

Request for Proposal for Consulting Services

NATURE OF SERVICES: Consultant for Program Quality Systems Assessment and Recommendations

CONTRACTING ENTITY: Helen Keller International (Helen Keller)

PLACE OF PERFORMANCE: Remote

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities that are striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition and clear vision, we help millions of people create lasting change in their own lives. Working in more than 20 countries – across Africa, Asia, Europe and the United States – and together with a global community of supporters, we are ensuring every person has the opportunity – as Helen did – to reach their true potential.

BACKGROUND: Helen Keller is seeking a consultant to assess its program quality systems and provide recommendations to the Executive Management Team. The assessment will focus on evaluating the effectiveness and efficiency of existing program quality systems and processes across Helen Keller.

SCOPE OF WORK:

- Organizing and conducting interviews with relevant staff to assess Helen Keller’s program quality systems, including award start-up, regular check-ins for monitoring program quality, and final end-of-project review/post-mortem processes. This should also include monitoring and evaluation processes, data/information management systems, program implementation protocols, and reporting mechanisms.
- Assessing the alignment of program quality systems with industry best practices, donor requirements, and international standards.
- Identifying strengths, weaknesses, gaps, and areas for improvement within the program quality systems.
- Providing actionable recommendations to enhance program quality systems and improve overall program effectiveness and efficiency.
- Presenting the assessment findings and recommendations to key groups (Executive Management Team, Program Executive Team, and Regional/Country Directors) in a clear and concise manner.
- Synthesizing and summarizing feedback from Helen Keller about the feasibility and actionability of recommendations, including timeline and responsibilities for implementing recommendations.

Tasks and Deliverables:

a. Review and Assessment Phase

- Review relevant program documents, guidelines, and protocols.
- Conduct interviews with key stakeholders, including regional and country directors, selected program managers, Executive Management Team and Executive Program Team.
- Analyze existing program quality systems, tools, and processes.
- Identify strengths, weaknesses, and areas for improvement.

Deliverable: Assessment Report

- *Comprehensive report summarizing the findings of the program quality systems assessment.*
- *Identification of key areas for improvement.*
- *Clear and actionable recommendations, including suggested changes and enhancements, timelines, and responsibilities.*

b. Recommendation Phase

- Develop a roadmap outlining the recommended steps and timelines for implementing the identified improvements.
- Provide guidance on start-up, regular check-in and final end-of-project processes including program quality, operations and budget reviews.
- Offer advice on integrating program quality systems with other organizational processes and functions.
- Present recommendations to the Executive Management Team, Program Executive Team, and Regional Directors in a concise and engaging manner.

Deliverable: Recommendation Report

- *Detailed report outlining the recommended enhancements to program quality systems.*
- *Roadmap for implementation, including prioritization of actions and suggested timelines.*
- *Clear guidance on integrating recommended changes into existing processes.*
- *Development of key tools that can be used for project management and program quality work.*

[Note: Helen Keller Intl reserves the right to modify the scope of work and deliverables in consultation with the consultant if deemed necessary to achieve the objectives of the assessment.]

REQUIRED QUALIFICATIONS and EXPERIENCE:

- Extensive experience in program quality systems assessment and improvement, preferably in the international development sector.
- Strong knowledge of project start-up, regular check-in, and end-of-project processes including methods for program quality monitoring, management of program quality information, and program implementation protocols.
- Familiarity with industry best practices, donor requirements, and international standards related to program quality systems.
- Strong knowledge of donor regulations including philanthropic donors, USAID, foreign government development agencies, and other multilateral development agencies.
- Excellent analytical and problem-solving skills.
- Ability to work collaboratively with diverse stakeholders and teams.
- Strong communication and presentation skills.
- Proven track record of delivering high-quality reports and recommendations.

DURATION AND TIMEFRAME: The consultancy is expected to be conducted over a period of 3 months, approximately 6-8 working days a month. The exact timeline will be finalized in consultation with the selected consultant.

SPECIFIC REQUESTS FOR INFORMATION:

Please describe the nature of your education and experience and why it is well suited to the nature of the work described above. In particular, please be sure to address the qualifications and experience listed above and comparable project work. In addition, please provide:

- CV
- Cover letter and expected daily rate
- Sample of previous work
- Three references who may be contacted by Helen Keller Intl. These references should be clients or employers for whom you have provided similar services.

Please submit your proposal to consultants.recruitment@hki.org noting the title "Program Quality Consultant" in the subject line. The deadline to submit a proposal is August 31, 2023.

EVALUATION AND AWARD PROCESS

This RFP is open to all persons or entities that are deemed capable of implementing the scope of work,

with a solid record of integrity and business ethics. The award will be made to the Seller representing the best value to the project and to Helen Keller. For the purpose of this RFP, price, delivery, technical and past performance are of equal importance for the purposes of evaluating and selecting the “best value” awardee.

In the spirit of our founder and namesake, Helen Keller places diversity and partnership at the core of our work. We encourage small minority, women, or veteran-owned businesses to submit proposals.