

ABUNDANT HEALTH EVALUATION REQUEST FOR PROPOSAL

RFP Release Date: February 3, 2021

Questions Due Date: February 15, 2021. Submission of questions or requests for clarification must be submitted in writing via email myhanh@fhi360.org and nnam@fhi360.org by 5pm Hanoi. Please note that inquiries and answers to inquiries will be shared with all applicants. Please do not contact any FHI 360 employees regarding this RFQ. Contacting individual employees may be cause for disqualification. No telephone inquiries will be answered.

Proposal Due Date: February 25, 2021, 5:00pm Hanoi. Complete proposal must be submitted via email to myhanh@fhi360.org and nnam@fhi360.org

Anticipated Period of Performance: March – June 2021

Background (FHI 360 team to provide additional information)

With funding from the Pfizer Foundation, the Abundant Health (AH) project (2016 – 2020) strengthened the capacity of the Ho Chi Minh City (HCMC) Department of Health (DOH) to provide accessible and quality hypertension and diabetes mellitus services at the community level. Using a team-based approach to care, the AH model established links across the health system, from community-based outreach platforms and community health workers to commune health stations (CHSs) and district hospitals. These service delivery points support self-management of hypertension and diabetes mellitus by individuals themselves and bring access to ongoing clinical management of hypertension and diabetes mellitus closer to patients.

In the first phase, AH supported the introduction of hypertension and diabetes mellitus prevention, screening and treatment in five CHSs in the Tan Phu district. In its second phase, the project expanded to all 11 CHSs in the district with funding from the Pfizer Foundation and co-funding from the HCMC DOH. In the third phase, Pfizer Foundation continued to provide funding for technical and management support, while the HCMC DOH took ownership of the model and funded its scaling up to be city-wide, reaching nearly 300 CHSs across almost all districts of HCMC.



Proposed Evaluation

Although transitioning from promising pilots to sustained implementation at scale remains a challenge in international health and development, AH offers a noteworthy example of how a high performing

model can be effectively scaled-up with modest external support. Thus, FHI 360 proposes to conduct a six-month assessment to determine the key factors contributing to this scale up and local investment.

The evaluation will seek to answer the following questions:

- What factors facilitated the scale-up of the Abundant Health model in HCMC from 2016 to 2020?
- To what degree have activities been implemented with fidelity and what adaptations were made across communes during the three phases of the intervention?
- What is the minimum package of service that is effective and should be sustained and scaled?

Methods

This mixed methods study will employ 1) desk reviews of the AH model documents and routine project/service data and 2) in-depth interviews. There would be up to 40 in-depth interviews with: a) Stakeholders from the World Health Organization in Vietnam, Vietnam Ministry of Health, and the HCMC DOH; b) Healthcare providers and collaborators from district health centers and CHSs that played a role in AH management and implementation; and a) AH clients.

At the national level, will be one to two stakeholders from Vietnam Ministry of Health, one stakeholder from the World Health Organization, and two to three stakeholders from HCMC DOH to be invited for in-depth interviews. To facilitate the comparison across and a deeper understanding of the facilitating factors within each of the three phases, three districts will be selected: Tan Phu district, where the AH was implemented during the first 2 years; two additional districts randomly selected districts – one from a list of 17 districts and the other from a list of five sub-urban districts. The second district will be randomly selected from a list of 17 urban districts. The third district will be selected from a list of 5 sub-urban districts. In-depth interviews will be conducted with stakeholder(s) from each of the three District Health Centers.

Within Tan Phu district, one CHS will be randomly selected from five CHSs participating in Phase I, and the other one from 6 CHSs that participated in phase II. For the other two districts, one CHS from each of the following lists will be randomly selected: 1) CHSs in the government health insurance network and within the national target program on non-communicable diseases, 2) CHSs in the government health insurance network but not within the national target program on non-communicable diseases, and 3) CHSs out of government health insurance network. In each CHS, we plan to interview healthcare providers, a collaborator, and up to two clients.

Scope of Work

Purpose: FHI 360 seeks to contract with a qualified research firm or research team in Viet Nam to implement this assessment in HCMC. The specific aims are:

1. To perform desk reviews of AH model documents and routine project/service data and relevant data in Vietnam and in the region.
2. To conduct in-depth interviews with up to 40 participants, analyze the data, prepare dissemination materials, and take part in a dissemination event.

Specific tasks in the awarded scope of work will include:

- Conduct desk review on of relevant NCD models and interventions in Vietnam and other countries and their lesson learnt for sustainability.

- Develop study protocol and data collection instruments of the assessment in consultation with FHI 360 staff and other partners.
- Obtain national scientific and ethical approval.
- Conduct data collection according to protocol.
- Transcribe tapes, analyze data using qualitative approaches.
- Document the results of the assessment and recommendations for future programs in various formats (see expected deliverables below)
- Participate in dissemination of assessment findings.

Expected deliverables:

1. Desk review on of relevant NCD models and interventions in Vietnam and other countries and their lesson learnt for sustainability.
2. English version of the protocol and data collection instruments.
3. Vietnamese version of the protocol and data collection instruments.
4. Scientific and ethical approval from a local institution.
5. Detailed schedule and sampling frame for data collection and analysis.
6. Field trip update notes.
7. Detailed data analysis plan.
8. Raw and final audio records and transcriptions in Vietnamese.
9. Thematic notes with relevant quotes in Vietnamese and English.
10. Two slide decks (one in English and one in Vietnamese) of findings and recommendations– inclusive of both Aims #1 and #2.
11. Policy briefs (one in English and one in Vietnamese).

Location of Work

The study will be conducted in HCMC and Hanoi. Primary data collection will be done at national, provincial, district, and CHS levels.

Evaluation Criteria

Bids will be evaluated and ranked by a committee on a best-value basis according to the criteria below.

Selection shall be based on the following weighted categories:

1. Technical approach for conducting the assessment (20%)
2. Capacity and experience (40%)
3. Completeness and appropriateness of budget (25%)
4. References and past performance (15%)

NOTE: FHI 360 will not compensate the company for its preparation of response to this RFP nor is the issuing of this RFP a guarantee that FHI 360 will award a contract.

Submitted quotes should be valid for **30 days** from the date of submission to allow adequate time for organizational approval.

** Quotes should include payment terms. Indicate bank charges/fees, if applicable, for receiving an electronic bank transfer.*

Responses to this RFQ should be submitted by email to myhanh@fhi360.org with a copy to nnam@fhi360.org no later than February 25, 2021, 5:00 pm Hanoi. with subject line “ABUNDANT HEALTH EVALUATION”.

Any quotations received after this date and time may not be accepted and shall be considered non-responsive. FHI 360 will acknowledge receipt of the quotation by return email within 24 hours.