



Request for Application (RFA)

Solicitation Title	Technical Support on QA/QI Institutionalization
Solicitation No.	EpiC-2026-002
Submit Questions and Proposal to	procurement.epic.th@fhi360.org
RFA Released Date	27 February, 2026
Questions due to FHI 360 by	6 March, 2026
FHI 360 responses to questions by	10 March, 2026
Application Deadline	13 March, 2026
Expected Award Date	31 March, 2026
Remarks	<ul style="list-style-type: none">• This assignment will require close collaboration with the Thai government and CBOs. Therefore, the selected organization is expected to have a strong Thai team.• The final workplan will be developed and implemented in alignment with the outcomes of the co-creation activity.

About FHI 360

With a global presence spanning over 70 countries, FHI 360 brings together a 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.

About EpiC Thailand Project –Technical Support on QA/QI Institutionalization:

The Meeting Targets and Maintaining Epidemic Control (EpiC) project, funded by the U.S. Department of State (DOS), is committed to achieving and sustaining HIV epidemic control. Led by FHI 360, EpiC Thailand leverages the expertise of local, regional, and international partners to provide technical support, alongside global collaborators who contribute specialized capacities.

EpiC Thailand has historically supported community-based organizations (CBOs) to deliver HIV prevention, testing, and treatment services to at-risk men and women in high-prevalence provinces. This model has significantly contributed to Thailand’s epidemic response through high rates of HIV case finding and referral to ARV treatment for HIV+ individuals as well as high rates of PrEP uptake by high-risk HIV- individuals. As a result of these gains which moved Thailand closer to epidemic control, services delivered by EpiC Thailand’s CBO partners have increasingly been funded by the Thai government under the National Health Security Office (NHSO). In 2026, EpiC Thailand shifted focus to replicating this model among smaller, less-experienced CBOs that will receive coaching and mentoring to provide strategic outreach and recruitment for HIV prevention and testing.



To promote the integration of CBO-led HIV service delivery into Thailand's national health system, strong quality assurance and quality improvement (QA/QI) mechanisms must ensure that HIV interventions delivered by CBOs meet the standards set by the Thailand Ministry of Public Health Division of AIDS and STIs (DAS). To secure domestic funding for the long-term sustainability of CBO-led services, robust data quality assurance (DQA) systems must also ensure that services delivered are accurately documented and eligible for NHSO reimbursement.

EpiC Thailand is therefore seeking a qualified organization to collaboratively design and pilot QA/QI and DQA activities among CBOs that receive NHSO reimbursement for the delivery of HIV prevention, testing, and/or treatment services. The successful applicant will work with EpiC Thailand, DOS, and local partners co-create a QA/QI framework and tools, survey and select appropriate organizations, pilot the QA/QI approach, and (in the longer term and dependent on funding availability) systematically build an evidence base that supports the long-term sustainability of QA/QI for CBO-led HIV service delivery.

1. Goal

To engage a qualified organization to design and pilot a comprehensive QA/QI system and deliver recommendations for the sustainability of this system beyond the life of the project that ensures CBOs deliver high-quality services across the HIV cascade that are compliant with national standards and NHSO reimbursement criteria, thereby strengthening service quality, accountability, and longevity within Thailand's national health system.

2. Scope of Work:

The selected organization shall undertake the tasks below in close coordination with the EpiC Thailand team and relevant stakeholders. Funding is currently available only through June 2026 (Activities 1-2); however, for the purposes of this RFA, we request that applicants lay out their proposed approaches for Activities 3-5 as well. Continuation will be granted based upon funding availability.

- Review existing (attached) QA/QI policies, tools, and implementation practices for EpiC Thailand-supported CBOs, including relevant NHSO reimbursement criteria, national service standards, DAS's tools and EpiC Thailand technical requirements. [April-June 2026]

Resources for existing tools can be accessed here

- [แนวทางการตรวจประเมินมาตรฐานการจัดการบริการเอชไอวีและโรคติดต่อทางเพศสัมพันธ์ในชุมชน](#)
- [แนวทางการตรวจประเมินมาตรฐานการจัดการบริการเอชไอวีและโรคติดต่อทางเพศสัมพันธ์ในชุมชน เฉพาะด้านการเข้าถึงบริการป้องกันและการสนับสนุนเข้าสู่บริการสุขภาพ \(Reach and Recruit RR\)](#)
- [แนวทางการนิเทศ ติดตาม และประเมินผลการดำเนินงานด้านโรคติดต่อทางเพศสัมพันธ์](#)
- Facilitate a co-creation workshop with key stakeholders (including the U.S. Department of State Regional Strategic Assistance Section, EpiC Thailand project staff, and EpiC Thailand's local implementing partners) to collaboratively design a QA/QI framework for CBO-led service delivery across the HIV cascade, including reach and recruitment, testing, combination prevention (including PrEP), and HIV treatment initiation and retention. [April-June 2026]
- Pending approval of additional funding, create and/or adapt existing standard operating procedures and monitoring tools for routine assessment of key interventions across the HIV cascade, including (but not necessarily limited to):



- a. The Enhanced Peer Outreach Approach, Risk Network Testing, and targeted social media outreach for reach and recruitment
- b. HIV self-testing, community-led testing, and index testing
- c. Motivational counseling for PrEP (negative) or ART (positive) initiation
- d. Peer-led case management for ART adherence and viral load suppression

Procedures and tools for these interventions should be designed to assess whether services are delivered, how they are delivered (service quality and compliance with national standards), and how they are documented and reported (data quality). [July-Sept 2026]

- Dependent on funding availability, the successful applicant will pilot the QA/QI approach at all CBO sites receiving NHSO reimbursement across 8 pre-selected provinces. Piloting to include:
 - a. Review service delivery processes and documentation. This review should encompass adherence to established service delivery standards, client feedback, and performance to expected outcomes across the HIV cascade, with the understanding that not all pilot sites will support outcomes for every step of the HIV cascade:
 - i. Testing uptake
 - ii. HIV case-finding
 - iii. PrEP acceptance
 - iv. Treatment initiation
 - v. Treatment retention and viral load suppression
 - b. Verify the quality-of-service delivery records and supporting documentation and compliance with NHSO reimbursement standards.

As the outcome of this assessment, produce quarterly QA/QI reports summarizing key findings, trends, risks, progress, and provide actionable recommendations for EpiC Thailand and stakeholders. [Oct 2026-June 2027]

- Dependent on additional funding, the successful applicant will participate in review and coordination meetings with EpiC Thailand, DOS, local partners and other provincial and/or national stakeholders to report outcomes of the QA/QI pilot, revise and support scale up of the QA/QI framework and tools to additional provinces, and work with EpiC Thailand to develop an advocacy framework for transitioning the QA/QI model to domestic funding. [July-Sept 2027]

3. Deliverables (dependent on funding availability)

- QA/QI Framework (by June 2026)
- QA/QI Protocols and tools (by September 2026)
- QA/QI Reports summarizing the progress of the activity (Quarterly October 2026- June 2027)
- Final report on QA/QI pilot (September 2027)
- Advocacy Framework (September 2027)
- Success story (September 2027)



A summary of the phases, activities, and corresponding timeframes and deliverables is provided in the table below.

Phase	Activity	Timeframe
Phase 1	<p>Activity 1: Review existing (attached) QA/QI policies, tools, and implementation practices for EpiC Thailand-supported CBOs, including relevant NHSO reimbursement criteria, national service standards, DAS's tools and EpiC Thailand technical requirements.</p>	<p>April-June 2026</p> <ul style="list-style-type: none"> • QA/QI Framework
	<p>Activity 2: Facilitate a co-creation workshop with key stakeholders (including the U.S. Department of State Regional Strategic Assistance Section, EpiC Thailand project staff, and EpiC Thailand's local implementing partners) to collaboratively design a QA/QI framework for CBO-led service delivery across the HIV cascade, including reach and recruitment, testing, combination prevention (including PrEP), and HIV treatment initiation and retention.</p>	<p>April-June 2026</p> <ul style="list-style-type: none"> • QA/QI Framework
Phase 2	<p>Activity 3: Pending approval of additional funding, create and/or adapt existing standard operating procedures and monitoring tools for routine assessment of key interventions across the HIV cascade, including (but not necessarily limited to):</p> <ul style="list-style-type: none"> • The Enhanced Peer Outreach Approach, Risk Network Testing, and targeted social media outreach for reach and recruitment <ol style="list-style-type: none"> a. HIV self-testing, community-led testing, and index testing b. Motivational counseling for PrEP (negative) or ART (positive) initiation c. Peer-led case management for ART adherence and viral load suppression • Procedures and tools for these interventions should be designed to assess whether services are delivered, how they are delivered (service quality and compliance with national standards), and how they are documented and reported (data quality). 	<p>July-September 2026</p> <ul style="list-style-type: none"> • QA/QI Protocols and tools



Phase	Activity	Timeframe/ Deliverable(s)
Phase 3	<p>Activity 4: Dependent on funding availability, the successful applicant will pilot the QA/QI approach at all CBO sites receiving NHSO reimbursement across 8 pre-selected provinces. Piloting to include:</p> <ul style="list-style-type: none"> • Review service delivery processes and documentation. This review should encompass adherence to established service delivery standards, client feedback, and performance to expected outcomes across the HIV cascade, with the understanding that not all pilot sites will support outcomes for every step of the HIV cascade: <ol style="list-style-type: none"> a. Testing uptake b. HIV case-finding c. PrEP acceptance d. Treatment initiation e. Treatment retention and viral load suppression • Verify the quality-of-service delivery records and supporting documentation and compliance with NHSO reimbursement standards. As the outcome of this assessment, produce quarterly QA/QI reports summarizing key findings, trends, risks, progress, and provide actionable recommendations for EpiC Thailand and stakeholders. 	<p>October 2026-June 2027</p> <ul style="list-style-type: none"> • QA/QI Reports summarizing the progress of the activity
Phase 3	<p>Activity 5: Dependent on additional funding, the successful applicant will participate in review and coordination meetings with EpiC Thailand, DOS, local partners and other provincial and/or national stakeholders to report outcomes of the QA/QI pilot, revise and support scale up of the QA/QI framework and tools to additional provinces, and work with EpiC Thailand to develop an advocacy framework for transitioning the QA/QI model to domestic funding.</p>	<p>July-September 2027</p> <ul style="list-style-type: none"> • Final report on QA/QI pilot • Advocacy Framework • Success story



4. Expected Results:

- Buy-in from local stakeholders on framework and tools for QA/QI of CBO-led HIV service delivery (as measured by scale-up to scale-up to additional provinces)
- Improved quality and consistency of HIV service delivery across EpiC Thailand-supported CBOs (based on agreed-upon standards)
- Improvements in outcomes of community-led HIV service delivery
 - Increased testing and case-finding
 - Increased PrEP/ART initiation
 - Increased treatment retention/viral load suppression
- Reduced rejections or delays in NHSO reimbursement due to service quality or documentation issues.
- Transition of QA/QI model to domestic funding

5. Vendor Qualifications

The vendor should demonstrate:

- Proven experience in QA/QI systems, preferably in HIV/AIDS or public health programs.
- Strong knowledge of Thailand's HIV response and familiarity with CBO operations.
- Capacity to provide technical support and training to a variety of stakeholders.
- Expertise in data collection, analysis, and reporting for advocacy purposes.
- Experience in resource mobilization and funding diversification for community-based initiatives.
- Ability to work collaboratively with government agencies, funders, and community-based organizations.

6. Duration and Location of Work

Period of Performance:

- Phase 1 (Activities 1-2): April – June 2026
- Phase 2 (Activities 3): July-September 2026
- Phase 3 (Activities 4-5): October 2026 – September 2027

Location of Work:

- **Phase 1:** Bangkok
- **Phase 2:** Bangkok, Chiang Mai, Chiang Rai, Phitsanulok, Chonburi, Songkhla, Ubon Ratchathani and two additional provinces to be selected by NHSO
- **Phase 3:** Nine provinces from Phase 2, plus three additional provinces to be selected by NHSO

7. Travel

Travel is required from subgrantee office to FHI 360 office and CBO sites in target provinces.

Travel to health facilities and community sites in target provinces will also be required.

Applicants should budget for routine supervision, coaching, training, meeting, and other required activities.



8. Contract Information

FHI 360 anticipates issuing one purchase order to a single successful applicant, with a total estimated funding amount not exceed USD 1 million for all three phases, subject to the availability of funds. Payments will be based on receipt of invoices of each installment and approval of progress reports.

9. Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

Criterion	Description	Weight (%)
Proposed Approach	Clarity, feasibility, and innovation of the vendor's methodology for designing, piloting, and scaling QA/QI and DQA activities	30%
Technical Expertise and staffing	Experience designing QA/QI and DQA frameworks for HIV or public health programs; familiarity with DAS standards	20%
Operational Capacity	Adequate staffing, resources, and project management systems to implement pilots across provinces	20%
Total Cost	Cost-effectiveness of the proposal; alignment with available budget and value for money	30%

10. Required Documentation

Proposals must include at least the following components:

- Cover Letter (Not included in the 10-page limit.)
- Organizational Background and Capacity
- Technical Approach will need to be correlated with DOS and our CBO partners
- Timeline
- Staffing Plan
- Budget

Please submit in PDF format not exceeding 10 pages. For further information about submission, please refer to section 11.



11. Timetable and Process for Submission

FHI 360 will accept questions from interested organization through the time and date noted on page 1. Questions will only be accepted in writing at the contact information noted on Page 1 with subject Questions for RFA (QA/QI). FHI 360 will respond to all applicant questions in writing by the due date noted on Page 1 by emailing all members of a consortium.

- Applications must be received no later than the date noted on page 1. FHI 360 will confirm receipt of the proposal within two business days.
- A Selection Committee of FHI 360 employees will evaluate the proposals. It is anticipated that the successful applicant will be contacted within March 31, 2026
- Language: Applications should be submitted in English.

Formatting: Please use Times New Roman 12 font type, with single space and one-inch margins on all sides. Submissions—Please submit the application to procurement.epic.th@fhi360.org

12. 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.