

Scope of Work

Youth Engagement and Useability Test Support Consultant

Duration: August – September 2025

Location: Remote/Hybrid, with availability for virtual coordination and in-person support if required

About FHI 360:

With a global presence spanning over 70 countries, FHI 360 brings together a diverse team of experts across various disciplines to address complex and interconnected development challenges. Grounded in our commitment to fostering sustainable human development, we strive to empower individuals and communities worldwide.

EpiC Project – Adults and Adolescents Intervention:

Meeting Targets and Maintaining Epidemic Control (EpiC) project, implemented by FHI 360, funded by the U.S. President's Emergency Plan for AIDS Relief (PEPFAR), is dedicated to achieving and maintaining HIV epidemic control. EpiC is led by FHI 360 and draws upon local, regional, and international resource partners to provide technical assistance, as well as global resource partners who bring unique capacities.

Young people aged are at a unique stage in life and benefit from information and services designed to meet their needs in a respectful, welcoming, and supportive way in order to increase access to HIV testing, treatment initiation, and retention in care among priority populations, including youth.

Data from FY24 through Q2 of FY25 under the EpiC project indicated that approximately 37% of all clients tested HIV were aged 15–24, highlighted youth as a key demographic in HIV response. Furthermore, the qualitative data from focus group with youth population revealed a strong preference for either co-physical spaces that encourage peer interaction or online service delivery models that provide greater privacy, flexibility, and youth friendly counselling beyond risk and negative outcomes focused. These indicated the urgent need to tailored HIV service for youth through both physical and digital platforms, and delivered in a tone that is accessible, and supportive.

Effective youth engagement is essential to improve the acceptability and uptake of HIV services. This includes clear, accessible guidance related to HIV self-testing (HIVST), rapid treatment initiation, adherence support such as multi-month dispensing (MMD), and understanding the principles of U=U (Undetectable = Untransmittable).

Purpose:

This consultancy directly supports life-saving HIV services by enhancing youth engagement, improving access to HIV testing and treatment, and ensuring usability of digital tools that facilitate service delivery. It focuses on strengthening youth participation in HIV-related work and service delivery, developing youth-tailored HIV instructional materials, and supporting youth involvement in testing digital tools designed to facilitate access to life-saving HIV services.

Detailed Tasks

Activity 1: YOUTH ENGAGEMENT AND COORDINATION

- Identify and recruit a diverse group of youth participants with at least 3 youth representing different backgrounds and experiences relevant to HIV service access.
- Coordinate pre-workshop orientation sessions to prepare youth participants for active and informed engagement during the all-partner workshop.
- Manage logistics including scheduling, communication, and support for youth participants to ensure full participation.
- Facilitate and moderate youth-led sessions during the workshop, ensuring discussions focus on HIV testing, treatment initiation, and multi-month dispensing (MMD).
- Document youth contributions and feedback during the sessions and synthesize key insights into a summary report to inform programmatic improvements.

Activity 2: DEVELOPMENT OF YOUTH-TAILORED HIV INSTRUCTIONAL MATERIALS

- Design and draft 8 instructional materials tailored to youth, covering HIV self-testing (HIVST), confirmatory testing, U=U, MMD, and retention in care.
- Ensure content is linguistically and culturally appropriate, using accessible language and engaging formats (e.g., infographics, scripts, or digital content).
- Collaborate with youth representatives and technical advisors to review and validate the content for accuracy and relevance.
- Revise materials based on feedback and finalize them for dissemination through appropriate channels (e.g., digital platforms, community outreach).

Activity 3: SUPPORT USABILITY TESTING OF TESTMENOW V12

- Recruit a minimum of 6 youth participants for usability testing of the TestMeNow V12 platform, ensuring diversity in user experience and feedback for improvement.
- Develop a structured usability testing protocol including tasks, feedback forms, and observation checklists.
- Facilitate usability testing sessions, guiding participants through platform features and capturing real-time feedback on usability and accessibility.
- Analyze feedback and usability data to identify strengths, challenges, and areas for improvement.
- Prepare a summary report with actionable recommendations to enhance the platform's effectiveness in supporting youth access to HIV services.

Final Deliverables:

- Youth engagement Summary Report

- List of youth participated in the workshop
- Moderation of youth sessions at workshop with session notes
- Youth-Tailored HIV Instructional Materials
 - 8 finalized youth instructional materials (digital formats)
- Usability Testing Protocol and Summary Report
 - UAT protocol (e.g., scenario tasks, feedback forms, checklists)
 - List of UAT participants
 - Summary report highlighting youth feedback on the TestMeNow V12 platform, usability barriers, and prioritized recommendations for platform enhancement, including raw data summary.

Timeline and Milestones

Timeline	Milestone / Activity
Week 1 – 2	<ul style="list-style-type: none"> ● Recruitment of youth participants. (activity 1) ● Draft plan for youth session in the workshop. (activity 1)
Week 3 - 4	<ul style="list-style-type: none"> ● Develop first draft of HIV instructional materials (activity 2) ● Recruit youth for usability testing; develop testing protocol and tools. (activity 3) ● Conduct usability testing sessions with youth; begin analysis of feedback. (activity 3)
Week 5 - 6	<ul style="list-style-type: none"> ● Facilitate youth participation in partner workshop; document youth-led discussions. (activity 1) ● Finalize usability testing report with recommendations. (activity 3)
Week 7 - 8	<ul style="list-style-type: none"> ● Finalize and validate youth materials with feedback from youth and technical teams. (activity 2) ● Submit all final deliverables and hold debrief meeting with project team

Measurable Success Indicators

Area	Indicators
Youth Engagement	<ul style="list-style-type: none"> ● At least 3 youth with diverse backgrounds recruited and meaningfully engaged in activities. ● Completion of pre-orientation and active youth participation in partner workshop. ● Summary report submitted with documented youth feedback and recommendations.
Instructional Materials	<ul style="list-style-type: none"> ● 8 HIV-related instructional materials developed, youth-validated, and finalized with at least 80% satisfaction in contents and youth friendly style. ● Materials demonstrate accessibility, youth relevance, and correct technical content.
Usability Testing	<ul style="list-style-type: none"> ● Minimum of 6 youth participants recruited for TestMeNow V12 usability testing. ● Summary report includes clear, actionable recommendations based on youth feedback.

Qualifications

- Experience working with adolescents or youth in public health or HIV-related programs
- Strong understanding of HIV testing, treatment, care, and adherence strategies, including HIV self-testing (HIVST), U=U, and multi-month dispensing MMD.
- Demonstrated youth sensitivity and ability to engage respectfully and effectively with young people
- Knowledge of how to keep young people safe and protected when working with them.
- Strong skills in organizing, leading group activities, and writing clear reports.
- Ability to develop clear, youth-friendly instructional materials aligned with public health standards

Submission Requirements

Interested vendors must submit the following:

1. Proposal detailing the approach and timeline for the handover deliverables
2. Background and Experience
3. Budget estimate, budget breakdown, including consultant fees, other relevant costs, and final total fixed cost including VAT
4. Proposed number of youth participants to be engaged in the September 2025 all-partner workshop, including justification for feasibility
5. Proposed number of youth providing feedback during usability testing of the TestMeNow V12 platform
6. Proposed method for measuring usability score improvement, including baseline and post-test indicators if applicable
7. **Contact for Clarifications**

For any questions or clarifications regarding this Scope of Work, please submit your questions by Friday, July 28, 2025, to Samatavete@fhi360.org

Submission Deadline

Proposals must be submitted no later than **July 30, 2025**, to the following email address:

Procurement.EpiC.TH@fhi360.org

Evaluation Criteria

- Proposed Approach: 50%
- Relevant experience: 40%
- Total cost: 10%

Confidentiality and Compliance

The consultant must adhere to FHI 360's confidentiality policies and ensure that all deliverables comply with applicable data protection and ethical standards.

Disclaimers and FHI 360 Protection Clauses:

- FHI 360 will not compensate offerors for preparation of their response to this solicitation.

- Issuing this solicitation is not a guarantee that FHI 360 will award a subcontract.
- FHI 360 reserves the right to issue a subcontract based on the initial evaluation of offers without discussion.
- FHI 360 may choose to award a subcontract for part of the activities in the solicitation. FHI 360 may choose to award subcontracts to more than one offeror for specific parts of the activities in the solicitation.
- FHI 360 may request from short-listed offerors a second or third round of either oral presentation or written response to a more specific and detailed scope of work that is based on a general scope of work in the original solicitation.
- FHI 360 has the right to rescind a solicitation or rescind an award prior to the signing of a subcontract due to any unforeseen changes in the direction of FHI 360's client, be it funding or programmatic.
- FHI 360 reserves the right to waive any deviations by offerors from the requirements of this solicitation that in FHI 360's opinion are considered not to be material defects requiring rejection or disqualification; or where such a waiver will promote increased competition.

Data produced under this solicitation belongs to FHI 360. Any distribution of data must first have written authorization from FHI 360 or its designated representative.