



ELTON JOHN AIDS FOUNDATION

TERMS OF REFERENCE – Independent evaluation for Tiko platform program in South Africa

The Elton John AIDS Foundation (EJAF) is seeking a research agency/research consultants to commission an independent mixed-methods evaluation of the program "**AYP SRH, HIV, Mental health services – digital ecosystem approach**," an EJAF-funded program implemented by Triggerise in Ekurhuleni District in Gauteng Province, South Africa

About EJAF

At EJAF, we believe that AIDS can be beaten. Committed to overcoming the stigma, discrimination and neglect that fuels the spread of HIV, we harness local expertise, and mobilise networks of generous public and private supporters and partners, to build love, compassion and dignity for people living with or at risk of HIV and a future for young people free from AIDS. We meet people and communities where they are to prevent new infections and ensure access to care, treatment, and support. Since its founding in 1992, the Foundation has pursued its vision of an AIDS free future for everyone, emerging globally as one of the foremost organizations fighting HIV and AIDS. Today, the opportunity to end AIDS amongst certain populations and geographical areas is achievable and will require working together to eliminate social, economic and health disparities while ensuring equity and inclusion for all.

Program Background

One of EJAF's investments has been with Triggerise. This technology-based non-governmental organization harnesses the power of technology and behavioral insights to design, implement, and scale digital motivation platforms (called 'Tiko') that connects low-income adolescents and young people to non-judgmental, quality-assured HIV and sexual and reproductive health services and products that meet their needs. Triggerise envisions a world where all Sub-Saharan African youth have the power to choose where, when, and how they meet their sexual health needs. Tiko aims to meet young people where they are and offers them services and products that help them to achieve their health and social wellbeing goals, whether that be knowing their HIV status, using PrEP to limit their risk of HIV, staying on ART to remain virally suppressed, addressing their mental health challenges, delaying or avoiding pregnancy and/ or acquiring the requisite soft, digital and vocational skills to enable them to earn an income. Triggerise received funding from EJAF to implement a program to reach adolescents and young people aged 15-24 years in Ekurhuleni District of Gauteng province in South Africa. The 36-month programme supports the AYP to access HIV related services including HIV testing, pre-exposure prophylaxis (PrEP), and antiretroviral therapy (ART), as well as

contraceptive services and mental health services. The program's goal is to improve the quality of life, wellbeing & health choices for adolescents and young people in South Africa. The program's outcomes are:

1. Improved youth agency to take up and sustain the use of contraceptive, mental health, HIV prevention, and treatment services.
2. Improve the quality of HIV, contraceptives, and MH services available on the Tiko platform.
3. Mainstream funding is secured for scale of the programme.

Scope of work and methodology

The evaluation will provide an independent mixed-methods appraisal of the impact of the Tiko platform on the target population (adolescents and young adults and 15-24 years). It will be used to demonstrate results achieved by the program and understand how Tiko platform functionalities and components led to desired outcomes in relation to Mental health, HIV, and SRH (family planning). The evaluation will be used by Triggerise/Tiko, the EJAF adolescent portfolio, the EJAF Grant Management and MEL team teams, EJAF leadership, EJAF communications, and fundraising teams, and other donors. The main evaluation questions are illustrated below:

- **Has the Tiko platform impacted knowledge, attitudes and behaviour (KAB) outcomes about SRH, HIV, and mental health?**
The supplier is expected to develop the baseline and endline survey for a quantitative pre-post design (panel structure), provide sample size calculation and sampling strategy, and implement the survey through the Tiko platform with support from Triggerise to script the survey in digital form and release the survey through the platform. Suppliers will also build and administer a qualitative tool to gather data from a subsample of users through in-depth interviews (profile of participants to be determined considering access to on MH, HIV and SRH services that may be relevant for the rest of the evaluation questions). A midline survey can be considered.
- **How does the Tiko platform and its functionalities help to increase access to services (focus on the client use journey)?**
Data gathered by the Tiko platform can reflect the journey of platform users through the different functionalities since enrolment. The supplier is required to analyze the data to illustrate the path users follow from enrolment to access to the services or other behaviors (including the continuation of service use), linking the data (when possible) to baseline and endline data.
- **How has integrating MH services in private and public facilities impacted access to screening, counseling, and psychological services?**
The research agency/consultant (s) will triangulate data from the pre-post survey and qualitative data from users. Also, the supplier will develop and administer a qualitative tool to collect data from integrated health facilities and district health officials.
- **How does the Tiko platform facilitate adherence to HIV and SRH (FP) services?**
To respond to this question, the supplier will triangulate data from the pre-post, client's journey, in-depth user interviews, integrated health facilities, and district health officials.

The supplier is invited to refine and expand the proposed evaluation questions and methodology in collaboration with EJAF and Triggerise. Additional evaluation questions are also welcomed. The supplier will collaborate closely with Triggerise to expand the evaluation questions, gather inputs to develop the tools and surveys, gain a better understanding of data generated by the Tiko platform, and design and implement the evaluation in observance of the platform logistics and capabilities.

Deliverables

- **Inception report:** The selected supplier will submit a draft and final Inception Report. The report should provide their understanding of the evaluation context and objectives and an evaluation framework, approach, and methodology, which should build on their initial proposal. The report should include design, analysis approach/framework, timeline, data collection tools, risks limitations, and sampling protocols.
- **Data collection tools:** The supplier will build and administer baseline and endline surveys (to be scripted and embedded by Triggerise in the Tiko platform), qualitative tools for in-depth user interviews, and qualitative tools for in-depth interviews to integrated health providers and district health officials. Other data generated by the Tiko platform will be facilitated by Triggerise.
- **IRB submission:** The supplier will be expected to develop a study protocol and seek approval to conduct the study from a relevant ethical review board.
- **Data Analysis:** The supplier will use the necessary tools to analyse and respond to the evaluation questions with relevant techniques for both qualitative and quantitative data.
- **Draft Evaluation Report:** After data collection and analysis, the selected supplier will prepare a draft report for feedback from EJAF and Triggerise. The report will form the basis for subsequent validation activities.
- **Draft & Final Evaluation Report:** The supplier will prepare draft and final evaluation reports integrating feedback from EJAF and Triggerise. The report will be structured around each evaluation question, following a template agreed with EJAF. The final report will need to be signed off by the EJAF prior to the deliverable being accepted.

Time frame

- November 17th 2023 (Included): Deadline for proposal submission.
- December 1st* 2023: Supplier appointed.
- December 5th* 2023: Inception meeting held.
- December 13th* 2023: Inception report submission
- January 2024- October 2025*: IRB submission, Data collection and analysis. Duration of data collection to be agreed upon at the inception meeting. The time between baseline and endline is expected to be no less than 12 months.
- April 2024*: Baseline report
- November 2025*: Draft evaluation report and final evaluation report
- December 2025*: Final report sign-off.

*tentative deadlines

Application Process

Interested bidders must submit a (1) technical proposal not exceeding six pages alongside a workplan; (2) CVs of all team members; (3) two samples of relevant past work, (4) an itemized financial proposal inclusive of all costs . The technical proposal should describe their understanding of the requirements of the evaluation and how it will be implemented, the conceptual evaluation framework, the proposed evaluation approach and methods, and a summary of the team or organization's experience and capabilities.

Since it is anticipated that qualitative data collection will happen in person, it is required that suppliers/data collectors are based in South Africa.

Proposals must be submitted to luis.espinal@eltonjohnaidsfoundation.org by midnight UK time on November 17th, 2023.