

THE LEBANESE ASSOCIATION OF THE KNIGHTS OF MALTA / THE ORDER OF MALTA LEBANON IS LOOKING FOR A CONSULTANT

The Order of Malta Lebanon (OML) has been operating in the health and social welfare sectors since 1957. It manages a network of 40 projects serving the most vulnerable populations across the Lebanese territory, including Community Health Centers (following the MoPH Primary Healthcare Program), Mobile Medical Units, Elderly Day Care Centers, Hosting Centers for the Differently Abled persons and projects for the displaced and refugees.

OML, with the support of its partner Malteser International (MI), is implementing a project focusing on health service provision through four mobile medical units (MMUs) in the regions of Akkar, Baalbek, Nabatieh and Tyre. The current project, which is ongoing since January 2019, will end in December 2022. A successor project will start in January 2023 and run until March 2025. Both projects are financed by the German Federal Foreign Office (GFFO).

In this framework, OML is releasing a call for proposal submissions for a consultant for a baseline study for the new project phase January 2023 to March 2025.

Consultant for a Baseline Study

I. Context

Since 2019, Lebanon has been experiencing several financial, and economic crisis, a double explosion in Beirut's port, an economic collapse and rising political instability, all while fighting the Covid-19 global pandemic. This present situation threatens the basic rights of its population, both Lebanese and refugees, and corrods society's ability to access basic goods, including food, shelter, and healthcare. In addition, compared to May 2020, inflation in Lebanon according to the user price indicator showed a jump of almost 120%, driving up the cost of living, with the local currency reaching new lows on a daily basis. Lebanon is facing further substantial socio-political and economic challenges. These included a change in government, widespread power outages, a fuel crisis, and several roadblocks and protests throughout the country.

The proportion of Lebanese beneficiaries benefitting from subsidized primary health care (PHC) consultations is the highest since the beginning of the crisis. This is reflected in increasing percentages of Lebanese benefitting from humanitarian projects, which initially served predominately Syrian refugees. This is indicating the increased vulnerability among the host community in Lebanon and the demand to maintain and expand support to the people in need. The pressure is additionally heightened by the reduced approach to anticipation-focused primary healthcare, including routine immunization, and by shortages of essential medicines and medical supplies, resulting from gaps in the critical supply chain of medications. The dire health situation extends to all vulnerable populations.

II. Project Background

In the context of the GFFO project, OML is operating four MMUs. The MMUs are offering medical services free of charge, including consultations, medications, and referrals to other health care facilities for both refugees and host population. They are also distributing kits, such as winterization and hygiene kits.

The four MMUs are located in four regions in Lebanon:

- The MMU in Akkar is operating since 2014, primarily focusing on 6 villages in the Akkar area
- The MMU in Baalbek is operating since 2019, primarily focusing on 18 villages in the Bekaa area.
- The MMU in Nabatieh is operating since 2021, primarily focusing on 23 villages in South Lebanon.
- Within the scope of the project, the MMU in Tyre is operating since 2021, primarily focusing on 23 villages. Before being incorporated into the project, it was financed by other donors for several years.

Project: Provision of specialized medical assistance in Akkar, Baalbek, Nabatieh and Tyre to reach the most vulnerable of the Syrian refugees and the Lebanese community through the operation of four Mobile Medical Units

Expected Project Period: 01.01.2023 – 31.03.2025

Project Objective:

Syrian refugees and vulnerable Lebanese have improved access to appropriate primary and secondary health care services through 4 MMUs and a referral system to local PHCCs, hospitals, and laboratories in the area.

Expected project outputs with relevance to the baseline study:

1. Four MMUs provide essential health care for Syrian refugees and vulnerable Lebanese in Akkar, Baalbek, Nabatieh and Tyre.
2. Health promotion and disease prevention is supported through the implementation of focus group discussions, awareness raising campaigns, and screening campaigns in coordination with the OML PHCCs. Beneficiaries' needs and feedback are tracked continuously to inform campaigns and the overall project implementation.
3. Increased access to specialized treatment and secondary level specialized health care including Mental Health and Psychosocial Support (MHPSS) in the reference PHCCs, laboratories, and hospitals in all four areas is ensured.

For more information about the project background, please see the Annex 1 *Project Background Information*.

III. **Purpose of the Baseline Study**

The main purpose of the baseline study is to provide project indicator specific as well as contextual information for the new project phase. Core information on the indicator values of the current project at the time of the start of the successor project should serve as baseline values. Furthermore, target group specific research with regards to access in the project areas is required.

IV. **Scope of Work:**

Under the supervision of OML, the consultant is expected to:

- Conduct a baseline research including each target community, thereby establish the baseline against indicators in the project proposal and logframe
- Assess the composition of target communities that are currently reached (gender, age, disability, nationality)
- Analyse the percentages of Syrian nationals and Lebanese nationals that are feasible to be reached within the scope of the project, taking the established routing of the MMUs into account
- Analyse the effectiveness of referrals to specialized services and analyse barriers to the actual use of referrals
- Analyse access levels to health services in the communities, with specific focus on access to project MMU services in target communities and possible barriers to access as well as attitudes toward services
- Analyse the number of women, girls, persons with disabilities and elderly in the project locations and analyse the constraints they face when accessing the MMU services
- Review the current intervention logic in the logical framework against the findings of the baseline in order to provide recommendations for adjustments of indicators for the upcoming project phase

All data is to be disaggregated according to gender, age, disability and nationality.

The sample size shall provide a statistically representative analysis.

To facilitate this consultancy, OML will ensure:

- Provision of information packages on the projects and relevant reports.
- Assistance with the organisation of interviews with OML stakeholders, as recommended and aligned with the consultant.

V. Suggested Methodologies:

The methodology is based on mixed research tools that combine both qualitative and quantitative data. The consultant will design research tools and methodologies for review and approval by OML, ensuring that all key elements of the project baseline are addressed and that tools/methodology are interlinked. Age, gender, disability and culture sensitivity shall be kept in mind when designing the research tools and methodologies. OML staff is to be involved in the field work, whenever OML deems it necessary. In coordination with OML, the consultant will elaborate a list of specific meetings they wish to conduct and locations to be visited during the field assessment to allow for the related administrative and logistics arrangements and schedule of appointments. A briefing with representatives of OML in Beirut is foreseen.

There is extensive literature and already conducted health studies available in Lebanon. The consultant is requested to make maximum use of this existing literature and to complement the missing information with own research.

Primary data and data analysis process will be disaggregated by age, gender, disability, and nationality. Data collected will be processed using readymade software.

VI. Expected Deliverables:

The expected **deliverables** throughout the process include:

1. An Inception Report, including at least:
 - a) Validated, tested and translated data collection tools
 - b) Data collection plan and timeline
 - c) Hard copies of the questionnaires (if hard copies) and/or raw cleaned data (if on tablets) in annexes
 - d) Data analysis plan and timeline
 - e) Budget breakdown
 - f) Sample size for quantitative data collection
 - g) Number and concepts of focus group discussions, interviews with key informants / stakeholders and other qualitative methods applied.
2. A Narrative Report answering the objectives of the study, including among others:
 - a) List of findings
 - b) List of recommendations
 - c) Two-page summary factsheet (in English and Arabic)
 - d) Data sets
 - e) Qualitative/Quantitative data analysis spreadsheets
 - f) List of interviewed respondents
 - g) Limitation of the study
3. A Final Report to include:
 - a) summary presentation with key findings

All collected data is legally owned by OML, and the consultant is expected to hand over all data sets. The consultant shall maintain in confidence and protect all information provided to him/her by the employees, and beneficiaries. The consultant may only disclose information to the extent necessary to perform the baseline.

VII. Schedule of Deliverables:

The study is expected to take place in November and December 2022 with the following preliminary timeframe: The study should be completed and submitted to OML within an overall period of 20 working days being segregated as follows:

- Inception Report should be sent to OML within **5 working days** from contract signature.
- Narrative Report should be sent to OML within **15 working days**.
- Final Report should be sent to OML within **5 working days**.

Please note: this evaluation will include field visits to different districts of Lebanon. The evaluator must be comfortable, willing, and able to travel across Lebanon, including travelling to rural regions and regions outside the central areas.

VIII. Experience

- Fluent in Arabic and English
- At least 5 years of relevant experience in health related projects
- A minimum of 3 years of relevant experience in the field of the humanitarian/development sector working with (I)NGOs on development and/or humanitarian projects
- Strong experience in setting up and implementing Monitoring, Evaluation, Learning and Accountability frameworks
- Highly skilled in engaging with local/grass-root partners and stakeholders
- The evaluation team including the field facilitators must consist of M&E specialists and data management experts possessing significantly high levels of experience in the humanitarian and development sectors

IX. Qualifications and Selection Criteria:

The Consultant must possess the following qualifications:

- Academic Qualification: Post-graduate degree, at least a Master's degree, in Public & Community Health or equivalent

The selection criteria will be done according to the following weights:

- Technical Proposal (70%)
- Financial Proposal (30%)

X. Submission of Proposal

The interested consultant(s) should submit a Proposal that must include all the following:

- Technical Proposal including:
 - i. Description of previous experience including CV and/or resume
 - ii. Publication and/or Research Studies if any
 - iii. Letters of Satisfaction for previous conducted research and studies (at least 2)
 - iv. Detailed methodology and work plan (access to field, sampling, conducting the assessment, tools, Human Resources plan...)
 - v. Detailed Schedule of Work Plan and Deliverables
- Financial Proposal including:
 - i. Baseline Research cost per location (to include costs for travel, accommodation, per diem etc.)
 - ii. Focus Group cost per location
 - iii. Consultant Fees
 - iv. Other parameters if applicable

The proposals must be sent by email no later than December 2nd, 2022 to anna-maria.nassour@ordredemalteliban.org specifying in the subject the RFP# MMU 0205.2022 and the project name.

Bidders who submit their proposals after the set deadline will not be considered.

XI. Payment Schedule:

The payments will be made in accordance with the following schedule:

- 30% after submission of the Inception Report
- 40% after submission of the Narrative Report
- 30% after submission of the Final Report

The provision of the services is to be paid in USD.

XII. Annexes:

- a) Annex 1: Project Background Information

Annex 1

Project Background Information

on the

Planned project 2023/2024/2025

Project title: Provision of specialized medical assistance in Akkar, Baalbek, Nabatieh and Tyre to reach the most vulnerable of the Syrian refugees and the Lebanese community through the operation of four Mobile Medical Units

Expected Project Period: 01.01.2023 – 31.03.2025

Project Objective:

Syrian refugees and vulnerable Lebanese have improved access to appropriate primary and secondary health care services through 4 MMUs and a referral system to local PHCCs, hospitals, and laboratories in the area.

Expected project outputs with relevance to the baseline study:

4. Four MMUs provide essential health care for Syrian refugees and vulnerable Lebanese in Akkar, Baalbek, Nabatieh and Tyre.
5. Health promotion and disease prevention is supported through the implementation of focus group discussions, awareness raising campaigns, and screening campaigns in coordination with the OML PHCCs. Beneficiaries' needs and feedback are tracked continuously to inform campaigns and the overall project implementation.
6. Increased access to specialized treatment and secondary level specialized health care including Mental Health and Psychosocial Support (MHPSS) in the reference PHCCs, laboratories, and hospitals in all four areas is ensured.

Detailed Activities:

Output 1 - Four MMUs provide essential health care for Syrian refugees and vulnerable Lebanese in Akkar, Baalbek, Nabatieh and Tyre.

- Activity 1.1: Run and maintain the four operational MMUs.
- Activity 1.2: Provide general medical consultations, medications, and medical tests at the four MMUs through visiting different villages and informal tent settlements (ITS).
- Activity 1.3: Develop an appointment booking system for consultations provided at villages and informal tent settlements (ITS).
- Activity 1.4: Develop a system for patient contributions based on vulnerability criteria, making sure through continuous monitoring of patient demographics that all beneficiaries have access and contribute according to their financial situation.
- Activity 1.5: Provide medical consultations, medications, and medical tests to Syrian and Lebanese children through visiting schools.

Output 2 - Health promotion and disease prevention is supported through the implementation of focus group discussions, awareness raising campaigns, and screening campaigns in coordination with the OML PHCCs. Beneficiaries' needs and feedback are tracked continuously to inform campaigns and the overall project implementation.

- Activity 2.1: Conduct awareness raising campaigns for patients during their waiting time in front of the MMUs. Monthly subjects are chosen based on local needs in alignment with the OML PHCCs.
- Activity 2.2: Conduct screening campaigns for patients in alignment with the OML PHCCs.
- Activity 2.3: Organise focus group discussions after each awareness raising campaign and screening campaign.
- Activity 2.4: Participate in national vaccination campaigns funded by the Lebanese Ministry of Public Health in coordination with the ministry and local stakeholders.
- Activity 2.5: Procure and distribute education and information materials for beneficiaries attending awareness raising sessions in villages, ITS, and schools.
- Activity 2.6: Procure and distribute health-related kits for beneficiaries attending awareness raising sessions and screening campaigns in villages, ITS, and schools.

- Activity 2.7: Ensure that satisfaction questionnaires are filled for approximately 10% of the daily patients visiting each MMU and that feedback is continuously reviewed and informs project implementation.

Output 3 - Increased access to specialized treatment and secondary level specialized health care including Mental Health and Psychosocial Support (MHPSS) in the reference PHCCs, laboratories, and hospitals in all four areas is ensured.

- Activity 3.1: Provide secondary level referrals for specialized services regarding MHPSS, dental, gynaecological, ophthalmological, echography, and laboratory.
- Activity 3.2: Provide tertiary level referrals for very limited, life-saving cases.

Expected target group:

Total number of direct beneficiaries: 120.000 effective patients

Thereof:

- Output 1:
 - 120.000 effective patients receiving consultations at the four MMUs
- Output 2:
 - MMU patients benefitting from 24 awareness sessions and 12 screening campaigns
 - 11.000 patients benefitting from the distribution of health-related kits
- Output 3:
 - 44.200 people benefitting from referrals from MMUs, schools, and home visits