



COMPANY PROFILE



2013

DOWNLOAD
RSS PROFILE

WE ARE
HIRING

www.rssgroup.co.ke



RESEARCH
SUPPORT
SERVICES

Research Technologies



Research Technologies

RESEARCH SUPPORT SERVICES

www.rssgroup.co.ke

INTRODUCING RESEARCH SUPPORT SERVICES (RSS GROUP)

A Research, Evaluation and Training Services Leader

Research Support Services Ltd. (RSS Group) is an independent employee-owned research consulting and institutional strengthening firm established to conduct health, policy, social, environmental and development research through innovation, partnership and capacity building, with the aim of promoting evidence based decision making processes and organizational development. RSS Group also provides technological backstopping and technical support in research, training and capacity building as well as information technology related solutions to promote social and economic development to help better the lives of people in developing and transitional nations.

RSS Group specializes in public health, public policy, environmental & social research, training and capacity building as well as monitoring & evaluation. Through our independent research and analysis, we provide practical solutions to challenges across the full range of health and developmental issues, environmental management as well as programme management and evaluation. We work in all phases of the technical assistance project cycle, including needs assessment, design, implementation, and monitoring & evaluation. Our work is value-based, and ambitious, but also realistic, rigorous and evidence based, making use of a wide range of research methods and technologies.

A broad, in-depth base of expertise and knowledge allows RSS Group to develop innovative solutions to complex technical problems. The result is an exemplary record of approvals, reduced costs and timely completion of projects. Internal systems of checks and balances also ensure that our projects are implemented to the highest standard and that all deliverables are reviewed by senior staff before being released to our clients. These are all achieved through the use of up to date procedures, advanced technologies and employment of professional and well informed experts who provide services of superior quality promptly and as required.

Our major strength lies in combining our collective local and regional knowledge and experience with the technical expertise of members of the group. We have highly qualified and experienced technical specialists with proven track records in the disciplines of Public Health and Public Policy, Environmental and Social Sciences, Statistics and Information Technology, Research and Development, Monitoring and Evaluation as well as Project Management and Capacity Building. This unique balance of skills, experience and proven track record makes RSS Group one of the foremost research and management consulting firms in Eastern Africa.

RSS team members have worked in several African and specifically Eastern African countries including the horn of Africa, providing cutting edge research, training and organizational development services to clients in large and small corporations, international organizations, government agencies and non-profit organizations.

RSS Group's head office is based in Nairobi, Kenya, and serves as the central coordinating and clearing house for the rapid development of research, evaluation and training solutions that serve both the local and international communities. Since its inception, RSS Group has created a unique culture with pride in ownership and a commitment to providing quality services that have earned the trust and respect from clients in Kenya and around the region. RSS Group has since grown steadily in size and professional capabilities.

Furthermore, RSS Group has a universal policy to make the following commitments to its clients:

- ✓ RSS Group will ensure and monitor quality of all deliverables
- ✓ RSS Group will strive for continual support and improvement
- ✓ RSS Group staffs are required to commit to our code of professional conduct.
- ✓ RSS Group staff members are registered professionals with the necessary certifications
- ✓ RSS Group will always commit to research use of efficient up to date technologies

For additional information about RSS Group, please visit our website at www.rssgroup.co.ke or send a mail to info@rssgroup.co.ke

OUR STRENGTH & INTERNATIONAL EXPERIENCE

*"We are a training, evaluation and research consulting firm with a clear focus on regional clients and internationals."
Oyuma Collins Principal - RSS Group.*

*RSS Group members have worked in several countries providing training and organizational development services to clients in large and small corporations, international organizations, government agencies and on-profit organizations.
We are independent, dedicated to the truth and to delivering unbiased findings.
We do not tell clients what they want to hear; we tell them what they need to hear.*

We have always applied rigorous research and maintained a single-minded focus on applying the highest quality expertise on behalf of our clients. RSS Group has since provided technical support, content quality and research control, while undertaking primary research, quality data collection, data capturing and analysis through the use of the most recent technologies including real-time digital mobile data collection. RSS Group is capable of preparing all research reports in different formats as well as reviewing and editing of all research products to ensure quality and accuracy.

We have acquired vast experience in areas of coordination and management. Through providing training, support and direction to programmes, maintaining relationships with associates and other partners throughout Africa and overseeing completion of the programmatic research projects according to the agreed upon timeframes, RSS Group has proved to be an excellent project coordination and management leader. We have always committed to key concepts in management including shared planning, tight coordination, facilitation, public participation and ongoing training.

RSS Group is a leader in planning, developing and facilitating various training projects. The group's aim is to contribute to capacity building for government officials, NGOs and other civil society groups, targeted public audiences, researchers as well as students. Specifically, RSS Group experts have planned and conducted trainings for organizations as they arise and as requested; conducted seminars; made presentations at conferences, co-ordinated and facilitated training workshops on various scientific and research issues and also networked with local, national and international NGOs involved.

In addition, RSS Group has a wide global network of countries where its experts have worked and provided technical assistance as well. Among these countries, RSS Group members are proud to have undertaken assignments in Kenya, Tanzania, Ethiopia, Zambia, Malawi, Zimbabwe, Mozambique, Mali, South Africa, Rwanda, Uganda, Lesotho, South Sudan, India, Nigeria, Botswana and Somali.



Research Technologies

RESULTS

Clients come to RSS Group when they need an innovative approach to the resolution of a tough problem, when they need a partner that they know has the right experience and expertise, and when they are facing a challenge where the stakes are too high to risk failure. For several years, RSS Group experts have played critical roles in client success in some of the world's highest-profile cases related to health and development challenges. We are determined to be the benchmark of quality within our industry by being the most innovative, diversified research and training group globally. To achieve this position we have become a customer-orientated enterprise, committed to technical excellence with significant resources devoted to building an array of new products and services.

For additional information about RSS, please visit our website at www.rssgroup.co.ke or send a mail to info@rssgroup.co.ke

WE ARE
A
COMPANY
WITH
MULTIDISCIPLINARY
TALENTED
AND
RESPECTABLE
RESEARCH
EXPERTS

RSS Group members and research teams are qualified individuals making us one of the most respected group of consultants for the following reasons:

Proven track-record for delivering highly successful; project results especially for International Development Partners including WorldBank, IFC, The Global Funds, WHO, CDC, USAID, ADB, GIZ, DfID, EAC, Nike Foundation, Bill and Melinda Gates Foundation, PEPFAR, UNAIDS, UNICEF, UNDP, UNFPA, AMREF, JSI, FHI, SIDA, MSH, ILO, among others; As well as National Governments across Africa (South Sudan, Rwanda, Kenya, Tanzania, South Africa, Somalia, Ethiopia, Zimbabwe, Botswana, Eritrea, Uganda, Gambia, Senegal, Guinea Bissau, Guinea Conakry and Liberia etc.);

Highly skilled technical staff with diverse and extensive combined experiences in different areas of speciality including; Public Health Research and Epidemiology, Population Studies, Water Sanitation and Hygiene (WASH), Health & Nutrition, Behaviour Change Communication (BCC), Reproductive Health, Community Development, Sociology and Socio-Economics, Health Policy Research & Costing, Health Management Information Systems, Public Participation and Stakeholder Analysis and Environmental Management and Safeguards specifically in line with the World Bank Safeguards Policies;

Familiarity of the current team members with issues related to Situation Analysis, Baseline Surveys, Research Methods and Evaluation, Behaviour Change and Social Marketing techniques and the potential challenges involved;

Established project management capability, particularly with respect to multi-stakeholder client projects;

Excellent research survey capabilities and methodologies on different nature of research projects including general public as well as defined audiences;

Good IT technology applications and experiences both for data entry and analysis including (Nutrisurveys, ENA for SMART, SPSS, STATA, CS Pro, SAS, NVivo, NUDIST, Sensemaker, Epi-Info, Epi-Survey, R+ etc), Spatial technologies (GIS and Remote Sensing), PDA and Mobile Phone Data collection and programming (Mobile data Collection using Android OS, Palm OS, Apple IOS) and Web-Based Integration of Data Collection Applications and Reporting.

Extensive experience with coordinating research programmes and managing small and massive fieldwork teams with strong supervision and organizational skills especially for projects characterised with multiple disciplines.

In-depth understanding of African Socio-cultural contexts especially the Eastern, Central, Southern and the Horn of Africa regions; and fluency in English, Kiswahili as well as the local indigenous languages of the respective regions.

Proven record of ethical conduct including research ethics and references as well as a good working relations and experience with the various Research Ethics Committees in Africa.





ILLUSTRATION OF OUR EXPERTISE

"Recruiting the right people is fundamental to our success... All our consultants share and uphold a common set of admirable codes of professional conduct and codes of ethics."

At RSS Group's core is an exceptional team of some of the leading experts in the industry and key disciplines, including Public Health, Public Policy, Socio-Economics, Rural Development, Environmental Assessments, Finance, Statistics, Accounting, Education, Epidemiology, Monitoring & Evaluation, Health-Economics, Agriculture, Private Sector Development, Gender Development, Medicine, Nutrition, Administration, Information Technology and many more.

Our experts have held senior positions in a variety of areas, including government agencies, major corporations, and leading universities. While we bring different backgrounds to our work on behalf of clients, we all share a passion for research and place a premium on integrity and independence. We are continuously accumulating the experts' database to our fast growing company. The involvement of these experts varies according to the project nature and workload. In addition to our staff and the scientific experts of RSS Group, we can rely on an extensive expert network.

Currently, RSS Group has large scope of network of associates for the wide array of the firm's assignments. Due to the variability in the nature of assignments RSS Group undertakes, it is relatively important to note that the firm rely abundantly on the use of its network of associates whenever they are required rather than having full time employees for specific tasks.

All our specialists have extensive testifying experience and the ability to provide the requisite expertise for assignments ranging from single-person advisory projects to the largest data-intensive research survey cases. We offer our clients the coordination and efficiencies that come from the integration of senior project leaders with our teams of well-trained consultants and research staff. Our in-house experts can focus fully on the needs of our clients, building relationships that in some instances last longer than the project life.

Research Technologies



Research Technologies

RSS SERVICES AT A GLANCE

"We are determined to be the benchmark of quality within our industry by being the most innovative, diversified research and training group globally. To achieve this position we have become a customer-orientated enterprise, committed to technical excellence with significant resources devoted to building an array of new products and services"

RSS Group experts and their associates have extensive experience in a wide range of Social, Health and Policy related research, as well as Capacity Building, Monitoring & Evaluation and Project Reviews. To this end, we have provided research consultancy and training in areas such as; HIV and AIDS Prevention, Treatment and Care, Reproductive Health and Family planning, Costing of Health Interventions, Behavior Change Surveys and Interventions, Private Sector Development, Gender Development, Opinion Polls, Satisfaction Surveys, Work Environment Surveys, Programme Assessments and Evaluation, Organizational Capacity Development and Team Building, Project Planning, Design and Management as well as Support for Research Activities.

In addition, the firm has actively engaged in providing services like developing of Training Manuals, Provision of Facilitators in Research and Financial Management Training as well as Institutional Strengthening Activities.

We deliver applied analysis by making the numbers tell their story and our work is based on research and scientific insight, advanced tools and real world data. We bring academic rigor, objectivity, and real world industry experience to bear on issues arising from competition, regulation, public policy, strategy, finance, and management. We produce concise and state of the art research.

Our clients value our ability to apply and communicate state-of-the-art approaches clearly and convincingly, our commitment to deliver unbiased findings, and our reputation for quality and independence.

For additional information about RSS Services, please visit our website at www.rssgroup.co.ke or send a mail to info@rssgroup.co.ke

RSS TRAINING & CAPACITY

- Training Resources Development
- Organizational & Institutional Development
- Facilitation & Team Building
- Project Cycle Management
- Financial Management
- Capacity Building
- Human Resource Management
- Training in Monitoring & Evaluation

RSS RESERACH & EVALUATION

- Baseline Surveys
- Data collection tools development
- Data Collection & Processing
- Data Transcription & Translation
- Client Satisfaction Surveys
- Staff Performance Surveys
- Work Environment Surveys
- Monitoring & Evaluation Design
- Project Mid & End Evaluation

RSS RESEARCH TECHNOLOGIES

- Mobile Data Collection Applications
- Real-Time Data Collection & Reporting
- GPS Mapping of Collected Data
- Multiple Data Collection Formats
- Research Web Based Solutions
- Online Data Management & Synchronization
- Geographic Information Systems

OVERVIEW

TRAINING & INSTITUTIONAL STRENGTHENING

"Institutional development support is about enhancing the creation of linkages between people and institutions, making the most of available capacities to address local obstacles to development"

"171 million people could be lifted out of poverty if all students in low-income countries left school with basic reading skills-that is equivalent to a 12% cut in world poverty"

"Learning for development is the key! At all levels"

RESEARCH & SUPPORT SERVICES

"RSS research projects cut across traditional boundaries, addressing problems from a different perspective in order to generate innovative ideas"

RSS is a versatile firm with proven ability to work domestically and internationally and in both the public and private sectors. The goal of our work is to support our clients' efforts to improve performance and achieve results. For RSS it is not enough to merely provide services, we strive to have an impact on individual, team and organizational performance. We understand the challenges organizations face in the global marketplace. We often work with people from different cultures and draw on this valuable perspective to help our clients succeed, whether they are established internationally, just beginning to work, or want to manage and value diversity at home.

We are a recognized leader in organizational development and institutional strengthening in the regional and international development community and command experience in providing technical leadership, delivering high quality services, and pioneering innovative approaches in programs. We help our clients think and act strategically, develop strong leaders, strengthen inter-organizational collaboration and partnerships, and manage growth and change. A significant portion of RSS's work is directly focused on improving the performance of organizations engaged in some of the most important global issues of our time. We specifically provide technical assistance, training and management services to promote social and economic development to help better the lives of people in developing and transitional nations.

We develop Training tools including manuals, Training Course structures and curricula, organize schedules as well as relevant training content per assignment. We offer Organizational Team Building solutions for those organizations who need the motivation drive for their staff

OVERVIEW

Our research is carried out within project domains that fit into wider research programmes that include, Knowledge Attitude and Practise (KAP) and Behaviour Change Surveys and Interventions for health, HIV and AIDS Prevention, Treatment and Care, Reproductive Health and Family Planning, Expenditure and Activity tracking surveys for specific health programmes e.g. Tuberculosis, HIV and AIDS, Reproductive Health, Maternal Child Health, Malaria among others, Costing of Health interventions and programmes using different costing models, Opinion Polls, Performance and Satisfaction Surveys, Capacity Needs Assessment and Specialized Research, wherever possible. We provide comprehensive statistical and information science expertise in support of our multi-disciplinary research projects.

We have an inclusive style of research that draws on the expertise and insights of academics, Research associates, practitioners and members of the public. We have the expertise of epidemiologists, statisticians, physicians, nutritionists, health administrators, health economists, socio-economists, and health educators. This multidisciplinary team is able to draw on a wide range of experience in health evaluation, administration, and domestic and international research. Moreover, we seek to map out new ways of addressing shared concerns, by providing a forum where different stakeholders can come together to address these shared concerns.

Our work is value-based, and ambitious, but also realistic, rigorous and evidence based, making use of a wide range of research methods. We aim to provide evidence-based research findings and disseminate them widely at the national, regional and international levels to governments, its development partners, civil society organisations and the private sector.

We are committed to embracing modern technology and providing our clients with state of the art information systems and solutions. We provide inspirational leadership in strategy formulation and stakeholder partnerships in solving problems. We apply the necessary applicable laws with integrity and fairness in the process of conducting social-legal, ethical and due diligence audits and identifying participation risks and formulating mitigation measures.

OVERVIEW

MONITORING
& EVALUATION

"RSS research projects cut across traditional boundaries, addressing problems from a different perspective in order to generate innovative ideas".

RSS Experts have several years of experience in the development of both theory and practice in monitoring and evaluation methodology. We provide a full set of monitoring and evaluation services and assist organisations to design, manage and review monitoring systems for programmes and projects. We advice governments how to develop M&E systems for public sector management and poverty reduction strategies. We also undertake evaluations studies of individual projects, of national and government policies and programmes, of institutions, programmes and partnerships. Our services provide government officials, development managers, and the civil society with better means for learning from past experience, improving service delivery, planning and allocating resources, and demonstrating results as part of accountability to key stakeholders.

Within the development community, there is a strong focus on results that helps explain the growing interest in Monitoring & Evaluation. RSS's Monitoring and Evaluation structure entails collecting and analyzing information about a project that tells an organization whether they are on track to reach their objectives, and whether or not their project has achieved or contributed to the desired impact. To achieve this, an organization must monitor the project during implementation as well as evaluate its impact at the end of the project. This in turn allows the organization to adapt the program as needed to ensure that they attain their objectives.

Our approach to monitoring and evaluation is multidisciplinary - connecting technical processes with the social, economic and institutional elements. Historically, evaluation has merely focused on reporting on what has been achieved through the use of quantitative indicators. However if evaluation is to be useful for management and learning it must address not only the question of what has been achieved but also the questions of; why has there been success or failure; so what are the implications for the projects; and now what will be done about the situation. In our view, the why, so what and now what questions can generally only be addressed through open dialogue between all actors involved in a specific development intervention and require effective use of qualitative methodologies. RSS experts have a strong record in using participatory techniques for creating optimal interaction and an open dialogue between stakeholders during the evaluation process.

RSS has been applying its extensive capabilities in Monitoring & Evaluation principles on behalf of clients around East Africa and the rest of the region for several years, by providing research, analysis, expert testimony, and operational insight in complex project situations. Our process of monitoring and evaluation generally helps to answer the following key questions:

- Inputs: Were program inputs available, adequate and timely?**
- Activities: Were activities performed on schedule?**
- Outputs: Were outputs produced? Were they of acceptable quality?**
- Effects: Were effects observed?**
- Impact: Was impact achieved?**

We bring together a thorough understanding of programme analysis, comprehensive assessments, a commitment to innovative application of research methodologies, accounting, statistics, finance, and quantitative techniques, and a passion for finding the correct answers. RSS brings the right perspective and the most valuable insights to every project we take on, no matter the situation.

Research Technologies



Research Technologies

RSS CLIENT PORTFOLIO

RSS Consultants and experts have worked with numerous clients throughout the world as well as through partnerships with other organisations. The following is an illustrative list that reflects the breadth of our clientele.

INTERNATIONAL

WorldBank
 International Finance Corporation
 The Global Funds
 World Health Organization
 Centers for Diseases Control
 Nike Foundation
 PATH International
 WorldVision
 Bill and Melinda Gates Foundation,
 PEPFAR
 International Medical Corps
 Concern Worldwide
 SNC Lavalin
 Futures Group International
 USAID
 RTI International
 Medecines Sans Frontieres - France
 USAID; APHIA - Plus
 Golder Associates
 Family Health International
 Swedish International Dev. Agency
 Management Sciences for Health
 DfiD
 GIZ
 UNAIDS
 UNICEF
 UNDP
 UNFPA

REGIONAL & LOCAL

East African Community
 Lake Victoria Basin Commission
 Girlhub Rwanda
 Nyanza Reproductive Health Society
 Viagenco Community
 AMREF
 ICIPE

PRIVATE/NON-PROFIT

EMC Consultants Ltd.
 Chemonics International, Inc.
 PACT International
 Memento International
 Silica Data Systems

GOVERNMENT

Ministry of Public Health & Sanitation
 Ministry of Medical Services
 Water Resources Management Authority
 Government of Rwanda - MINIAGRI
 Governement of Rwanda - RECO
 Government of Rwanda - MINISANTE
 Government of South Sudan
 Government of Tanzania
 Government of South Africa
 Government of Somalia
 Government of Ethiopia
 Government of Zimbabwe
 Government of Botswana
 Government of Eritrea
 Government of Uganda
 National AIDS Control Council - GoK

Research Technologies

Shelter Afrique Centre, 3rd floor
Longonot Road, UpperHill
P.O.Box, 30891 - 00100,
Nairobi, KENYA

Office Phone: +254-020-2102222
Cell: +254-721-206497 / 722-561222
Email Enquiries: info@rssgroup.co.ke
Website: <http://www.rssgroup.co.ke>



www.rssgroup.co.ke