



**Terms of Reference**  
**Capturing Lessons Learned – Event Design, Planning and Facilitation**  
*SUBMISSION DEADLINE: September 11, 2017*

**I. Position:**

Aga Khan Foundation Canada (AKFC) is seeking expressions of interest for a short term consultancy to design, plan and facilitate a lessons learned event for AKFC, its implementing and strategic partners for a five-year project designed to strengthen health systems in Central Asia. This assignment will take place from September – November 2017 (subject to change) and will require international travel from approximately November 7<sup>th</sup> – 18<sup>th</sup>.

**II. Background and Context:**

The *Aga Khan Development Network (AKDN)* is a group of private, international, non-denominational agencies working to improve living conditions and opportunities for people in the developing world. The Network's organizations have individual mandates that range from the fields of health and education to architecture, livelihoods development and the promotion of private enterprise. Together, they collaborate in working towards a common goal – to build institutions and projects that can respond to the challenges of social, economic and cultural change on an ongoing basis.

*Aga Khan Foundation Canada* was established as a Canadian non-profit international development agency in 1980. AKFC mobilizes Canadian financial, intellectual and technical resources to support the efforts of the larger AKDN through wide-ranging partnerships with the Canadian government, academic and civil society institutions, the corporate sector, and individual Canadians.

**III. Central Asia Health Systems Strengthening (CAHSS) Project**

CAHSS is a five-year Project that aims to improve the health of men, women and children, especially women of reproductive age, newborns and children under five years of age, in targeted communities in Afghanistan, Tajikistan, Pakistan and Kyrgyz Republic, co-funded by Global Affairs Canada and AKFC. To achieve its objective CAHSS has been employing the following strategies (components):

1. Strengthening Service Delivery: Improving diagnostic and imaging equipment in priority AKDN facilities; upgrade facilities with technology to improve quality education and care (e.g. eHealth); improve facilities management and quality assurance;
2. Fostering Professional and Continuing Education: Strengthening the capacity of health professionals in targeted health facilities to manage and provide quality care through organizing a range of professional development opportunities;
3. Reinforcing Community Health Promotion: Mobilizing the targeted communities to improve health seeking behaviour of mainly women and children and to improving utilization of the availed quality health facility and community based services; and

4. Promoting Learning and Engagement: Promoting research on eHealth, health system financing and overall health management systems to strengthen the sustainability of the provision of quality health services.

#### IV. Purpose:

CAHSS seeks an experienced development professional with extensive program management, evaluation and quality facilitation skills to provide technical inputs and support the design, planning and delivery of an end of project lessons learned event for a large multi-sectoral audience. CAHSS is planning a learning event from 14<sup>th</sup> – 16<sup>th</sup> November in Bishkek, Kyrgyz Republic. The learning event is an opportunity to celebrate and reflect on the CAHSS experience to strengthen health systems in Central Asia. The intention is for the learning event to be participatory and interactive, and to maximize opportunities for discussion and reflection with an end result of capturing and documenting lessons learned. Participants will include representatives from all CAHSS project countries, including: AKDN implementing agencies, CAHSS country government representatives, research and academic institutions, regional and international donor representatives, strategic NGO and global agency representatives.

The methodology for the learning sessions is anticipated to be by thematic areas, or by geography/ community of practice or other relevant segregation in smaller discussion groups to maximize the opportunity to contribute and participate. Each of the streams/ discussion groups will be led by an internal facilitator following a structured approach and who will be trained by the consultant to guide consecutive discussions. It is expected that each discussion group will produce a list of lessons learned, which will be compiled over the course of the event. A tentative working schedule for the learning event is presented below.

	Day 1		Day 2		Day 3		
8:30	Welcome		Plenary: Gender		Plenary PRC Presentation of research findings		
9:00-12:00	Stream 1: Professional Development	Stream 2: HPDP	Qualitative Gender Assessment Findings		Stream 1: Tele-psych, eLearning, TBD	Stream 2: Cty Governance (Pak), Cty Governance (KR, TAJ), Cty Based Financing	
			Stream 1: Improving health services for women	Stream 2: Reducing women's barriers to health			
12:00-1:00	Lunch – Country Kiosks						
1:00 – 1:30	Stream 1: Health Systems Management	Stream 2: Community Mobilization	Plenary eHRC		HNS Findings		
1:30 – 4:30			Stream 1: eServices	Stream 2: eLearning	CAHSS MERL Systems		
					Stream 1: HMIS	Stream 2: CAHSS MERL (internal)	Stream 3: Research
4:30-5:30	Plenary		Plenary		Plenary		

A document recording the lessons learned from each of the CAHSS components will be produced as one

of the tangible outcomes of the learning events, the contents of which will be used to produce communication materials for external audiences and contribute to the final donor report. Other outcomes include: sharing of CAHSS achievements and research findings, critical reflection of CAHSS achievements, and a set of recommendations on lessons learned to inform future programming. In addition to the formal sessions, there will be a number of additional presentations occurring throughout the learning event to promote further learning and celebration of CAHSS achievements including: a photo gallery, video screening, agency/ country booths. Immediately following the lessons learned event in Bishkek, an internal session will be held to reflect on and do a critical analysis of the CAHSS lessons learned and recommendations documented over the course of the event.

**V. Specific Objectives:**

The selected individual will be responsible to work in collaboration with CAHSS Project Management to complete the following tasks:

1. Finalise the design of CAHSS learning event program and sessions, using global best practice for development program lessons learned methodologies.
2. Design, develop and produce materials required for delivery of lessons learned sessions.
3. Design, develop and produce materials required for learning event participants.
4. Design, develop and coordinate production of materials for additional sessions (photo gallery, videos, and agency booth guidelines).
5. Coordinate set up and delivery of additional sessions during learning events.
6. Develop a detailed event guide for the CAHSS Project Management team.
7. Prepare facilitator notes and guidelines.
8. Work with facilitators to prepare session introductory remarks and presentations.
9. Conduct a facilitator briefing in Bishkek prior to learning events.
10. Coordinate facilitator delivery during learning events.
11. Coordinate documentation of lessons learned during learning events.
12. Facilitate CAHSS internal reflection session on outcomes of lessons learned event.
13. Produce a CAHSS Project lessons learned report (one review by AKFC), the contents of which will be used to inform the final donor report, as well as be used for external audiences.

The consultant will be expected to travel to Bishkek, Kyrgyz Republic prior to the learning events to coordinate final production of materials and set up of venue, and to remain in Bishkek, Kyrgyz Republic for the duration of the learning events.

**VI. Timeline and Deliverables:**

Task	Contractor's Time Requirement
Desk review of AKFC CAHSS, project materials and partner organizational structure and materials	1 day
Initial discussion with client (AKFC/ CAHSS PCU) by	0.5 days

phone/Skype/ in person	
Development/finalization of work plan <i>Deliverable 1: A proposed work plan and draft table of contents of final report</i>	1 days
Design and planning of CAHSS learning events (remote) <i>Deliverable 2: Final agenda, session overviews, facilitator guides and notes, event guide, session notes and presentations, participant materials, session materials, additional session materials (photo gallery, video displays, booth guidelines)</i>	6 days
Design and planning of CAHSS learning events (Kyrgyz Republic) <i>Deliverable 3: Local production of relevant materials, set up of venue, support set up of booths</i>	2 days
Supporting the delivery of CAHSS learning events <i>Deliverable 4: Facilitator briefing, collection of lessons learned documents, facilitation of CAHSS lessons learned internal reflection</i>	4.5 days
Draft report <i>Deliverable 5: Draft report as per agreed report structure</i>	2 days
Final report <i>Deliverable 6: Final report as per agreed report structure</i>	1 days
<b>Total</b>	<b>Up to 18 days</b>

All reports are to be submitted in high quality English.

## **VII. Reporting:**

On technical and contract-related matters, the Consultant will report to AKFC program staff and work closely with the Program Manager, Health and MERL Manager.

## **VIII. Qualifications & Proposal Process:**

Applicants must demonstrate how they meet the following requirements:

The consultant(s) should be a senior professional with an advanced degree in a relevant field and a minimum of 10 years' experience. The candidate(s) should bring to the position:

- Demonstrated experience in designing, planning and facilitating large multi-stakeholder development program learning and reflection events;
- Knowledge and experience of international best practices in documenting lessons learned for development projects, specifically in health programming;
- Experience working on development program evaluations;
- Knowledge of health systems strengthening and gender issues and key players in the Central Asia context;
- Outstanding written and interpersonal communications skills in English;
- Experience in / understanding of development context in Central Asia would be an asset;
- Outstanding facilitation skills with large groups.

#### **IX. Duration of the activity:**

The assignment is expected to be for a maximum of 24 days and is expected to start on 15<sup>th</sup> September and to be finalized by 30<sup>th</sup> November 2017.

#### **X. Remuneration and Payment modalities**

- Payment is linked to receipt and satisfactory acceptance of deliverables
- Up to 8.5 days upon satisfactory completion of Deliverables 1 and 2.
- Up to 9.5 days upon satisfactory completion of Deliverables 3, 4, 5 and 6.
- No equipment or material will be purchased or provided by AKFC to conduct the consultancy.
- Travel to Bishkek, Kyrgyz Republic will be required. AKFC will cover the costs for all travel, including airfare, accommodation, meals and incidentals. AKFC will reimburse the consultant for travel and expenses based on invoices. All costs for event-related material production will be met by CAHSS Project Management. All reasonable costs associated with consultant printing of materials to complete the consultancy will be reimbursed (eg timesheets, draft materials, reports).

#### **XI. How to Apply:**

Consultants meeting the above criteria are invited to submit a proposal by e-mail to AKFC Health Program Manager at: [jmiller@akfc.ca](mailto:jmiller@akfc.ca) no later than September 11, 2017. Please include **Subject: CAHSS Lessons Learned Event**.

Proposals should include the following:

- CV of the consultant(s), outlining relevant previous experience and accomplishments;
- A cover letter, outlining the proposed approach, proposed schedule (earlier dates are preferred) and the consultant's proposed daily rate with justification;
- Conflict of interest statement: applicants should state clearly whether they have an actual or potential conflict of interest with a staff, volunteer or board member of AKFC; and
- Two examples of similar and relevant work completed. If possible, at least one of the reports should be relevant to the sectors/geographies of this assignment;
- Two references who can be contacted regarding relevant experience.

Proposals should be received no later than September 11, 2017.

Each technical proposal will be evaluated based on evidence of the following items:

**Technical** (50 points)

- Clarity of proposal and compliance with Terms of Reference;
- Appropriateness of time frame;
- Understanding of the assignment's questions and objectives; and
- Soundness of approach proposed.

**Capacity** (50 points)

- Experience of conducting lessons learned evaluations in the relevant sectors and/or geographies;
- Experience of designing and planning large multi-stakeholder, multi-national events
- Quality and suitability of the consultant to manage the project;

Please note that applications from individuals or teams are eligible for this assignment, providing that the number of days does not exceed the total detailed in section VI.