



UNIVERSITY RESEARCH CO., LLC  
CENTER FOR HUMAN SERVICES



**Request for Proposal (RFP)**

**RFQ Number:** **FY25-KLA-UHA-035**

**DESCRIPTION:** CONSULTANCY SERVICES TO REVIEW THE NATIONAL  
QUALITY IMPROVEMENT FRAMEWORK AND STRATEGIC PLAN

**Contracting Entity:** University Research Company, LLC (URC)

**Funded by:** **USAID UGANDA HEALTH ACTIVITY**

**Place of Delivery:** **NA**

**Publication Date:** **Wednesday 15<sup>TH</sup> Jan 2025**

**Deadline for Submission of Questions:** **Tuesday 21<sup>st</sup> Jan 2025**

**Deadline for Submission of Proposals:** **Monday 27<sup>th</sup> Jan 2025.**

## **SECTION 1: INSTRUCTIONS TO OFFERORS**

### **1.1 Introduction**

University Research Co., LLC (URC), a US-based public health organization working in Uganda since 2005, is implementing the USAID Uganda Health Activity with the aim of helping to improve overall health system resilience and to increase the survival and well-being of vulnerable populations in USAID Uganda priority districts. As an integrated health activity, UHA aims to achieve this goal through three intermediate results (IRs):

1. Improved access to and use of quality health services at the community and health facility levels.

2. Enhanced local ownership and leadership for sustainable health outcomes.

3. Strengthened health systems at the regional, district, facility, and community levels. UHA will focus its activities primarily at the regional level and below, strengthening the quality and availability of maternal, newborn, and child health (MNCH), family planning (FP)/reproductive health (RH), nutrition, and facility-level water, sanitation, and hygiene (WASH) services in a subset of 30 focal districts. These include the five cities and two districts with regional referral hospitals (RRHs) in Gulu, Jinja, Kabale, Lira, Mbale, Mbarara, and Moroto, building on previous USAID investments.

### **1.2 Offer Deadline**

Offers must be received no later than, **Monday 27<sup>th</sup> Jan 2025**. Late offers shall be rejected.

### **1.3 Submission of Offers**

Submission of offers shall be by email. A combined proposal including the technical and financial proposal in a single attachment, addressed to the **Chief of Party** shall be submitted **not later than Monday 27<sup>th</sup> Jan 2025** to the [UHAProcurement@urc-chs.com](mailto:UHAProcurement@urc-chs.com)

Please reference the RFP Number “**FY25-KLA-UHA-035**” and the details of the procurement in the email subject.

### **1.4 Questions and Clarifications**

All questions and clarifications regarding this RFP must be submitted in writing to procurement email, [UHAProcurement@urc-chs.com](mailto:UHAProcurement@urc-chs.com) by **Tuesday 21<sup>st</sup> Jan 2025 by 5:00 pm EAT**.

All correspondence and inquiries regarding this solicitation must reference the RFP Number “**FY25-KLA-UHA-035**”.

Questions and requests for clarification, and the responses thereto, that the buyer believes may be of interest to other applicants, will be circulated to all RFP recipients who have indicated an interest in bidding.

### **1.5 Required Documents**

The following documents are required in any offer submission:

- All costs must be quoted in Ugandan Shillings (UGX)
- Cost and budget breakdown and the payment terms (section 3)
- Letter of transmittal (Template attached)

- A completed biodata form (template attached).

### 1.5.1 Technical Evaluation Criteria

All proposals will be evaluated against the following criteria below.

Evaluation Criteria	Submission Requirements	Weight
Overall technical understanding and approach, and proposed methodology	A maximum 5-page written proposal explaining technical understanding of the assignment the proposed methodological approach	35%
Consultant's professional capacity	Contracts from similar past projects with phone and email contact information of contact persons that can be contacted to confirm authenticity of provided information. 1 page maximum, can also include authored documents that in related or like the required assignment.	25%
Timeframe of implementation	Estimated timeframe with deliverables, final delivery date including a detailed timeline. 1 page maximum	10%
Technical versus cost considerations	A budget including budget notes. Submit detailed excel budget and 1 page maximum of budget notes	10%
Qualifications and experience of the consultant	Consultant's CV/Resume and at least 4 references that can be contacted about the Consultant's capabilities.	20%
<b>Total</b>		<b>100%</b>

### Note

Important: Address all quotations to **URC/USAID Uganda Health Activity (URC/ USAID-UHA)**.

### 1.6 Financial Proposal

Prices quoted must be firm-fixed, all-inclusive total prices covering the performance of all the Vendor's obligations, including, but not limited to, the performance of all associated and related services and any other costs or charges. No taxes or fees are to be included in the price; they should be quoted separately. Taxes and levies will be handled and treated according to USAID rules in Uganda. All prices should be quoted in Uganda Shillings.

### 1.7 Validity Period

Offers must remain valid for not less than ninety (90) calendar days after the offer deadline.

### 1.8 Negotiations

URC reserves the right to make an award with no further discussion/negotiation. Therefore, offerors are instructed to present the best price in the initial submission.

### 1.9 Basis for Award

The award will be made to a responsible offeror whose offer follows the RFP instructions, meets the terms of reference, and is judged to be the **best value bidder** in terms of quality and cost based on the scores indicated in the evaluation methodology above and the cost.

### 1.10 Terms and Conditions

Any award because of this RFP will be subject to URC standard terms and conditions. **Vendors should indicate the payment schedule in their offer which may be subject to negotiation.**

**1.10.1 Payment Terms:**

*Kindly indicate your payment terms*

## **SCOPE OF WORK AND DELIVERABLES**

**Nature of Consultancy:** Local Consultancy  
**Project Name:** USAID Uganda Health Activity  
**Key components of the Project:** Review of the National QI Framework and Strategic Plan  
**Dates of Assignment:** February 2025 to June 2025  
**Number of working days:** 45 days  
**Charge code(s):** QIC-03-KLA-019

### **Introduction**

The Ministry of Health has implemented quality improvement efforts for over 20 years to ensure quality health services for all. Since 2010, the implementation of quality improvement interventions has been guided by the National Quality Improvement Framework and Strategic Plan (NQIF&SP) to ensure cohesive quality improvement activities implementation by all stakeholders at various levels. The 3<sup>rd</sup> and current QI Framework 2020/21-25 will expire this year; therefore, a review is due to produce a new one that is commensurate with the current MOH strategic plan and other National guiding documents.

### **Main Objective**

The consultant will lead the review processes of the 2020/21-25 NQIF&SP and develop the 2025/26-30 NQIF&SP that will guide the QI implementation in the health sector in line with meeting the national health sector Key Performance indicators and care outcomes.

### **Methodology**

1. *Assess existing guidelines:* Gather and appraise the relevance of Ministry of Health guidelines (including NQIF&SP-2021-2025 and other previous QI frameworks, National Support Supervision Strategy, National Support supervision guidelines, NDP-III) and reports (including Reports-HMIS, Annual Health Sector Performance Report, support supervision reports, MOH quarterly report).
2. *Conduct a literature review:* Search and synthesize the latest evidence and global health guidance on quality improvement implementation in the health sector.
3. *Engage stakeholders:* Consult with healthcare managers at different levels, frontline providers in both public and private sectors, patients, and other key stakeholders (health development partners, DHOs, medical bureaus, and implementing partners) to gather feedback and insights on the current National QI framework and implementation plan. Gather information on strengths, gaps, areas for improvement and proposed new directions, with a focus on systems strengthening and sustainability to deliver Primary Health Care, in consideration of equity and gender.
4. *Document and share the review:* The consultant will document review findings and share them with the review team.
5. *Develop and refine updated framework:* Use the review findings and stakeholder feedback to update and refine the framework. Work with the review team to produce a clear, concise final product.
6. *Approval process:* Present the final framework and implementation plan to the GOSPOR and MoH senior management team for approval.

**Expected Outcomes**

1. Inception report from the consultant
2. Situational Analysis report
3. Working Drafts
4. Final copy of the revised NQIF&SP 2025-30

**Timeline**

- Jan-Feb 2025: Establish a review team, identify and assess existing guidelines
- Feb-Mar 2025: Conduct literature review and engage stakeholders
- Mar-Apr 2025: Develop and refine updated guidelines
- May 2025: Approval
- Jun 2025: Dissemination

**Resources**

- Review team members (healthcare professionals, researchers, stakeholders)
- Literature review and database access
- Stakeholder engagement and consultation mechanisms
- Dissemination and implementation support

### **SECTION 3: PRICE SCHEDULE**

- *Indicate a detailed schedule of costs clearly breaking down the professional fees, incidentals, and applicable taxes and any other detail, each in a separate line.*

#### **SECTION 4: CONSULTANT'S BIODATA FORM**





## CONTRACTOR EMPLOYEE BIOGRAPHICAL DATA SHEET

### PRIVACY ACT STATEMENT

**Authority:** Foreign Assistance Act, Pub. L. 87-165, as amended, and 48 CFR Ch. 7 - AIDAR.

**Purpose:** To collect, use, maintain, and disclose information to determine the qualifications of an individual for a specific contract position and to determine the reasonableness of proposed salary or consultant rate for the services proposed under the contract. This form is only valid with an OMB Number displayed in accordance with 44 USC 3506(c)(1)(B)(iii)(V).

**Routine Uses:** The personal information is used by USAID to maintain administrative records and to perform other administrative functions inherent to the administration of the contract. This information will be used by USAID Contracting Officers and will not be disclosed outside USAID.

**Disclosure:** Contractor employees/consultants under USAID cost-reimbursement contracts must submit personal, employment history, and educational data, and the contractor must provide the basis and rationale for the proposed salary as specified in the form. Providing personal information is voluntary. However, failure to provide any of the requested information may delay or prevent approval of the individual proposed under the specific contract.

1. Name ( <i>Last, First, Middle</i> )				2. Contractor's Name			
3. Employee's Address ( <i>include ZIP code</i> )				4. Contract Number		5. Position Under Contract	
				6. Proposed Salary		7. Duration of Assignment	
8. Telephone Number ( <i>include area code</i> )		9. Place of Birth		10. Citizenship ( <i>If non-U.S. citizen, give visa status</i> )			
11. Names, Ages, and Relationship of Dependents to Accompany Individual to Country of Assignment							
12. EDUCATION ( <i>include all college or university degrees</i> )					13. LANGUAGE PROFICIENCY ( <i>see instructions on Page 3</i> )		
NAME AND LOCATION OF INSTITUTION	MAJOR	DEGREE	DATE	LANGUAGE	Proficiency Speaking	Proficiency Reading	
14. EMPLOYMENT HISTORY ( <i>List last three (3) positions held by the individual</i> )							
POSITION TITLE	EMPLOYER'S NAME AND ADDRESS POINT OF CONTACT & TELEPHONE #			Dates of Employment ( <i>MM/YYYY</i> )			
				From		To	



**USAID**  
FROM THE AMERICAN PEOPLE

OMB Control No:

Expiration Date:


**15. SPECIFIC CONSULTANT SERVICES** (give last three (3) years). Continue on a separate sheet of paper, if required, to provide this information.

SERVICES PERFORMED	EMPLOYER'S NAME AND ADDRESS POINT OF CONTACT & TELEPHONE #	Dates of Employment (MM/YYYY)	
		From	To

**16. RATIONALE FOR PROPOSED SALARY** (Provide the basis for the salary proposed in Block 6 with supporting rationale for the market value of the position. Continue on a separate sheet of paper, if required) Salary definition – basic periodic payment for services rendered. Exclude bonuses, profit-sharing arrangements, commissions, consultant fees, extra or overtime work payments, overseas differential or quarters, cost of living or dependent education allowances.

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**17. CERTIFICATION:** To the best of my knowledge, the above facts as stated are true and correct.

Signature of Employee	Date
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**18. CONTRACTOR'S CERTIFICATION** (To be signed by responsible representative of Contractor)

Contractor certifies in submitting this form that it has taken reasonable steps (in accordance with sound business practices) to verify the information in this form. Contractor understands that USAID may rely on the accuracy of such information in negotiating and reimbursing personnel under this contract. Certifications that are false, fictitious, or fraudulent, or that are based on inadequately verified information, may result in appropriate remedial action by USAID, taking into consideration all the pertinent facts and circumstances, ranging from refund claims to criminal prosecution.

Signature of Contractor's Representative	Date
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## INSTRUCTIONS

Indicate your language proficiency in Block 13 using the following numeric Interagency Language Roundtable levels (Foreign Service Institute Levels). The following provides brief descriptions of proficiency levels 2, 3, 4, and 5. "S" indicates speaking ability and "R" indicates reading ability. For more in-depth description of the levels refer to ADS 438.

### 2. Limited working proficiency

- S Able to satisfy routine special demands and limited work requirements.
- R Sufficient comprehension to read simple, authentic written material in a form equivalent to usual printing or typescript on familiar subjects within familiar contexts.

### 3. General professional proficiency

- S Able to speak the language with sufficient structural accuracy and vocabulary to participate effectively in most formal and informal conversations on practical, social, and professional topics.
- R Able to read within a normal range of speed and with almost complete comprehension of a variety of authentic prose material on unfamiliar subjects.

### 4. Advanced professional proficiency

- S Able to use the language fluently and accurately on all levels normally pertinent to professional needs.
- R Able to read fluently and accurately all styles and forms of the language pertinent to professional needs.

### 5. Functionally native proficiency

- S Speaking proficiency is functionally equivalent to that of a highly articulate well-educated native speaker and reflects the cultural standards of a country where the language is natively spoken.
- R Reading proficiency is functionally equivalent to that of the well-educated native reader.

## PAPERWORK REDUCTION ACT INFORMATION

The information requested by this form is necessary for prudent management and administration of public funds under USAID contracts. The information helps USAID estimate logistic support and allowances, the educational information provides an indication of qualifications, and the proposed salary, along with the basis and rationale for the market value is used to monitor cost and help determine reasonableness of proposed salary.

## PAPERWORK REDUCTION ACT NOTICE

Public reporting burden for this collection of information is estimated to average thirty (30) minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to:

United States Agency for International Development  
Bureau for Management  
Office of Acquisition and Assistance  
Policy Division (M/OAA/P)  
Washington, DC 20523-7100;

and

Office of Management and Budget  
Paperwork Reduction Project (0412-0520)  
Washington, DC 20503

**SECTION 5: LETTER OF TRANSMITTAL**

*The following letter must be completed and submitted electronically with any offer on your company letter head with your physical office address details:*

To: URC  
**Attention:** Dr. Augustin Muhwezi  
Chief of Party **URC/USAID-UHA**

Subject: Offer from **Consultant's Name**  
Reference: **FY25-KLA-UHA-035**

Date: \_\_\_\_\_

**Name** hereby propose the attached offer to perform all work required to **Provision of consultancy services to** review the national quality improvement framework and strategic plan in accordance with the terms of reference as described in the above referenced- RFP. Please find attached my detailed offer, as called for in the RFP.

I hereby acknowledge and agree to all the terms and conditions, special provisions, and instructions included in the above referenced RFP. -I further certify that I and all my associates and all services offered in response to this RFP—are eligible to participate in this procurement under the terms and conditions of this solicitation and under USAID regulations and are currently not excluded from federal procurement or non-procurement programs.

The proposal is comprised of the following required documents.

- ☐ Response to Terms of reference
- ☐ Execution/Delivery Schedule
- ☐ Pricing Schedule
- ☐ Letter of Transmittal

I hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

\_\_\_\_\_  
Name

Signature

\_\_\_\_\_  
Date \_\_\_\_\_