

**TERMS OF REFERENCE**

**CONSULTANCY SERVICES TO CONDUCT CLIENT SATISFACTION SURVEY OF THE WASH AND NUTRITION SERVICES FOR THE RIGHT TO GROW (R2G) PROJECT IN SOUTH SUDAN**

**1.0 Project Summary**

<b>Project</b>	Right to Grow (R2G)
<b>locations</b>	<ul style="list-style-type: none"> <li>▪ Jongolei</li> </ul>
<b>Project Goal</b>	Decision makers jointly and effectively address undernutrition in a multi-sectoral, gender-sensitive and inclusive way.
<b>Project Outcomes</b>	<ul style="list-style-type: none"> <li>▪ Communities demand and invest in basic social services and adopt good nutrition and WASH practices, jointly addressing barriers with private sector partners</li> <li>▪ Representative and empowered civil society organizations (CSOs) effectively navigate the civic space to advocate for leadership and good governance to prevent undernutrition</li> <li>▪ National government and decentralized entities adopt and mainstream an integrated, multi-sectoral approach to undernutrition in policies, action plans and budget allocations</li> <li>▪ Donors and international development actors coordinate and collaborate along the humanitarian-development nexus to address the underlying determinants of undernutrition</li> </ul>
<b>Project lifespan</b>	5 years: 2021 – 2025
<b>Donor</b>	Ministry of Foreign Affairs – The Netherlands

**2.0 Survey Summary**

<b>Consultancy Services</b>	Client/Exist Satisfaction Survey
<b>Location</b>	Jonglei state

**3.0 Description of the R2G Project in South Sudan**

Over the past decade great advances have been made in reducing all forms of undernutrition in children under five (CU5). In fact, the international community acknowledges that we have sufficient expertise and resources to get to zero cases of undernutrition. Nevertheless, almost 200 million CU5 suffer from stunting (low height/age), wasting (low weight/height), or both, and over 340 million from vitamin and mineral deficiencies. The impact of the COVID-19 pandemic is putting even more CU5s at risk. The world

is off-track to meet most of the SDG targets related to hunger, food security, nutrition and access to WASH, a critical precondition for good nutritional status.

Right2Grow has analyzed the root causes of our inability to get these numbers to zero. We see a world full of great intentions, expertise and wealth, but which does not live up to its promises. At the same time, we also see strong women, men and children in affected communities ready to voice their needs, and ready to contribute their own part of the solution. Right2Grow will bridge the gap between these powerful women, men and children - and the often powerless leaders, experts and technocrats.

Right2Grow (R2G) is both tactical and timely partnership. With a global five-year strategy that includes our approaches to advocacy, to learning, to mutual capacity development and to adaptive management. We will collaborate closely with the Dutch Ministry of Foreign Affairs in the Netherlands and in the programme countries towards joint objectives and sustainable impact. R2G will align with international actors and inspire them to join in. Together with the communities we work with, their organizations, private sector and government partners we know how to get to zero undernutrition and to zero people without access to basic WASH services!

Right2Grow Consortium South Sudan (R2G) is a five-year project aimed at improving the Nutrition and WASH services. The consortium partners are; Save the Children, World Vision, Action Against Hunger, Hunger Project, and the Centre for Economic Governance and AIDS in Africa (CEGAA). The project is being implemented in the States of Jonglei, Unity and Upper Nile with the aim of enabling South Sudan decision makers jointly and effectively address undernutrition in a multi-sectoral, gender-sensitive and inclusive way.

The overall goal of the project is to increase access to affordable and equitable good quality Nutrition and WASH services at sub-national (local) level, in the identified Counties in South Sudan.

Specific objectives include:

1. Capacity building for community members and civil society organization representatives in the five identified districts to monitor district spending and delivery of services;
2. Building local government and health, nutrition and WASH officials' capacity to engage in WASH and Nutrition Planning and social accountability
3. Community monitoring of, and participation in, state basic quality of nutrition and WASH services, delivery and evaluation through citizen report cards.
4. Developing and implementing effective civil society organisations' (CSOs) mobilization and advocacy strategies, and;
5. Building partnerships between CSOs and local government.

WASH and Nutrition services are provided by government and are provided throughout the month to those who seek for them. Within the community, the project works with structures and local authorities to monitor and ensure that the right and quality services are delivered.

It is with this background that R2G partners intend to conduct a Client Satisfaction Survey to assess the service satisfaction of the project beneficiaries and determine outcomes of the project implementation Jonglei, Unity and Upper Nile states. The results will be used to improve service delivery by stakeholders

and provide an accountability of the project initiatives so far towards improving the service delivery system as well as provide ground to R2G partners to advocate for ideal quality of nutrition and WASH services in South Sudan.

#### **4.0 The Client Satisfaction Survey**

SCI together with the R2G partners intend to conduct a comprehensive client satisfaction survey designed to cover citizen satisfaction with the current nutrition and WASH services being provided in their community, and simultaneously tries to understand government's challenges and achievements in delivering the services. All this information will provide information required to ensure that the services are within the agreed service quality and standards, and identify any gaps and challenges being faced in delivering, accessing and functionality of the service delivery system.

#### **4.1 Survey Purpose**

The purpose of the survey is to assess the level of satisfaction of project beneficiaries and larger community with the Nutrition and WASH services being provided at the government facilities in Jonglei, and Upper Nile States.

#### **4.2 Survey Objectives**

The survey will specifically assess the satisfaction levels namely;

- Community involvement in terms of utilisation and uptake
- Service delivery standards
- Accessibility (Distance to service facility, Timeliness and reliability)
- Adequacy, Affordability and value for money
- Safety
- Management and administration
- Gender responsiveness and sensitive

#### **4.3 Key Survey Questions**

The survey will seek to answer the following questions:

1. What nutrition and WASH services are being provided at the target project facilities?
2. To what extent is the community involved and actively participating in terms of utilisation and uptake of the nutrition and WASH services?
3. What are the current service delivery standards? And how are they being adhered to by those delivering the services?
4. To what extent are the nutrition and WASH services accessible, adequate and affordable to the community?
5. Is there best value for money for the nutrition and WASH services being provided to the target communities?
6. Is there equitable, timely and reliable access to the nutrition and WASH services in the target communities?
7. Are the nutrition and WASH services provided within a safe and secure environment?
8. To what extent are the nutrition and WASH services gender sensitive and responsive?

#### **5.0 Methodology**

The consultant will propose the most appropriate methodology to undertake the survey. The Client satisfaction survey will employ the cross-sectional design using mostly quantitative methods of social investigation. Some qualitative approaches may also be used to collect data and required information. The survey will be conducted at the Nutrition and WASH facilities/sites which are supported by the project in the targeted Counties

The survey data will be obtained through interviews with a target of clients receiving nutrition and WASH services at the targeted facilities/sites. Only clients who have received services at the target facilities within the past 3-6 months will be selected for interviewing. These will be found at the facility either before or after receiving services on the field visit day.

Also the persons charged with providing the services at the facilities will be interviewed to provide their insight on the quality of services they provide.

Additional secondary data will also be collected from the facility to show the trends in access and utilization of the various nutrition and WASH services over the project period. The data collected is expected to be analyzed, disaggregated by age and sex as well as by health facility catchment area, using appropriate methodology.

## 6.0 Expected Deliverables

The consultant/firm is expected to deliver the following;

- Technical proposal (clearly detailing the understanding of the assignment, the methodology to be applied, workplan and timelines, experience in conducting similar work) and a financial proposal (clearly detailing the cost estimates for professional fees only)
- An Inception report with the final methodology and timeliness/workplan for executing the survey
- Data collection tools (to be reviewed and approved before use for collecting data)
- Data analysis plan /preliminary survey results after data collection exercise
- First draft Client Satisfaction Survey Report
- Final draft Client Satisfaction Survey Report (with all comments incorporated)
- Presentation of the final report in a validation/dissemination workshop
- Powerpoint presentation /infographic presentation providing a summary of key results to be used during advocacy and further dissemination.

## 7.0 Timeliness and Duration of Assignment

The survey is expected to be completed within 35 working days from the time of award /signing of the contract. The expected start date is 1<sup>st</sup> July 2022 ending by 29<sup>nd</sup> July 2022.

Task	Number of Days
Sharing of inception report and data collection tools	3 days (after signing contract)
Desk review of secondary data and project documents	2 days
Support with training of enumerators (to be done remotely /virtually in Juba with project site/location staff)	3 days
Field visits to selected project sites by consultant	5 days
Data collection by enumerators	10 days
Data Entry, and Analysis (Data entry may be done at project site and transmitted through email to consultant)	4 days

Drafting of first survey report	3 days
Incorporating comments on first draft survey report	2 days
Final survey report (incorporating all comments)	2 days
Validation/dissemination workshop	1 day
<b>Total</b>	<b>35 day</b>

## 8.0 Ethical consideration and Other Clearances

Ethical principles critical for safeguarding the study participants will be given due consideration. SC will communicate with the relevant authorities and facilitate clearance (support letter) to conduct the survey in the target project sites.

Survey participants will be informed about the purpose of and intentions of the survey and how the results will be used. Participants will be clearly informed about their right to refuse to take part, terminate the interview or discussion at any point or not answering any question.

Verbal consent will be obtained and recorded from each selected survey participant before interviews are conducted. Interviews and discussions will be conducted in settings that ensure privacy and openness.

All information gathered will be kept strictly confidential. Generally, the survey will be conducted adhering to the basic ethical principles of respect for humans, beneficence, and justice.

The following ethical principles will be maintained during the study.

- **Right to KNOW what the study is about:** Data collectors will explain what topics will be covered, what benefits to expect, what risks are involved and what will be done with the information to each participant. Verbal consent will be received from each participant before interviews/discussions.
- **Right to freely CHOOSE whether to participate or not:** Participation in the study is only on voluntary basis and participants have the right to stop interviews/discussions at any time or to say they do not want to answer any question.
- **Right to PRIVACY:** No names or other personal identifying information will be recorded in the questionnaires and data collectors will not discuss respondents' answers with others.
- **Right to have NO HARM done to them:** The study will not cause any emotional, physical, or economic harm to those who choose to participate.

## 9.0 Qualifications and Experience

SCI South Sudan invites competent and experienced individuals/firms to submit their technical and financial proposals. Interested individuals/firms must possess the following qualifications as a minimum;

- The team leader and associates should have at least Master's degree in social sciences, public health, food and nutrition, International Development Studies, Monitoring & Evaluation or a related field;
- Demonstrated experience of leading assessments in Nutrition, WASH, health, social development program or related field.
- Demonstrated experience with quantitative and qualitative research, data management and statistical data analysis.
- Previous experience working in humanitarian or emergency context (including South Sudan)
- Experience of assessing humanitarian or emergency response programs

- Good communication skills
- Good report writing skills

#### **10.0 Terms of Payment**

The consultancy fees shall be made in three instalments according to the following schedule:

1. The first payment of 40% advance of the total agreed contractual amount will be made immediately after the signing of the contract and submission of Inception Report and Tools
2. The second payment of 30% of the total contractual amount shall be effected to the consultant upon the submission of the first draft report.
3. The third payment of 30% of the total contractual amount shall be made to the consultant upon approval and acceptance of the final survey report

All operation, accommodation, transportation and field logistics cost will be covered by SCI and need not to be included in the Financial proposal.

#### **11.0 Submission of application**

Interested individual consultants/firms should submit their technical and financial proposal and two samples of reports in which the main consultant or the firm has authored through the below email not later than **13<sup>th</sup> of June 2022**.

SouthSudan, Tenders: [SouthSudanTenders@savethechildren.org](mailto:SouthSudanTenders@savethechildren.org)