	Harare (Capital)	3	3	3	1	-

## **Annex F: Sample ToR for a Research study**

### **Terms of Reference – Youth participation**

#### **Background**

1. The UK's Department for International Development is committed to becoming a global leader on working with and for young people. As DFID sets out a new agenda on young people, it is seeking to underpin its approach with research and analysis that involves and, where possible, is led by young people<sup>16</sup>. The aim of this ToR is to commission research to inform the design of a new DFID sexual and reproductive health (SRH) programme with insights from young people, to ensure that their needs and perspectives are taken into account.
2. This ToR sets out the proposal for a youth-led research component of the WISH design phase, to consult with young people on specific aspects of delivery and produce a series of case-studies and insights from consultations with young people that can be used to improve and shape the design of the programme. The focus of the research is largely on the 'how' of delivery for meeting future SRH needs.

#### **Objective**

1. By conducting youth-led field research in at least three of the programmes target countries this work will inform and refine the design of the WISH programme and future programming on SRH.
2. In addition, this work will build DFID's evidence base on effective youth agency<sup>17</sup> through evaluating the methodologies used for youth led research for this programme, with the intention of guiding future youth-led research as part of the design and implementation phases of DFID programming.
3. The process of conducting the research will support the development and training of young people as researchers as well as giving them tools to engage in long-term social action and advocacy.
4. The process of conducting the research should use innovative participatory methodologies that encourage visioning for meeting future SRH needs.
5. The process of conducting the research should ensure the potential of Information Communication Technology (ICT) to offer innovative health care solutions.
6. Research steps will include:
  - Identifying contexts in which to carry out primary qualitative research

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<sup>16</sup> In this context 'young' is defined as between the ages of 10-24 years, but for the purpose of the programme we are interested in the age range 10-15.

<sup>17</sup> 'Agency' is defined as

- Partnering with youth-led organisations to develop research protocols and to identify and train and support representative groups of young researchers.
- Facilitation of the collection of primary data using an appropriate range of qualitative research methodologies
- Synthesis and analysis of data.

Focal research areas include:

- How young people do, and want to access safe abortion.
- How to improve and scale up access to and take up of Family Planning advice and contraception [including long acting and new technologies]

### **Research Questions**

Where possible questions should be framed by young people and should be dynamic (active participatory workshops, innovative solutioning etc.), so that intended beneficiaries are encouraged to think imaginatively about what they want and need. The questions will need to provide insights into the following issues:

- I. Where young people want to receive their services;
  - II. The type of sex education that is appealing and not appealing;
  - III. Where young people get their sexual health information currently;
  - IV. What laws/reforms young people think are critical to improving sexual health care;
  - V. What should be done to stop violence against women;
  - VI. How young people use national health services;
  - VII. What services young people will and won't pay for and how they would finance this payment.
7. The type of research intended under this funding is qualitative fieldwork, which includes engagement of youth in each phase of the work, to develop insights into the experiences and aspirations of young people accessing health care services.
  8. Young people will be involved in the design and delivery of the research and, where possible, the consultant will work directly with youth-led organisations to implement the field research. The broadest possible views of young people must be represented within the research participants, including a mix of gender, socio-economic status, levels of education, marital status, and including child-headed households and young people with disability. The consultant will determine and propose areas in which young people will be directly involved in designing and delivering research.
  9. The research should also seek to disaggregate and differentiate results from young people at different life-cycle stages (e.g. transition through early adolescence / transition from young person to adult). The project should focus on young people between the ages of 10 – 15 and will break down results within that age-range as appropriate through research.

### **The Recipient**

10. Africa Regional Department will use the findings of this research to shape the design of the WISH programme, securing better outcomes for young people receiving sexual and reproductive health services over the coming years.

11. Findings will also shape wider DFID and key stakeholder thinking on how existing SRH programmes can be better targeted to reach young people and meet their unique needs.

### **Scope**

12. The research will contribute new knowledge and insights to inform both SRH programming, and the “agents” aspect of the new youth policy agenda within DFID. The research will also generate new insights in terms of research methodologies, specifically on youth lead researchers listening to young people and how to form effective research partnerships between consultants and youth-led organisations.
13. Field research will be conducted in a minimum of three distinct and different geographical locations where there is high need (e.g. Afghanistan, West Africa, DRC), and should allow for research in both urban and rural environments. Locations for research should be discussed and agreed with DFID (see below) during the inception phase. Participatory Rural Approaches could be used.
14. This project will focus on hearing and learning from young people directly who access health services in DFID priority countries. It will supplement work done to synthesis studies in this area and will generate findings that can be applied to programmes and policy to improve outcomes for young people in the future.

### **Specific outputs**

15. The following outputs are envisaged from this project:
  - Initial scoping of the work based on the Terms of Reference and the production of an **inception report**, including a research design, revised sub-questions, theory of change and analysis plan, case-study country selection, detailed work plan, including timeframes for studies in each case-study country, research uptake strategy, and finalised timeline.
  - Brief report of up to 15 pages, key findings, and recommendations for programming, and must include visuals (graphics, photos, charts) on “optimum” SRH service provision.
  - A separate Annex report (8 pages) that evaluates the effectiveness of using young people to deliver this research and offers recommendations and lessons learnt.

### **Skills and Personnel**

The project requires consultants with demonstrated expertise in working with young people and experience in designing and delivering youth-led, operationally relevant research. The youth researchers identified must have prior experience in conducting field research for a development aim. A partnership between the consultant and a youth organisation/s is encouraged. The youth researchers must be appropriately remunerated for their work

Annex G:

## **DFID Quarterly, Six-monthly and Annual Narrative Reporting Template**

This template must be used by partners for all narrative and financial reporting to DFID when meeting the requirements above.

### **Narrative Progress Reporting Format:**

Narrative reports should be concise and no longer than 12 pages plus one page per output report. They must include the sections set out below:

- A. Basic data sheet
- B. Executive summary
- C. Introduction and Context
- D. Performance and Conclusions
- E. Report by output
- F. Value for Money and Financial Performance
- G. Risk Management
- H. Commercial Considerations
- I. Monitoring and Evaluation
- J. Management and Administration
- K. Programme Governance
- L. Women and Girls
- M. Gender Equality
- N. Climate Change
- O. Due Diligence
- P. Security
- Q. Communications and Information
- R. Financial report
- S. Annual Audits

All sections in red below also form part of the **DFID Annual Review template**.

<b>A. Basic data sheet</b> (1 page)
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This should give the following information:

- **Name of project** - including location;
- **Name of organisation** - with name, designation, address, telephone, fax and email of the contact point for this project. Add parent organisation and partner organisation details where applicable;
- **Project cost** – identifying separate contribution given by DFID, WB and contributions by other donors; total value of the project;
- **Project purpose** - a sentence that identifies the purpose of the project;
- **Project duration** - with start and end dates;
- **Type of agreement with DFID** (i.e. Accountable Grant, MOU, contract – Please also include DFID Component Numbers );

- **Status of report** - is this an Interim Progress Report (indicate 1st, 2nd, 3rd etc) or a Final Project Report? What dates does it cover?

#### **B. Executive Summary** (1 page)

In this part of the report, please **summarise** the main body of the report i.e.

- summary of progress, including key achievements and milestones (for last reporting period only; for entire programme if end-of-programme report);
- summary of lessons learnt; including technical and managerial lessons (e.g. personnel, financial management, partnerships, assets) Programme and management).
- summary of actions on previous recommendations
- summary of any key recommendations for the next reporting period.
- summary of operational constraints that have arisen and action taken to address them;
- summary of any issues requiring a DFID decision or urgent discussion.

N.B. Anything that might impact on timing and delivery of the project should be flagged to DFID at the earliest possible stage.

#### **C. Introduction and Context** (1 page)

- Programme outline and rationale (updated from BC)
- Expected results
- Contribution to DFID's international development objectives
- Any deviation from original programme documents (pls. explain – even if agreed with DFID); incl. any impact on DFID/UKAid objectives

#### **D. Performance and Conclusions** (1-2 pages)

Each project is different and so it is difficult to provide guidelines on length. Suggested lengths are therefore indicative and projects should use discretion to adapt to their specific context.

Progress should focus on **results and achievements** against agreed milestones and actions in the previous reporting period, and should avoid elaboration of process.

##### **D1: Assessment of achievements towards the outcome**

- Progress towards the stated outcome statements and indicators (in the reporting period)
- Assessment whether the programme is on track to achieve outcome by end of the programme (explain if not)

##### **D2: Key lessons learnt in the previous reporting period**

- Key lessons learnt on (a) working with partners by implementing partner(s), recipients/clients, collaborators and funders; (b) project management; (c) innovative/new ways of working

- Assessment of whether assumptions (from BC and/or last AR) have changed (pls. explain); including whether the programme would be designed differently if it were to be re-designed
- Plans for sharing of lessons learnt in the team, with DFID (and other funders?) and externally (where applicable)

#### **D3: Suggested key actions for next reporting period**

- Any further information on key actions (not covered in the summary), incl. timelines and responsibilities

#### **D4: Logframe changes**

- Description of logframe changes in the reporting period and rationale
- Expected impact of these changes for the programme
- Recommendations for future changes

**D5: Report against agreed annual workplan.** This can be presented in matrix format (2 PAGES). This should briefly summarise:

- status of delivery against approved workplan;
- explanation if planned activity did not take place, or milestone not achieved;
- if activity did not take place, will this slip to the next reporting period. Any impact on agreed resources (staff and budgets)?
- where possible, summarise outcome of activity.
- workplan for next reporting period and any proposed changes to the current approved workplan.

<b>E. Report by Output</b> (max. 1 page per output)
---

- Summary of progress against expected milestones and results by output
- Current impact weighting; any suggestions for change of impact weighting and explanation.
- Current risk rating (also corresponding to current logframe); any suggestions for changes, including any new risks should be flagged
- Table of indicators, expected milestones and progress towards the milestones
- Key points describing progress of this output
- Response to recommendations of previous AR (where relevant) to this output
- Recommendations for future reporting period(s) to this output

Please attach the latest agreed logframe; where this is an Annual Report preceding an Annual Review or a Programme Completion Review, please complete the achievements section in the logframe.

NB: General principles:

- use of numbers.** Reports should quantify activities and outputs wherever possible.
- gender.** Where appropriate, data presented should be disaggregated by gender and impacts described for both women and men.
- sub grant reporting.** Where a project includes a substantial number of sub grants, then the narrative reporting should report not just on number and type of grants disbursed, but also on outputs and outcomes ie how the implementation

of the sub-grants helps to achieve the project purpose and outputs. Sub-grants reports should be included as an annex.

## **F. Value for Money and Financial Performance** (1 page)

### **F1: Key cost drivers and performance.**

- Update of actual costs and cost drivers compared to BC, e.g consultancy fees, travel and expenses..
- Changes to costs/cost drivers identified in previous ARs or BC and explanation
- Areas where the programme has achieved value for money during the reporting period.

### **F2: VfM performance compared to the original VfM proposition in the business case**

- Performance of programme against VfM measures and trigger points
- Suggestions for any changes to the VfM measures and trigger points and rationale

### **F3: Assessment of whether the programme continues to represent value for money**

- Following DFID metric on 3Es: Economy, Efficiency and Effectiveness (possibly with Equity as well)
- If programme is considered not to represent VfM, why not and what actions can be taken to achieve VfM

### **F4: Quality of Financial Management**

- Best estimate of future costs against current approved budget and forecasting
- Adherence to narrative and financial reporting requirements
- Conclusions of last financial report
- Achievement of auditing requirements

## **G. Risk Management** (½ page)

### **G1: Overall output risk rating (low/medium/high)**

- State the documented risk for the reporting period
- Recommendations for change to overall risk based on individual output risks; explain any suggested changes

### **G2: Overview of Programme Risk**

- Any new overall risks that DFID should be aware of
- Also highlight any potential reputational risks for DFID and other stakeholders which need to be managed.
- Suggestions for change of the overall risk environment/context and reasons
- Review of all documented and suggested risks and how they affect the programme delivery
- Review of current or suggested mitigating actions to address the risks; how are these actions affecting the identified risks
- Requirements for additional checks and controls to ensure UK funds are not lost (e.g. but not limited to corruption and fraud)

### **G3: Delivery Chain Map**

- Update the Delivery chain map that was produced for the design report, noting any changes to funding flows and risk with downstream partners (if relevant).

### **G4: Outstanding actions from risk assessment**

- Outstanding actions from due diligence, fiduciary risk assessment or programme risk matrix
- Follow-up on DFID counter-fraud and anti-corruption strategies

**Please include an updated risk matrix as an annex.**

## **H. Commercial Considerations (½ page)**

### **H1: Delivery against planned timeframe**

- Comparison of actual progress against approved timescales in the BC and follow-up documents (contract, ToR, AR)
- Explanation for any deviation to original timescales

### **H2: Performance of partnerships**

- How well are formal partnerships/ contracts working
- Lessons learnt from partner experience and application of those lessons
- Ways for DFID to be a more effective partner

### **H3: Asset monitoring and control**

- Description of asset management and monitoring, including spot checks
- List of assets which have been procured over the reporting period and are each valued £500 and above
- Please attach an annex with a complete asset register

## **I. Monitoring and Evaluation (½ page)**

### **I1: Evidence and evaluation**

- Changes in evidence and implications for the programme
- Where an evaluation is planned, update on progress
- How is the Theory of Change in the Business Case and the assumptions used in the programme design working out in practice
- Are modifications to the programme design required?
- Is there any new evidence available which challenges the programme design or rationale? How does the evidence from the implementation of this programme contribute to the wider evidence base? How is evidence disaggregated by sex and age, and by other variables?
- Where an evaluation is planned set out what progress has been made

### **I2: Monitoring process throughout the review period**

- Direct feedback from stakeholders, including beneficiaries
- Monitoring activities throughout review period (field visits, reviews, engagement etc)
- Including plans for the next reporting period.

#### **J. Management and Administration (½ page)**

Update on:

- Human resources and staff management
- Financial management
- Procurement and contracting
- Operational constraints (both technical and administrative), incl. how these may have impacted on programme implementation and what mitigating actions have been taken

Please include current project staff organogram as an annex.

#### **K. Programme Governance (½ page)**

- Update on changes to the Programme governance (where relevant)
- Key action points from meetings under the Governance structure.
- Key action points from programme management meetings with DFID-SA and other partners (where applicable)
- Report on action points from previous reporting period

Please include as an annex (i) current Programme Governance Structure including relevant current ToRs of any bodies (i.e Steering Committees, Advisory Bodies, and/or Management Committees) and their membership; and (ii) minutes of any meetings during the period of report.

#### **L. Women and Girls (½ page)**

This should include an update on progress of specific action the programme has taken, or plans to take so that it has a positive impact on the lives of women and girls.

#### **M. Gender Equality (½ page)**

Now a mandatory requirement, this should include an update on progress of specific action the programme has taken, or plans to take. Please refer to The UK's Gender Equality Act May 2014. (0.5 PAGES)

#### **N. Climate Change (¼ page)**

This should include an update on progress of specific action the programme has taken, or plans to take, so that it build resilience against the negative impact of climate change.

#### **O. Due Diligence (¼ page)**

Progress on action points arising from any assessments carried out by your organisation on any sub-grantees. Please also provide as an annex any relevant Due Diligence assessments carried out by your organisation on sub-grantees.

**P. Security** (max ¼ page)

Please make DFID aware of any security issues that might directly impact on the outcomes of the project.

**Q. Communications and Information** (max ¼ page)

Please describe activities on communications in terms of products, events and other activities since the last report.

**R. Financial report** (1 page)

The financial report should show complete financial position of the programme:

- All donor commitments/spend in the same currency as the approved project budget.
- All agreed budget lines including income/spend/commitments (in the form of contracts) and unallocated.
- For reporting on upfront funding please quote the exchange rate used in the money transfer for each tranche being accounted for.
- Realistic forecast of spend for subsequent quarters.
- Narrative explaining spend variances to forecasts including any risks associated with delivery and/or identification of issues (i.e budget virements) requiring discussion/decision.

**S. Annual Audits** (½ page)

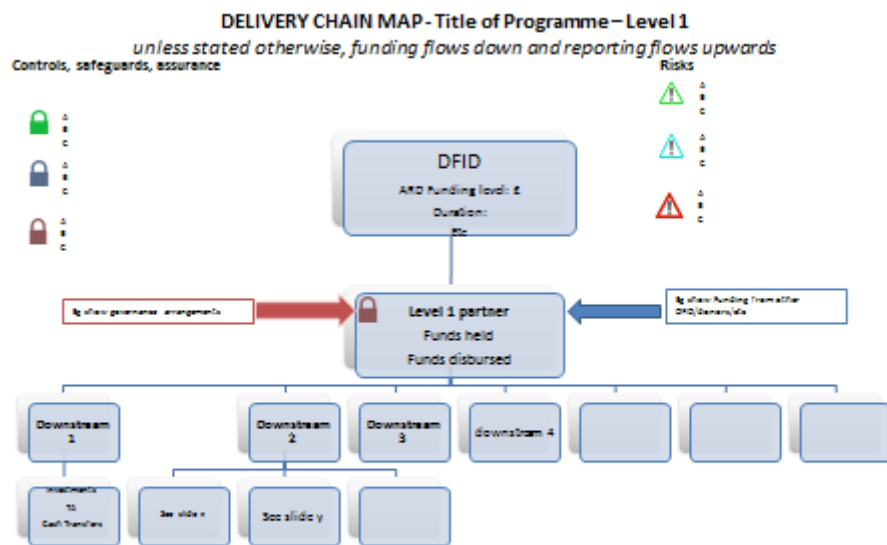
This should report on progress arising from agreed action points arising from last report. It should also provide a summary on the status of progress on arranging the next audit including the date it will be submitted to DFID. If audit reports are going to be submitted late DFID needs to know as early as possible including an explanation.

### Progress against current Logical Framework

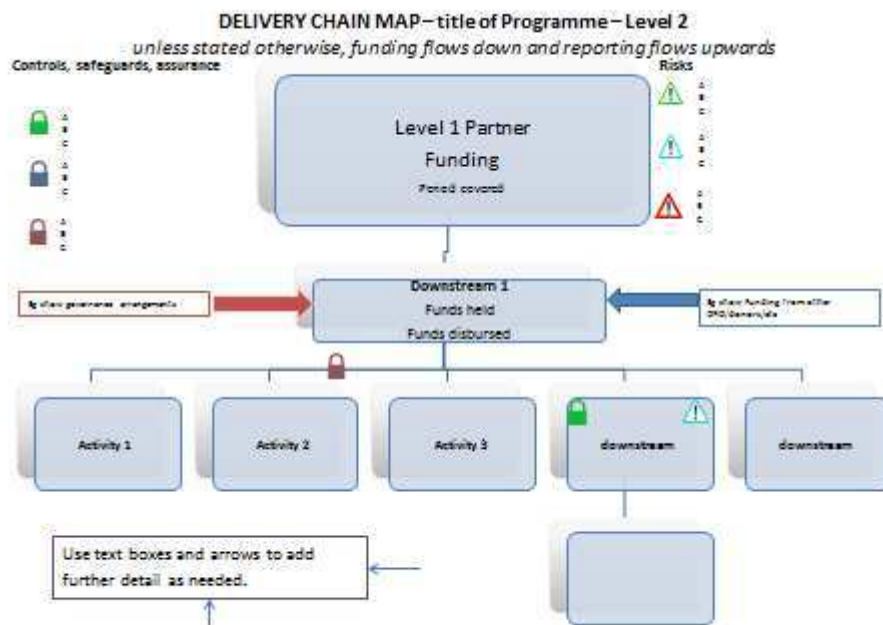
<b>OBJECTIVES</b> <i>Insert statements from original logframe.</i>	<b>INDICATORS and MILESTONES</b> <i>Insert statements from original logframe and any modifications.</i>	<b>PROGRESS</b> <i>Comment against each Indicator Milestone outlining key issues faced, and any reassessment of assumptions and risks. This should include progress since project start with changes since the last report highlighted in bold.</i>	<b>RATING</b> *	<b>COMMENT</b> <i>Indicate actions proposed or taken to overcome problems and any recommendations</i>
<b>IMPACT</b> <i>(Final report only)</i>				
<b>OUTCOME</b> <i>NB. Under progress indicate how achievements against project purpose can be <u>directly attributed</u> to this project</i>				
<b>OUTPUTS</b> <i>NB: Please give a breakdown of each individual LogFrame indicator.</i>				
<b>Description</b>		<b>Scale</b>		
Outputs substantially exceeded expectation		A++		

Outputs moderately exceeded expectation	A+
Outputs met expectation	A
Outputs moderately did not meet expectation	B
Outputs substantially did not meet expectation	C

## Annex H: Delivery chain map



sample



## Annex I :

### List of Acronyms

CYP	Couple Years of Protection
DALY	Disability Adjusted Life Year
DFID	Department for International Development
FCAS	Fragile and Conflict Afflicted States
FP	Family Planning
FP2020	Family Planning commitments to the year 2020
GBV	Gender Based Violence
HIV	Human Immunodeficiency Virus
KPI	Key Performance Indicator
ODA	Official Development Assistance
PMD	Prevention of Maternal Deaths programme
SRHR	Sexual and Reproductive Health and Rights
SRH	Sexual and Reproductive Health
STI	Sexually transmitted Diseases
VFM	Value for Money
WISH	Women's Integrated Sexual Health

### Definitions

**Couple years of Protection (CYP)** - The estimated protection provided by family planning (FP) services during a one-year period, based upon the volume of all contraceptives sold or distributed free of charge to clients during that period.

[https://www.measureevaluation.org/prh/rh\\_indicators/specific/fp/cyp](https://www.measureevaluation.org/prh/rh_indicators/specific/fp/cyp)

**Number of additional users of modern methods of contraception** - The number of additional women (or their partners) of reproductive age currently using a modern contraceptive method compared to 2012 or another baseline of existing users.

Additional User is a concept that does not apply to an individual person, but rather refers to an overall increase in the number of family planning users, thereby adding value rather than substituting for current services. While population level results can be directly estimated, programme level attribution must be modelled.

**Family Planning Users (FP Users)** are an estimated number of people using modern contraception. Estimated numbers of FP Users are calculated by the MSI Impact 2 from data on items of modern contraception provided. FP Users are not actual individual clients (e.g., providing 98 condoms = 1 user, even if those condoms were provided to multiple clients).

- Adopters include both First Time Users' to modern contraception and Lapsed Users. It is important to agree on a standard for time since last use in order to be classified as an adopter, since this affects the client profile and therefore additionality modelling results.
- First Time User of modern contraception refers to a client who starts using modern contraception for the first time in their life. This metric is important as a stand-alone indicator for programmes.
- Client profile information is required to calculate Additional Users, and categorizes clients based on their prior use of modern contraception into mutually exclusive categories of Adopters (First Time Users and Lapsed Users), Continuers, or Provider Changers.

**Small and Medium Enterprises/Micro organisations:**

<b>Company category</b>	<b>Employees</b>	<b>Turnover</b>	<b>OR</b>	<b>Balance sheet total</b>
Medium Sized	< 250	≤ € 50 m		≤ € 43 m
Small	< 50	≤ € 10 m		≤ € 10 m
Micro	< 10	≤ € 2 m		≤ € 2 m

## Appendix A: of Contract Section 4, Annex A (Terms of Reference) Schedule of Processing, Personal Data and Data Subjects

This schedule must be completed by the Parties in collaboration with each-other before the processing of Personal Data under the Contract.

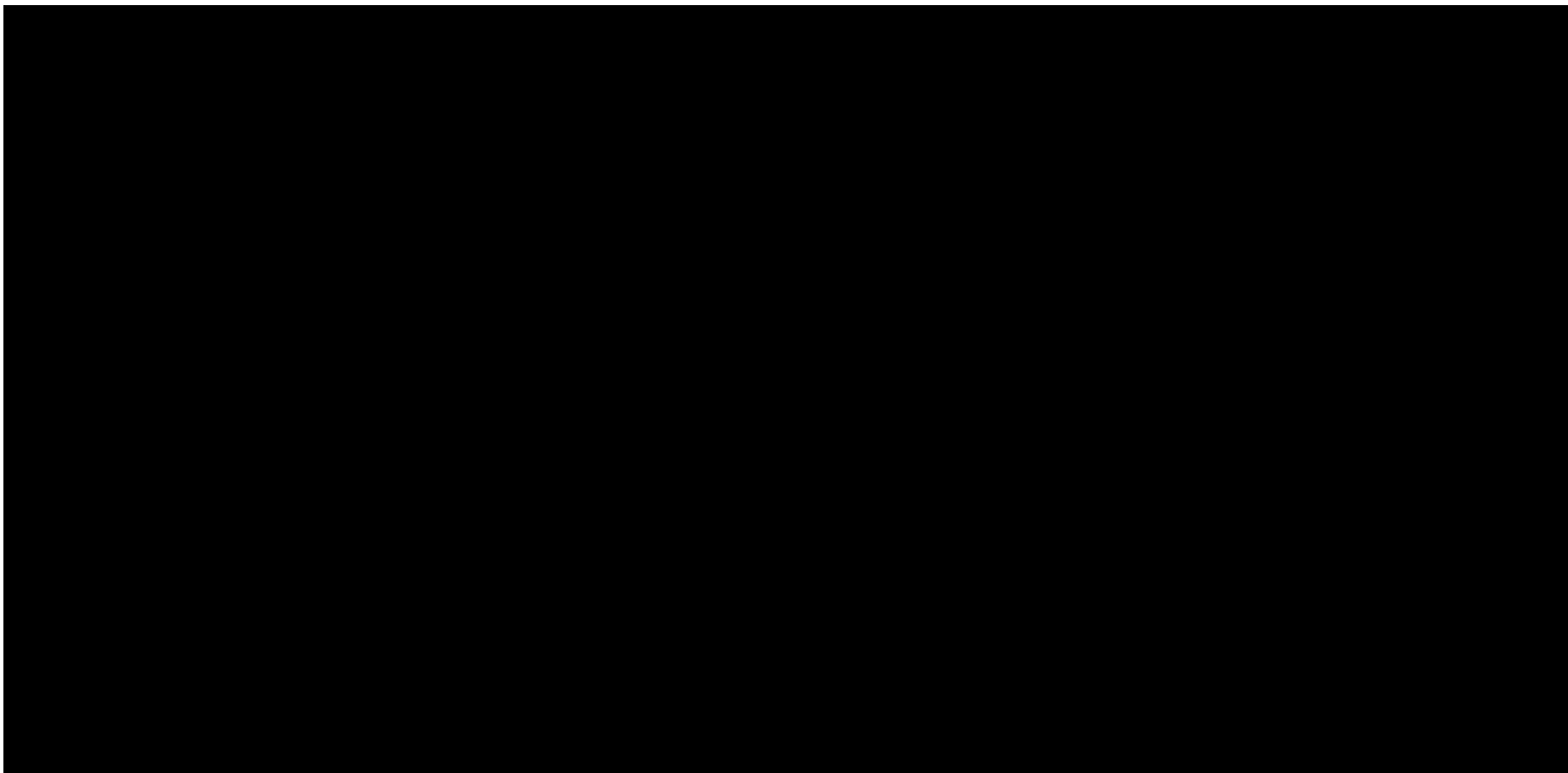
The completed schedule must be agreed formally as part of the contract with DFID and any changes to the content of this schedule must be agreed formally with DFID under a Contract Variation.

Description	Details
Identity of the Controller and Processor	<p>The Parties understand that the factual basis of their data processing activities will determine their status as 'Controller', 'Processor' or 'Joint Controller' under the GDPR. However the Parties anticipate that the following status will apply to the Personal Data described in this schedule.</p> <ol style="list-style-type: none"> <li>1. The Supplier is the Controller in accordance with Clause 32 (Section 2 of the contract) of the following Personal Data: <ol style="list-style-type: none"> <li>i. The Employees of the Supplier in respect of whom, DFID is the "Processor")</li> <li>ii. of the international and national consultants who will be working with the Supplier</li> <li>iii. Primary data obtained by the Supplier from respondents contracted by the Implementing Partner IP (e.g, service providers)</li> <li>iv. Primary data obtained by Supplier from independent sources (e.g, community members, users)</li> <li>v. Secondary data obtained by Supplier from the facilities run by the IP that has the personal data on the users (e.g. facility records)</li> <li>vi. Secondary data obtained by Supplier from independent sources (e.g. government)</li> <li>vii. Secondary data obtained by OPM from the IP</li> </ol> </li> <li>2. The Parties acknowledge that for the purposes of the Data Protection Legislation, the Supplier is the Processor and DFID is the Sub-Processor in accordance with Clause 32 (Section 2 of the contract) of the following Personal Data. <ol style="list-style-type: none"> <li>i. Supplier Personnel other than the Employees of the Supplier</li> </ol> </li> <li>3. The Parties acknowledge that for the purposes of the Data Protection Legislation, DFID is the Controller and the Supplier is the Processor in accordance with Clause 32 (Section 2 of the contract) of the following Personal Data <ol style="list-style-type: none"> <li>i. DFID staff</li> </ol> </li> </ol> <p>For the avoidance of doubt the Contractor shall provide anonymised</p>

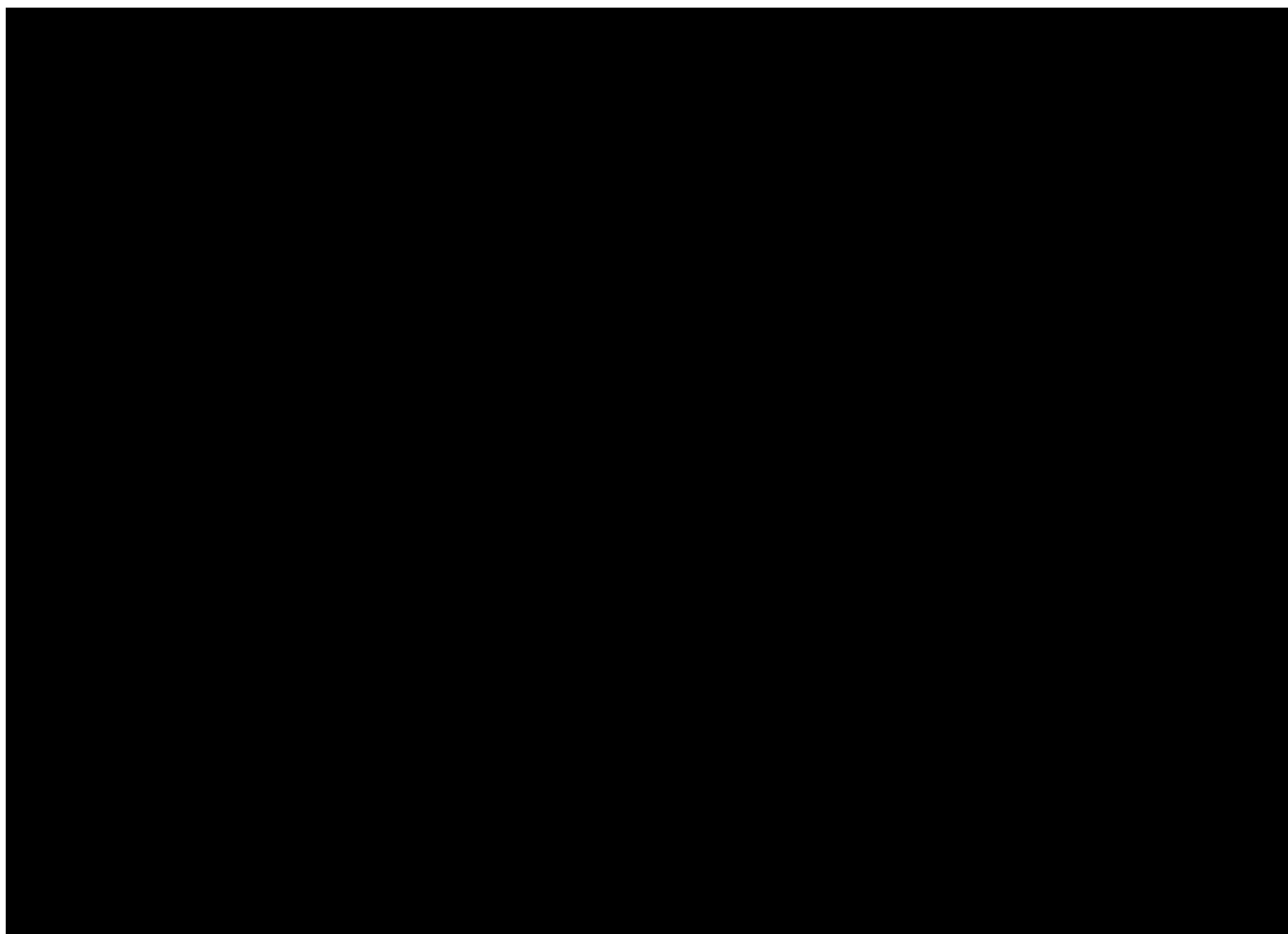
	data sets for the purposes of reporting on this project and so DFID shall not be a Processor in respect of this personal information in respect of this data as it does not constitute Personal Data.
Subject matter of the processing	The project is the third party monitoring (TPM) of a Women Integrated Sexual Health (WISH) programme that will be implanted by Implementing Partners (IP). The TPM supplier will be responsible for providing continuous support in validation, learning and uptake of the findings to improve the programme.
Duration of the processing	Data will be processed for the purposes of the project as required for the duration of the project that is 43 months from the contract signing.
Nature and purposes of the processing	<p>The nature of the processing would involve collection, recording, organising, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data.</p> <p>The purposes are for employment, contracting, recruitment, processing, statutory obligation, assessment, review, monitoring, learning, audit and evaluation.</p> <p>The Parties shall undertake a review of these data protection provisions on such date to be agreed after the inception phase (3 months)</p>
Type of Personal Data [and Special Categories of Personal Data]	<p>Primary data is the one that is collected directly from the subject (e.g. TPM supplier directly interviewing users). Secondary data is the one where the data on the subject is obtained from another party (e.g. TPM supplier collecting data on the users from the IP).</p> <p>As a general rule the TPM supplier will not obtain any personal identifiers for any secondary data unless there is any specific requirements. For example, TPM supplier may need the data on the users or the providers to draw the sample for the respondents that the TPM supplier will be directly interviewing.</p> <p>The type of personal data including the Controller and Processor of each type are listed below.</p> <ul style="list-style-type: none"> <li>• Personal identifiers of the international and national consultants who will be working with the Supplier:</li> <li>• Primary data obtained by the Supplier from respondents contracted by the Implementing Partner IP (e.g. service providers):</li> <li>• Primary data obtained by Supplier from independent sources (e.g. community members, users)</li> </ul> <p>Secondary data obtained by Supplier from the facilities run by the IP that has the personal data on the users (e.g. facility records)Secondary data obtained by Supplier from independent sources (e.g. government)Secondary data obtained by OPM from the IP</p> <p>The data to be processed may include the following personal sensitive information:</p> <ul style="list-style-type: none"> <li>• Racial or ethnic origin</li> </ul>

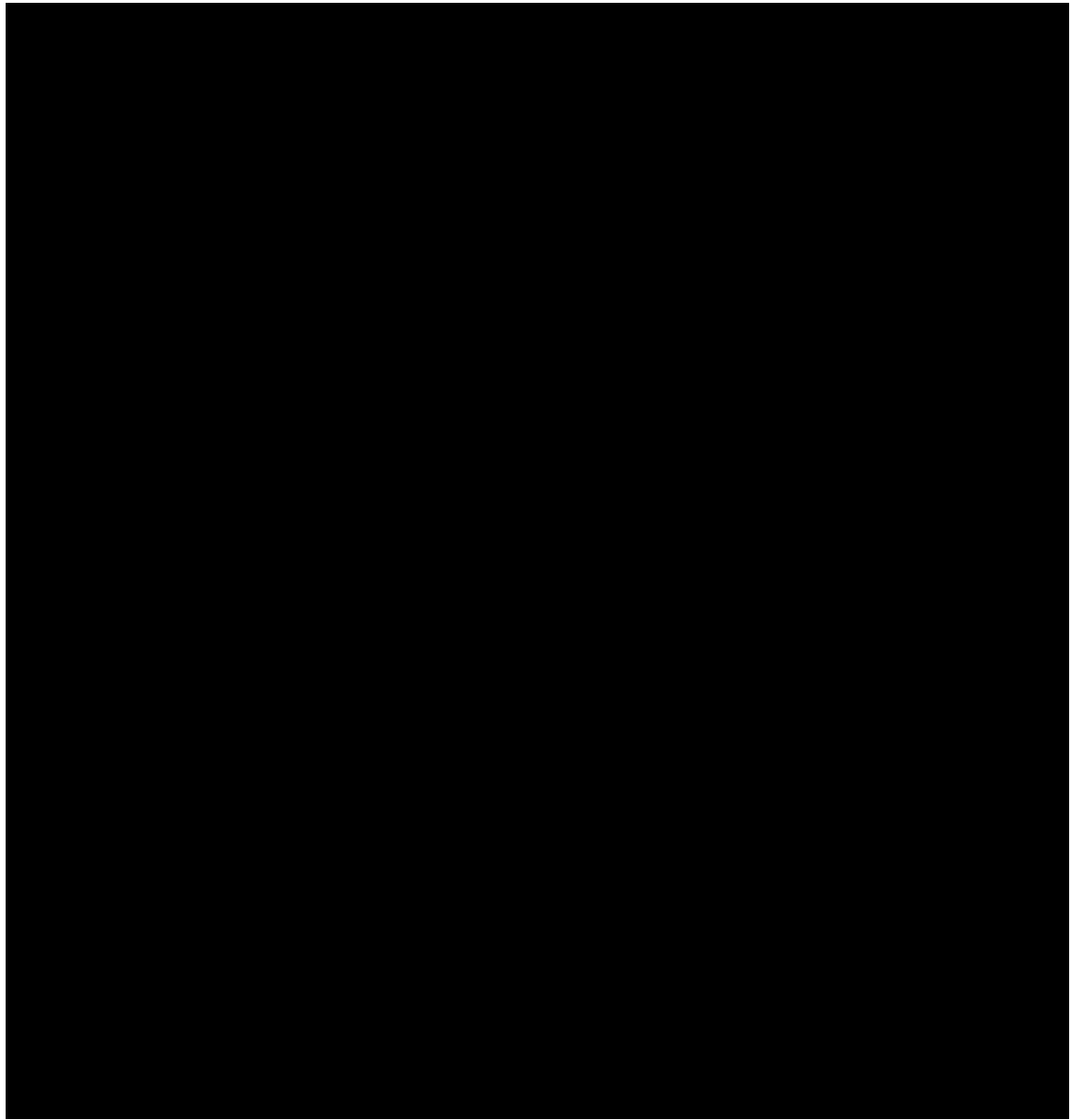
	<ul style="list-style-type: none"> <li>• Political opinions</li> <li>• Religious beliefs or other beliefs of a similar nature</li> <li>• Trade union membership</li> <li>• Physical or mental health condition</li> <li>• Sexual life</li> <li>• Commission or alleged commission of any offence or any proceedings for any offence committed or alleged to have been committed by the individual.</li> </ul>
Categories of Data Subject	<p>Secondary data will be collected from the IP, government and other relevant sources (e.g. academic institutes, development partners). Primary data will be collected from the users, providers and other stakeholders including key informants from the government and the development partners.</p>
Plan for return and destruction of the data once the processing is complete. UNLESS requirement under European Union or European member state law to preserve that type of data	<p>Personal identifiers will be permanently removed from most of the datasets before the analysis. In some cases when the personal data will be retained (e.g. to do follow-up visits), it will be stored in secured password protected platforms. In that case the personal identifiers will be removed within six months of the completion of the project.</p>

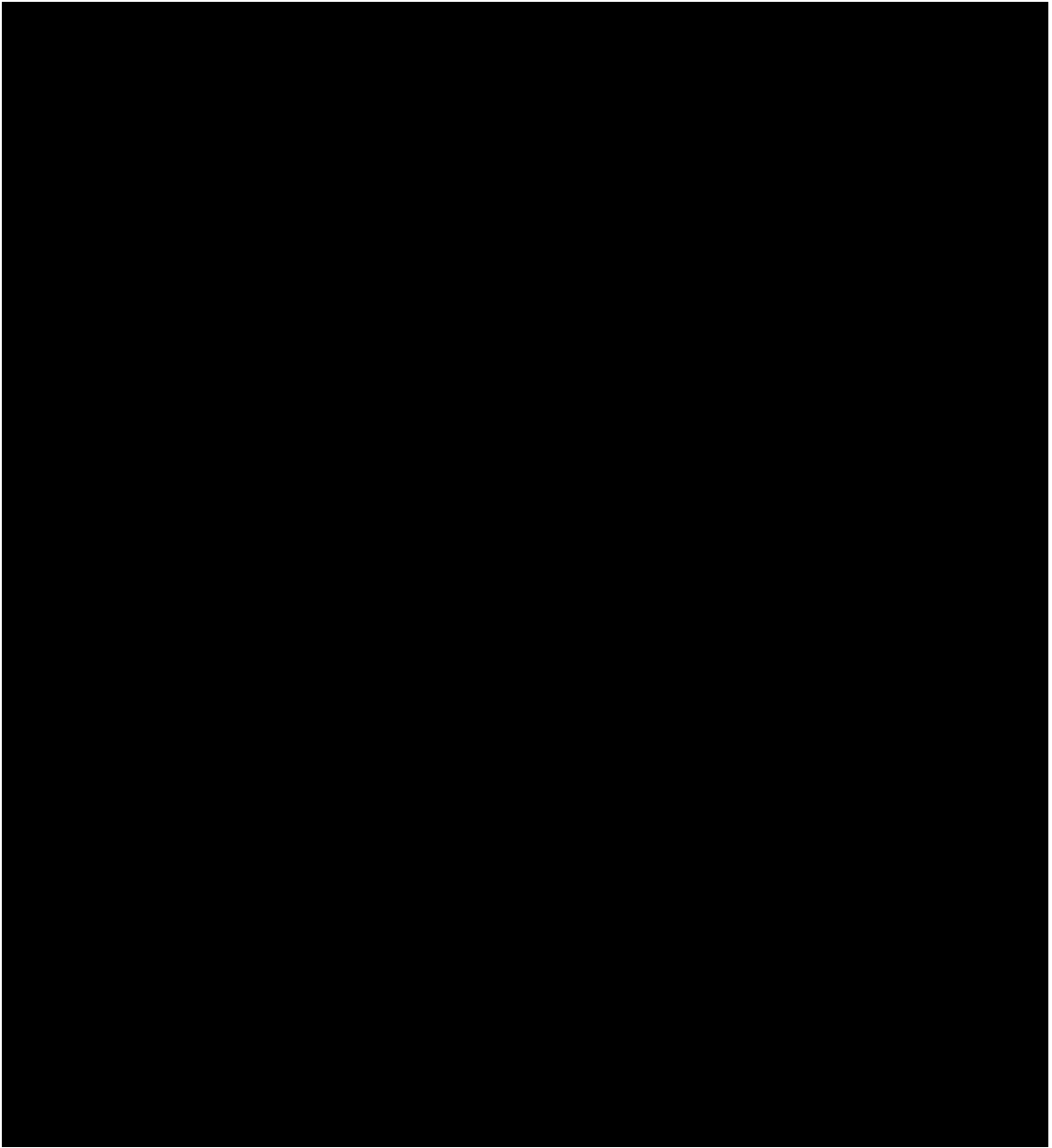
## Annex B

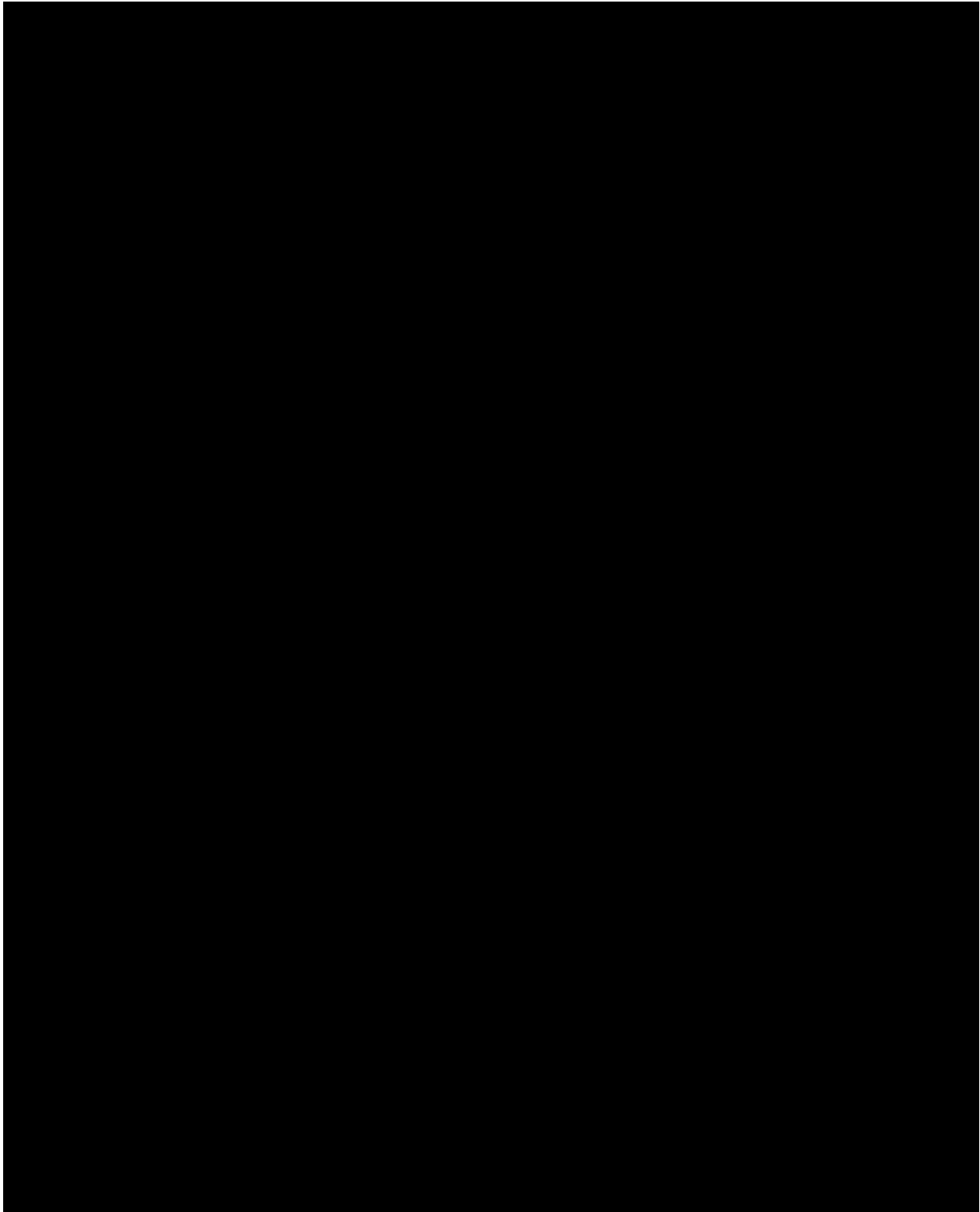


















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## Document Signers

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[REDACTED] [REDACTED]

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Name [REDACTED]

[REDACTED] [REDACTED]

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## Document History

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[REDACTED] [REDACTED]

[REDACTED] [REDACTED]

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