



TERM OF REFERENCE (TOR) FOR THE RECRUITMENT OF A FIRM TO CONDUCT RAPID ASSESSMENT AND DEVELOPMENT OF CLM M&E FRAMEWORK, INDICATORS, DATA COLLECTION TOOLS, AND WEB-BASED DATABASE

GENERAL INFORMATION

Project Title:	Implementation of a National Community-Led Monitoring (CLM) Project in Ethiopia (Global Fund to Fight AIDS (GC 7)
Location	Ethiopia, 14 regions across the country
Type of contract	Short-term firm consultancy
Title of the assignment	Conduct Rapid Assessment and Development of CLM M&E Framework, Indicators, Data Collection Tools, and Web-Based Database for KP & PLHIV
Organization	Network of Networks of HIV Positives in Ethiopia (NEP+) & Integrated Services on Health and Development (ISHDO)
Languages required:	Proficiency in English and Amharic required; knowledge of additional local languages is an asset
Contract period	20 May – 30 June 2025 (with technical support until September 30, 2025)
Application Deadline	May 13, 2025

I. BACKGROUND / PROJECT DESCRIPTION

Community-Led Monitoring (CLM) is a participatory and rights-based approach that places communities, especially Key Populations (KPs) and People Living with HIV (PLHIV) at the center of monitoring and improving health services. CLM empowers these communities to systematically collect, analyze, and use data to identify service delivery barriers, advocate for improvements, and hold health systems accountable. This model emphasizes community ownership, transparency, and collaboration with key stakeholders to foster sustainable improvements in healthcare quality, accessibility, and responsiveness.

In Ethiopia, the national CLM initiative is jointly led by Network of Networks of HIV Positives in Ethiopia (NEP+) and Integrated Service on Health and Development Organization (ISHDO) in close collaboration with the Ministry of Health (MOH). ISHDO leads the CLM process for Key Populations (e.g., female sex workers, people who inject drugs, and high-risk youth), while

NEP+ focuses on the needs of People Living with HIV. Together, they are implementing a structured, phased national program targeting 14 regions and 70 high-burden health facilities.

The primary goal of the Ethiopian CLM initiative is to strengthen the national HIV response by ensuring that health services are client-centered, stigma-free, and accessible to the most vulnerable populations. Communities are trained and supported to develop relevant indicators, gather data, and engage in dialogue with health service providers and policymakers. This grassroots engagement improves transparency and ensures that service gaps such as long wait times, medication stockouts, and discriminatory attitudes are identified and addressed.

A cornerstone of the 2025 implementation plan is the rapid assessment and mapping of CLM and Civil Society Organizations (CSOs) across all 14 regions of Ethiopia. This nationwide activity, led by NEP+, will generate critical baseline information to guide the development of a robust CLM Monitoring and Evaluation (M&E) framework. The outcome will include a harmonized set of CLM indicators, digitized data collection tools, and a centralized, web-based database. These efforts aim to promote real-time data use, sustainability, and responsiveness at all levels of the healthcare system.

Through data-driven advocacy, inclusive participation, and partnership with national and regional health authorities, the CLM initiative will contribute significantly to Ethiopia's efforts to achieve its HIV response targets, including the 95-95-95 goals, and to institutionalize community engagement in public health decision-making.

Objectives of the Assignment

The primary objectives of this consultancy are to:

- Design standardized and integrated M&E tools for KP and PLHIV CLM data collection and reporting.
- Develop a user-friendly, secure, and scalable digital platform for CLM implementation.
- Support capacity building for stakeholders on the use of digital tools and data reporting dashboards.

II. SCOPE OF THE WORK

The consultancy firm will be responsible for the following:

Conduct Assessment

- Perform a comprehensive needs assessment and mapping of CLM implementation across 14 regions, targeting 30 CSOs and 70 health facilities.
- Establish a CLM-focused M&E framework aligned with the national HIV Strategic Plan based on the assessment.
- Define a core set of indicators to monitor HIV service delivery performance based on the assessment.
- Offer post-deployment support, including a three-month follow-up and system handover.

Tool Development

- Review national CLM guidelines, global CLM standards, and existing data collection tools.
- Develop integrated and differentiated data collection tools for KP and PLHIV.
- Develop M&E templates including reporting formats, supervision checklists, and feedback mechanisms.
- Ensure alignment with MOH indicators and GF grant performance frameworks.

Digital Platform Development

- Lead or co-lead the design of a secure, centralized CLM database (cloud-based preferred).
- Develop user interfaces (mobile and web-based) for field data collection (online and offline modes).
- Integrate automated dashboards for analysis and reporting.
- Ensure interoperability with national health information systems, if applicable.
- Provide data protection and privacy guidelines, in line with ethical standards.

Capacity Building & Support

- Facilitate training for data collectors, IP staff, and M&E officers on digital and paper-based tools.
- Prepare user manuals and training materials.
- Provide technical support during the initial rollout of tools and digital systems.

III. EXPECTED OUTPUTS AND DELIVERABLES

No.	Deliverable	Timeframe	Review and approvals required
1	Inception report with work plan and methodology	May 25 rd week	CLM technical team
2	Assessment & mapping report on CLM & CSOs	May 30 th week	CLM technical team
3	Draft M&E framework and indicators	June 1 st Week	CLM technical team
4	Digital CLM Tools (ODK/Comcare)	June 2 nd week	CLM technical team
5	Web-Based Database	June 3 rd week	CLM technical team
6	Training for stakeholders	June 4 th week	CLM technical team
7	Pilot implementation report	June 4 th week	CLM technical team
8	Final draft report submission	June 4 th Week	CLM technical team
9	Final system, technical documentation & 3-month support plan	July to September 2025	CLM technical team

IV. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

- The selected firm will report to NEP+ and ISHDO, joint project coordinator with technical oversight from the CLM technical team.
- Weekly progress updates will be provided via email and biweekly virtual meeting and as required face- to- face meeting.
- Coordination will be ensured through a CLM technical team.

V. LOGISTICS AND ADMINISTRATIVE SUPPORT TO PROSPECT FIRM

- Office space will not be provided; the firm should be equipped with its own resources.

VI. DURATION OF THE WORK

- The assignment will be conducted over **6 weeks** with 3 months technical support, starting from the contract signing date (tentative May 20, 2025).

VII. QUALIFICATIONS OF THE SUCCESSFUL FIRM CONTRACTOR

- Proven experience (minimum 5 years) in M&E system design, digital health solutions, and database development.
- Experience in working with CSOs and KPs in HIV/AIDS or similar health-related programs.
- Skilled in tools such as ODK, and web-based database programming (e.g., MySQL, PostgreSQL, or DHIS2).
- Strong team with relevant public health, data science, and software engineering background. Proficiency in dashboard tools (Power BI, Tableau, etc.).
- Knowledge of data privacy standards.
- Experience with community-based health monitoring.
- Familiarity with Global Fund M&E frameworks is a plus.

VIII. Mandatory Requirements for Bidders: -

- NEP+ invites sealed bid from eligible bidders for the assignment
- Interested bidders can collect complete set of bid documents from NEP+ Office in notice of this bid in working hour,
- Bidders must have Renewed Business License on respective area, TIN Certificate, and VAT registration certificate
- There is no need to submit CPO to compete for constancy services
- Consultants/Bidders are expected to indicate their special/unique experience in similar field of assignment, methodology/work schedule, delivery time and professionals assigned.
- Applicants shall submit their sealed technical and financial proposals separately
- The documents (technical & financial proposals) shall be weighted as per NEP+ procurement procedures
- The bid shall submit their sealed bid documents to the NEP+ Office, HR and procurement Coordination unit, address kirkos sub city, woreda 10 , Hose No 362/14,

Riche the in front of Alpha Plaza building P.O. Box 780 code 1250; on or before 15 calendar days of the announcement up to 2:00 Pm, Office) +251) 0116591616, Tel. or 0913042947

- Bid will be opened on the 15th day of this advertisement at 2:30 PM
- Failure to comply with any one of conditions stated above will lead to automatically rejection from the bid;

NEP+ reserves the right to reject all or part of the bids.

IX. CRITERIA FOR SELECTING THE BEST OFFER

Proposals will be evaluated based on a weighted scoring system, with 70% allocated to technical criteria and 30% to financial criteria, as outlined in the table below.

Criteria	Weight
1. Technical Proposal	70%
▪ Methodology and approach	30%
▪ Team qualifications and experience	25%
▪ Relevant experience	15%
2. Financial Proposal	30%
Total	100%

X. PAYMENT MILESTONES AND AUTHORITY

Payments will be made upon completion of the deliverables/outputs and as per below percentages:

Deliverable	Payment (%)
Inception Report	10%
Assessment Report	20%
M&E Framework & indicators and database development	30%
Training & Pilot Report	20%
Final Report & Handover	20%

XI. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

Interested firms must submit:

- Technical proposal including methodology and work plan.
- Company profile and CVs of key personnel.
- Examples of past similar assignments (with references).
- Financial proposal (separate, itemized budget).

Note: Incomplete proposals may not be considered. Only the successful candidate will be notified of the contract award.

XII. CONFIDENTIALITY AND PROPRIETARY INTERESTS

All information shared with or developed by the firm shall remain the property of NEP+, ISHDO, and MOH. The firm must adhere to strict confidentiality guidelines and data protection standards.