

SERVICE AGREEMENT

SA No: 2223-SA24

Date : 30.11.2022

This agreement is made at New Delhi and entered into on this 30th day of November 2022.

BETWEEN

Market Xcel Data Matrix Pvt. Ltd. having its address at 17, Okhla Industrial Estate, Phase 3 Road, New Delhi-110020 (hereinafter referred to as "Agency") having PAN No **AAECM5086D** through Mr. Raja Vishal Oberoi (Chief Executive Officer) which expression includes his successors, representatives and assigns thereof.

AND

Foundation For Reproductive Health Services India, a Company registered under Companies Act, 1956 having its registered Office at B-37, Gulmohar Park, New Delhi – 110049 India having PAN No **AAGCM4172Q** (hereinafter referred to as "FRHSI") through Mr. M. Srinivasan, Head-HR & Admin which expression shall include his successors, representatives and assigns thereof.

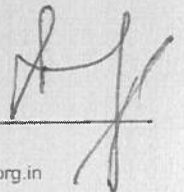
WHEREAS Agency will provide their services to conduct **Client Exit Interviews 2022 for the FRHSI**.

In consideration of the mutual terms, conditions and covenants hereinafter set forth, FRHSI and Agency agree as follows:

1. FRHSI hereby engages the Agency and the Agency hereby accepts the assignment.
2. The term of this agreement shall commence on 1st December 2022 and shall terminate on 31st December 2022.
3. The Consultancy cost would be **INR 8,00,940/-** (Eight Lacs Nine Hundred Forty only) plus applicable taxes. The fee includes all the services, retainer fee, travel, boarding & lodging and any other cost to complete the given assignment. The fee is fixed and all-inclusive for the period of this contract.
4. **Schedule of payment of consultancy fee.**

Particulars	Amount	Terms of Payment
1st Installment	30% of the total fee	Upon signing of Contract Agreement
2nd Installment	40% of the total fee	Upon submission of 10% sample data with validation
3rd and Final Installment	30% of the total fee	Upon submission and approval of Final dataset

1 Of 7



5. Agency shall render services as listed in Annexure 1 (Study Design and Methodology).
6. FRHSI has appointed point person Mr. Rahul Jain (hereinafter referred to as "point person"). The point person shall be responsible for ensuring that the terms of the Agreement are fulfilled in the time frame agreed upon, within the limits of the budget of this Agreement, and for ensuring that the work of Agency's meets standards of quality that are acceptable to FRHSI.
7. The project is aimed to be completed within 4 weeks starting from 1st December 2022 and final dataset to be submitted to the point person by 31th December 2022. Any deviation or change of this agreement requires written prior permission from the point person failing of which may attract penalty limited to 10% of the contract value. Any delays which may arise due to unavoidable circumstances or due to the delay in providing feedback/resources from the point person, Agency shall communicate to the point person in writing and seek his approval beforehand.
8. Agency is an independent contractor, and nothing contained in this Agreement shall be deemed or interpreted to constitute the Agency as a partner, agent, or employee of FRHSI, nor shall either party have any authority to bind the other.
9. With regards to strategy the Agency shall not at any time assign or transfer the benefits or obligations under this agreement without prior written consent from the point person.
10. The Agency must ensure that their behavior promotes and allows all people, with particular emphasis on children and vulnerable adults/adults at risk, to safeguard from Harm and Abuse, Physical, sexual (including sexual harassment), and emotional (including the abuse of power/trust and coercion), Exploitation - (physical & sexual), Neglect, Discrimination & Human Trafficking.
11. No change or modification of this Agreement shall be valid unless the same is given in writing and signed by the parties.
12. The Agency shall not use or disclose to any person, either during or at any time after his engagement with FRHSI, any confidential information about the business or affairs of FRHSI (or any of its business agreements) or about any other matter which may come to his knowledge in the course of providing the services.
13. This agreement shall be governed by and construed in according to Indian law and the parties submit to exclusive jurisdiction of the courts at Delhi.



FRHS INDIA
Children by choice, not chance

14. Settlement of disputes arising out of or in connection with this agreement shall be settled by mutual agreement of the parties. In case a settlement of such disputes cannot be reached, the dispute shall be referred to Delhi Jurisdiction.

INTENDING TO BE LEGALLY BOUND, the parties hereto have caused this Agreement to be executed as of the date first above written.

BY,
M. Srinivasan
Head-HR & Admin
(FRHSI)



BY,
Raja Vishal Oberoi
Chief Executive Officer
(Market Xcel Data Matrix Pvt. Ltd.)

3 Of 7

Annexure 1

Study Design and Methodology

Purpose of the assignment

To carry out a client exit survey on behalf of FRHS India in selected districts of Rajasthan, UP and Bihar. The exit survey would involve interviewing the clients who avail Family Planning (FP)/Safe Abortion (SA) services from our service delivery channels – outreach sites (both our own outreach and government managed outreach FDS) and clinics/centers. The survey would help to assess our client profile, method choice, clients' satisfaction with our services, and effects of our marketing/behavioral change communication (BCC) activities.

Objectives

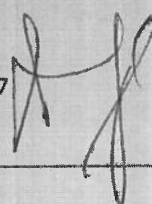
- To assess the profile of clients visiting our different service delivery channels.
- To assess the satisfaction of our clients with our services vis-à-vis cleanliness at the facility, waiting time, privacy, staff behavior and counseling provided at the FDS
- To assess how well our marketing/BCC activities work
- To assess the method of choice of the clients and reason of their preference for our services

Survey Methodology

The cross-sectional survey will be conducted using MSI standardised tools, in selected districts of Rajasthan, UP and Bihar. The target population will be the clients (men and women of reproductive age) availing FP/SA services from our service delivery channels. A total sample of 963 clients will be covered in the study, to represent sample from each state and service delivery channel (Outreach, Govt. Managed and Clinics). Below is the sample size to be covered under each channel:

- In each state, 214 clients will be interviewed at Outreach FDS in 40 facilities. The total number of clients to be interviewed across the three states is 642 from 120 facilities.
[214 *3 states =642 from 40*3 =120 facilities]
- In Government Managed Outreach FDS, 214 will be interviewed from 8 facilities
- In Clinics, 107 clients will be interviewed from 6 clinics

FRHS India project teams are working in approximately 4-5 blocks in each district and covering largely PHCs, CHCs and SCs sites. Based on project MIS, we have outlined a list of blocks which are likely to be covered in the survey. A detailed list of program districts and service delivery channels is attached as Annexure 2. However, the actual outreach FDS are assigned by Govt. officials at the beginning of the month, and the final sample size will be shared by FRHS India at the time of survey.





EXPECTED RESULTS

An overall implementation of the exit survey will be the responsibility of the contracted agency and will be supervised and monitored closely by FRHS India Monitoring and Evaluation (M&E) team. The agency will be required to submit the following documents to FRHS India for review and final sign off:

Proposal stage:

- Submission of the names and experience of team members involved in the data collection team.
- Submission of methodology, including detail work plan for field work.
- Submission of Financial proposal

Preparatory Phase:

- Review and finalize the Hindi translated FRHS India survey questionnaire based on pre-test results at two locations.
- Implementation plan of exit survey of clients at all the service delivery channels – Outreach FDOS, government managed FDOS, clinics.

Data collection:

- Field movement plan and quality assurance mechanisms
- Trained staff on using data entry program with in-build checks and validation process.
- Data security and backup plans to avoid loss of information.

Data entry and submission:

- 10% sample data to be shared with FRHS India for verification
- Submission of draft dataset with 50% completion of data entry
- Submission of cleaned data along with filled questionnaires to M&E Manager/officer.
- Submission of All data files used in data entry in SPSS

DELIVERABLES AND TIMEFRAME

The study is aimed to be completed within 4 weeks starting from **01st December 2022** and final dataset to be submitted by **31st December 2022**. The Agency shall undertake the work in the shortest timeframe possible that does not compromise the quality of the research.

✓

5 Of 7



S No	Deliverable	Timeline (In weeks)			
		1	2	3	4
1	Ethical Review				
2	Translate the tool in Hindi				
3	Finalizing the survey tool based on pre-test findings				
4	Submission of Implementation plan for survey across the study arms				
5	Selection/Recruitment of data collection teams and training of investigators				
6	Field movement plan according to the main sample and quality assurance mechanisms				
7	Training of staff on using survey applications with in-build checks and validation process.				
8	Collection of 10% data				
9	Collection of 50% data				
10	Handover of complete field data				

SPECIAL REQUIREMENTS

1. FRHS India's own standardized client exit survey questionnaire tool will be used for the purpose of data collection.
2. Number of clients to be covered at each site would be shared by FRHS India
3. Two training would be conducted with the survey team on fieldwork along with pretesting. Location of the training could be any state capital or virtually. All the logistics except for FRHSI team to be arranged by agency.
4. The agency would only be responsible to conduct the survey. The survey protocol, including informed consent procedure and maintenance of confidentiality of the survey participants should be strictly followed while conducting the survey. Analysis and report would not be a part of this consultancy.
5. All the data collected, and documents produced will be the property of FRHS India and the agency will be required to handover the complete set to FRHS India as per the agreement. In case the agency or any other partner wishes to use this information for publications/research papers, written permission should be sought from FRHS India Research Head and abstract should be submitted for their review. Any such article should clearly acknowledge the support from FRHS India in the study.

MINIMUM REQUIREMENTS FOR APPLICANTS:

- All project members must demonstrate pro-choice values
- At least five years of experience in managing research [including protocol development, tool preparation, fieldwork coordination, established client confidentiality practices]
- Experience managing logistics including materials personnel
- Agency has technical specialists in public health and family planning with proven track record of prior quantitative research

- Field supervisors experienced on research activity or data collection with similar research and have public health/nursing or health/social science background
- Enumerators experienced in conducting research activities

CODE OF CONDUCT:

Client confidentiality

It will be the responsibility of Agency to ensure that study documents and collected information is kept confidential, safe and secure. The Agency will be required to adhere to the confidentiality and privacy guidelines stipulated by FRHS India.

Adult & child safeguarding policy

The Agency will be required to adhere to the adult and child safeguarding policies followed by FRHS India. Our commitment is to:

1. **Safeguard clients (including children):** by actively identifying clients who may be vulnerable and at risk of significant harm, by preventing intentional or unintentional harm, abuse, and exploitation within FRHSI operations, and promptly responding, if harm or abuse occurs.
2. **Safeguard FRHSI People:** by promoting a safe working environment and by avoiding situations and behaviours which may be misinterpreted and potentially lead to false allegations against team members.
3. **Safeguard FRHSI:** by demonstrating a genuine commitment to safeguarding all our clients, our team members, and preventing cases of abuse happening which may tarnish FRHSI's reputation and affect its ability to continue work and receive funding.

Incident reporting

All researchers have a duty to report any witnessed or suspected cases of a team member, volunteer or research partner committing abuse or exploitation, or any breach of the safeguarding policies, or code of conduct.

ANNEXURE 2: Detailed District list with service delivery channels to be covered

State	Districts	Service Delivery Channel
Rajasthan	Ajmer, Alwar, Banswara, Barmer, Bharatpur, Bhilwara, Bikaner, Chittorgarh, Churu, Dausa, Dholpur, Ganganagar, Hanumangarh, Jaipur, Jaisalmer, Jalore, Jhalawar, Karauli, Kota, Nagaur, Pali, Rajsamand, Sikar, Sirohi, Tonk, Udaipur	Outreach FDS and Government managed FDOS. Clinics in Ajmer, Banswara, Jaipur and Kota.
Uttar Pradesh	Aligarh, Allahabad, Badaun, Barabanki, Chandauli, Deoria, Etah, Faizabad, Farrukhabad, Fatehpur, Gazipur, Gonda, Hardoi, Hathras, Kashirampur, Kaushambi, Kushinagar, Lakhimpur, Maharajganj, Pratapgarh, Raebareilly, Sant Kabir nagar, Siddharthnagar, Sitapur, Varanasi	Outreach FDS
Bihar	Araria, Bettiah, Chhapra, Darbhanga, Gaya, Garhwa, Jamui, Katihar, Kishanganj, Madhepura, Madhubani, Motihari, Munger, Muzaffarpur, Purnea, Saharsa, Samastipur, Sasaram, Seohar, Sitamarhi, Supaul, Vaishali	Outreach FDS and clinic in Gaya & Saharsa

7 Of 7

