

## Terms of Reference for Consultancy to Conduct County Health Sector Governance and Service Delivery Satisfaction Survey

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**REFERENCE NUMBER:** TIK/CDO/004/2024

**DESCRIPTION:** Consultancy to conduct County Health Sector Governance and Service Delivery Satisfaction Survey

**POSTING DATE:** 9<sup>th</sup> May 2024

**DEADLINE FOR SUBMISSION:** 23<sup>rd</sup> May 2024

**LOCATION:** Nairobi

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### Organisational profile

Transparency International Kenya (TI-Kenya) is a not-for-profit organisation founded in 1999 in Kenya with the aim of developing a transparent and corruption-free society through good governance and social justice initiatives. TI-Kenya is one of the autonomous chapters of the global Transparency International movement that are all bound by a common vision of a corruption-free world. TI-Kenya's vision is "A corruption-free society". The mission is to champion the fight against corruption by promoting integrity, transparency and accountability in both public and private spheres. TI-Kenya pursues advocacy, partnership development, strategic litigation, research, capacity building, and civic engagement as core approaches. The organisation has mainstreamed research within its program work to ensure evidence-based advocacy.

### Background to the assignment

The Constitution of Kenya (2010) provides the foundation and legal framework for ensuring comprehensive and people-driven health services, through a rights-based approach to health in the country. Further, the Constitution states that every citizen has a right to life, right to the highest attainable standard of health including reproductive health. The Constitution (2010) further, in the Fourth Schedule, delineates the functions of the national and county governments in the provision of health, where the management of the healthcare system and funds are devolved to the County level. The health sector, therefore, was the largest service sector to be devolved. The rationale was to allow County governments to design innovative ways and interventions to align with the unique health needs according to their contexts. Also, devolution was meant to enhance effective public participation, whilst giving counties autonomy to make quick decisions and resource mobilisation for the health sector. Consequently, the public sector health budget expanded from Ksh 94 billion in financial year (FY) 2012/13 (pre-devolution) to Ksh 247 billion in FY 2020/21, indicating a growth of nearly three times of the combined budget allocations to health.

Despite the progress in devolving the health systems to ensure equity and bring services to the people, the perception among the citizens on the quality of and satisfaction with health services are low.

At the County level, the health sector is plagued with challenges such as inadequate healthcare personnel in facilities, poor infrastructure where most health facilities do not have the proper medical equipment to handle the medical challenges, inequities in the distribution of human resources for health, and poor investment in the health care sector, coupled with lack of transparency and accountability resulting from cronyism, nepotism, bribery and tribalism in the attainment of human resources for health. This is evidenced by the series of industrial strikes by health care workers which have become part of health care workers' annual calendar activities<sup>1</sup>. Furthermore, previous studies conducted by the Ethics and Anti-Corruption Commission (EACC) such as the [National Ethics and Corruption Survey](#) (2016) ranked the Ministry of Health as the second most prone to corruption (37.4%), indicating the existence of corruption manifestations at key points of service delivery. Also, the Auditor General has flagged, in several counties, the inaccuracy of financial statements as one of the key indicators that contribute to qualified and adverse opinions.<sup>2</sup>

Moreover, access to affordable, safe, effective, and quality-assured medicine, can be argued as one of the important determinants of healthcare quality and service delivery. However, ensuring access to essential medicines remains a challenge, with frequent stockouts and shortages of medicines remaining prevalent in public hospitals. At the County level, this has been attributed to gaps in the procurement and supply chain processes, resulting from lack of clear procurement structures for the purchase and acquisition of medical supplies.<sup>3</sup> These fragmented procurement procedures increase out-of-pocket (OOP) expenditure creating an avenue for corrupt practices and increasing the likelihood of patients purchasing sub-standard and falsified medicine from the private market that includes unlicensed and illegal pharmacies.

### **Purpose of the Assignment**

The purpose of this assignment is to assess levels of satisfaction among service providers and citizens regarding health sector service delivery in five counties (Mombasa, Kilifi, Nakuru, Isiolo and Kakamega). The survey will focus on understanding the adherence to national ethics and ethos, social norms, knowledge and attitudes by public health officials, health workers, and citizens, and their perceptions and experiences when providing or seeking public health services. Additionally, the survey will identify and compare risk factors leading to fraud, waste, and abuse in the health sector in the 5 counties.

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<sup>1</sup> <https://www.standardmedia.co.ke/health/health-science/article/2001491424/more-pain-for-the-sick-as-doctors-begin-nationwide-strike-today>

<sup>2</sup> <https://www.oagkenya.go.ke/2021-2022-county-government-audit-reports/>

<sup>3</sup> [https://www.nomos-elibrary.de/10.5771/2363-6262-2020-4-501.pdf?download\\_full\\_pdf=1&page=1](https://www.nomos-elibrary.de/10.5771/2363-6262-2020-4-501.pdf?download_full_pdf=1&page=1)

## Objectives

1. To assess levels of satisfaction among service providers and citizens regarding health sector service delivery in five counties (Mombasa, Kilifi, Nakuru, Isiolo and Kakamega).
2. To understand the adherence to national ethics and ethos, social norms, knowledge and attitudes by public health officials, health workers, and citizens, and their perceptions and experiences when providing or seeking public health services in five counties (Mombasa, Kilifi, Nakuru, Isiolo and Kakamega).
3. To assess the level of citizens' involvement in decision-making processes in the health sector at the county level in five counties (Mombasa, Kilifi, Nakuru, Isiolo and Kakamega).

## Scope of Consultancy

Working closely with the TI-Kenya's Research and Learning officer, the consultant shall.

1. Design a comprehensive survey questionnaire incorporating questions related to satisfaction with health service delivery, adherence to national ethics and ethos, social norms, knowledge, attitudes, perceptions, and experiences among public health officials, health workers, and citizens.
2. Develop sampling strategies and methodologies for data collection, ensuring representation from diverse demographic groups within the five target counties.
3. Train data collection teams on survey administration, data collection protocols, and ethical considerations.
4. Conduct fieldwork to administer the survey to a representative sample of public health officials, health workers, and citizens in the target counties.
5. Collect and collate survey data using appropriate data management techniques and software.
6. Analyze survey data to derive insights into levels of satisfaction, adherence to national ethics and ethos, social norms, knowledge, attitudes, perceptions, experiences, and risk factors related to corruption (fraud, waste, and abuse) in the health sector.
7. Prepare a comprehensive report summarising survey findings, including comparative analyses across different sectors of the health system in five counties (Mombasa, Kilifi, Nakuru, Isiolo and Kakamega).

## Key Deliverables

1. An Inception Report that includes the final work plan and methodology for the assignment - a detailed timeline, work plan and draft outline should be submitted within 5 days after award.
2. The draft report(s) should be provided to TI-Kenya for review, comments, and approval.
3. Presentation (including PowerPoint) of draft report findings, conclusions and recommendations to stakeholders.

4. Final survey report presenting findings, conclusions, and recommendations, and all documents related to the assignment.

**Duration:** The survey is expected to be conducted over a period of 30 working days after signing the contract.

### **Confidentiality of information**

All parties involved in the assignment shall maintain the confidentiality of sensitive information exchanged during the course of the assignment. All documents and data collected will be treated as confidential and used solely to facilitate the performance of the assignment with strict reference and adherence to TI-Kenya's data protection and privacy policies.

### **Content and Intellectual Property Ownership**

All the required documents, reports or other outputs in their draft and final versions shall be submitted to TI-Kenya within agreed timelines and shall remain the explicit property of TI-Kenya. The intellectual property rights, including but not limited to copyrights, trademarks, patents, and trade secrets, related to this assignment shall be owned by Transparency International Kenya.

### **Qualifications of the lead Consultant**

Individuals, or firms, should possess the following minimum qualifications:

1. A Master's degree in Statistics, Economics, Research, Mathematics, Monitoring and Evaluation or any other relevant degree in social sciences.
2. In-depth understanding and knowledge of applied social research.
3. Demonstrable experience in research on citizen awareness surveys, citizen perception surveys, research on knowledge, attitude, and practices etc. in national or county governments in Kenya or both
4. Proven experience in conducting similar research & analysis in the context of devolution in the last 10 years.
5. Good communication and writing skills.
6. A proven record of publications on bribery, corruption, and governance will be an added advantage.
7. A person of high integrity who will model TI-Kenya's core values.

### **Submission of Bids**

Qualified candidates are requested to submit one document not exceeding 15 pages as an attachment containing:

1. An expression of interest/cover letter.
2. Curriculum vitae describing the applicant's profile and expertise.
3. A financial bid containing time and cost estimate for delivery of the above-described services and outputs, including a breakdown of the level of effort and expenses.
4. Contact information of at least two independent referees with in-depth and proven knowledge of the experts' / consultant's expertise and relevant work experience.

**Do not attach your testimonials or certificates.**

The deadline for submission of expressions of interest is **23<sup>rd</sup> May 2024**. Applications should be sent by email to [procurement@tikenya.org](mailto:procurement@tikenya.org). Please indicate “**TIK/CDO/004/2024 Proposal to conduct County Health Sector Governance and Service Delivery Satisfaction Survey**” in the subject line of your email application.

**Only shortlisted bidders will be contacted.**

### **Complaints Process**

This call for Expression of Interest does not constitute a solicitation and TI-Kenya reserves the right to change or cancel the requirement at any time during the EOI process. TI-Kenya also reserves the right to require compliance with additional conditions as and when issuing the final solicitation documents. Submitting a reply to a call for EOI does not automatically guarantee receipt of the solicitation documents when issued. Invitations to bid or requests for proposals will be issued in accordance with TI-Kenya rules and procedures. Any grievances and or complaints arising from the evaluation process and final tender award can be addressed, in writing, to the Executive Director and the TI-Kenya Tender Complaints Committee.

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**Or Email**

[complaints@tikenya.org](mailto:complaints@tikenya.org)