Request for Proposal (RFP) for Data Collection for USAID’s Citizens Improving Health Governance (CIHG) in Guinea

1. PROPOSAL DETAILS SUMMARY

ISSUE DATE: December 20, 2019

QUESTIONS DUE: December 30, 2019

SUBMISSION DEADLINE: January 10, 2020

Interested Offerors must email a separate Technical (word document) and Cost Proposal (using the attached Excel template) to smirtaheri@socialimpact.com, psok@socialimpact.com, and knelson@socialimpact.com. The technical proposal should be no longer than 10 pages. CVs and other annexes are excluded from the page count.

Contract Type: Fixed Price.

1. PURPOSE

The selected Offeror will conduct high quality quantitative survey data collection for an endline assessment of outcomes from the USAID-funded Citizens Improving Health Governance (CIHG) activity in Guinea. The primary purpose of the endline survey is to assess outcomes of the CIHG activity on citizen’s knowledge and engagement in health governance at the end of the project.

1. QUOTATION INSTRUCTIONS

The Offeror shall submit its best technical approach following the requirements set out on Sections 5 and 6 as well as its best price as per the following requirements:

* The Offeror must present budget costs in USD in at least two columns, one inclusive of Value Added Tax (VAT) and the other exclusive of VAT.
* The Offeror may also present costs in the national currency in addition to USD.
* In case of price discrepancy between the unit price and subtotal price, the unit price shall prevail
* The rates quotes shall be for complete services inclusive of all taxes and charges for service contingent to the work
* Social Impact has the right to increase or decrease the requirement for services mentioned in this RFP
* Payment term: 30 days
* Proposal validity: net 30 days from date of submission
1. BACKGROUND

Social Impact (SI) is a sub-contractor to FHI360 on the CIHG activity. SI is currently designing an endline survey to assess outcomes at the end of activity implementation. CIHG aims to improve citizens’ understanding of and participation in Guinea’s health system reforms, and in the process, build public trust in Guinea’s health sector and governance. Through mutually reinforcing activities led by civil society organizations (CSOs) and media networks, the intermediate results (IRs) of CIHG are:

* IR 1: Opportunities expanded for government officials and citizens to engage in constructive dialogue
* IR 2: More effective advocacy for health reforms by partner CSOs

The field data collection is scheduled to take two weeks and will tentatively occur from March 18-31st, 2020, with training of supervisors and enumerators as well as pilot testing of tools preceding these dates- from approximately March 5-12, 2020.

The selected Offeror will be hired and managed by SI.

1. Scope of Work

The selected Offeror will recruit and train enumerators and interviewers with SI guidance and support, complete all logistical planning and coordination, conduct all data collection noted below according to SI protocols and best practices, complete regular data quality assurance, compile and clean quantitative data in clearly labeled databases, and communicate regularly and promptly with SI on work plan progress and challenges.

* 1. Sample Size

Social Impact will be responsible for sample selection and will provide the final sampled locations and individuals to interview as well as alternates to the Offeror. The precise sample is still being determined. However, the below summary information provides an overview of the data to be collected, which will touch on all regions of the country. Because the final sample is still to be finalized, Offerors shall provide itemized costs as part of their cost proposal (i.e. cost per survey). The scope will be finalized during contract negotiations.

|  |  |
| --- | --- |
| DATA COLLECTION ACTIVITY | APPROXIMATE SAMPLE SIZE |
| Quantitative Data Collection Activities | Regions | Prefectures | Respondents |
| Household surveys | 8 | Approximately 30 | Approximately 1600-1700 |

* 1. Data Collection Methods

The selected Offeror will conduct the following data collection efforts using electronic data collection based on the SurveyCTO platform (which can be field implemented using the ODK Collect app). SI will develop all data collection instruments but will seek data collection firm input to improve clarity and contextual appropriateness. GPS coordinates are required for every survey conducted. The data collection methods are as follows:

* + 1. *Household (HH) Survey*

The Offeror will complete a survey with an adult household member to assess their use of health facilities and involvement in the health sector. The Offeror must obtain informed consent prior to completing each interview. The Offeror must use systematic sampling methods (i.e. “random walk”) to select households using a skip pattern proportionate to the village size.

* Estimated duration per HH survey: ~35 minutes, excluding time spent walking to reach each household

##  Data Collection Implementation

## Data Collection Preparation

Upon contract signing, the Offeror shall immediately begin preparing for data collection. Offeror will be responsible for ensuring its team is adequately prepared to conduct data collection. Offeror shall also assist, as necessary, SI in contacting and coordinating with Guinean national statistics agencies to obtain up to date census and population data for the areas of interest. In addition to the Offeror’s internal preparation steps, the following preparation activities shall be noted:

## Team Kick Off Call

Within 3 days of contract signing, a kick off call will be scheduled between SI and the Offeror to launch planning and preparation for endline data collection. In this kick off call, the agreed upon scope of work will be discussed to ensure complete understanding of all expectations. Endline data collection shall be a collaborative process between the Offeror and SI.

## Instrument Design

SI will design all data collection instruments and associated oral informed consent scripts (listed for reference below). Instruments include the household survey instrument (and consent statement) as well as instruments for the Offeror to conduct back checks of completed surveys. Instruments will also include an Excel-based tracking form through which the Offeror shall track the number of surveys completed compared to the number of surveys uploaded into the online system. SI will be responsible for translation of all instruments, though suggestions for contextualization and improvement by the Offeror are welcomed.

* Household Survey with Consent Statement
* Back Check Data Collection Form
* Survey Transmission Tracking Form

## In Country Preparations with SI

To facilitate communication and final preparations for data collection, an SI representative (anticipated to be Kari Nelson, Evaluation Specialist) will arrive in Guinea approximately a week prior to the start of training. The SI representative will meet regularly with the Offeror’s team during this week to finalize all aspects of data collection planning. Offeror shall provide the SI representative a desk or working space in their offices during this week to facilitate meetings and ongoing communication. Offeror shall make its team available for meetings and discussions during this period. In particular, one full day shall be set aside for SI and Offeror staff who will be involved in training for and implementing data collection to discuss the tools and protocols that will be administered in the field. This training will provide the opportunity for SI to train the team regarding the specific tools and necessary protocols that will then be conveyed to supervisors and enumerators.

## Supervisors Training

The Offeror shall provide a full day of training specifically for the field team supervisors. Supervisors shall also participate in enumerator training (described below). The supervisor-specific training shall provide supervisors with sufficient knowledge of the processes and procedures for which they will be responsible, including, but not limited to:

* Logistics, lodging, and transportation for their team
* Communications protocols
* Daily reporting of the number of surveys conducted by their team
* Backcheck procedures and protocols

## Enumerator Training

The Offeror will be responsible for providing all data collection staff with adequate training, including an agreed upon number of days of practice administering survey prior to beginning data collection. SI staff will participate in the training. The Offeror is responsible for screening and re-training any recruits who do not demonstrate adequate understanding of or adherence to proper data collection protocols by the end of training. No enumerator is to be sent to the field until he/she has demonstrated sufficient understanding of the survey instruments. Training will be conducted collaboratively between the Offeror and SI representatives. SI may test enumerators during or after training as needed and may require, at their discretion, replacement of enumerators deemed to be performing inadequately in training or in the field. SI will develop a training manual in English and French to guide the training, however SI encourages the Offeror to provide suggestions for additional areas of focus for the training or ways in which the training could be improved. The Offeror should print one copy of the training manual for each of the enumerators/facilitators. The Offeror will ensure that staff have appropriate language proficiency (French and/or local languages) for the regions where work will be undertaken. Enumerator training shall be at least 3 days in length (Offeror shall specify during in their technical proposal). The training location and should also be specified in the proposal. The Offeror shall train more enumerators than will be required for field data collection. At the completion of training and pilot testing, Offeror (in consultation with SI) shall retain the strongest performers for field data collection.

## Pilot Testing

The Offeror shall conduct (in coordination with SI) two days of pilot testing of the instruments and protocols. Pilot testing serves two purposes: 1- testing and refining the instruments and 2- providing enumerators the chance to practice the protocols and provide the Offeror the opportunity to identify the strongest performers for retention. SI will participate in the pilot testing process. Following the pilot, the Offeror should submit a brief pilot summary report (as described in the deliverables section) The Offeror must provide sufficient time for pilot testing, re-training based on lessons learned and launch of data collection activities. The length of the pilot test should be no shorter than two days. During pilot testing, each enumerator and staff members shall have an issue tracking sheet on which they can record any issues encountered (problems with the electronic data collection tools or scripting, translation concerns, logistical concerns relevant to fieldwork, etc). These concerns shall be compiled and recorded in the pilot summary report.

## Finalization of Data Collection Instruments

Upon completion of pilot testing, the Offeror and SI, if relevant, shall make any necessary final edits to the instruments and protocols. All edits must be complete prior to beginning field data collection.

## Field Data Collection

**General:** The Offeror will be responsible for collecting specified data using smart phones or tablets using the ODK Collect application. SI will be responsible for programming the survey and preparing the ODK scripts for use in the field. The Offeror is responsible for acquiring the necessary hardware and software and for collecting this data electronically. Status updates (see Deliverables for details) shall be provided to SI every other day during field data collection regarding data collection status.

**Sampling:** The Offeror is responsible for visiting all locations specified by SI. No location should be replaced without prior authorization from SI. The Offeror is responsible for ensuring that interview participant selection is being done in accordance with the specified sampling procedure and, where applicable, correctly and consistently applying rules of replacement. Any issues that are identified should immediately be reported to SI. The Offeror will be responsible for contacting respondents ahead of time (where appropriate) and arranging interviews/location (if needed).

**Confidentiality:** Informed consent should be obtained from all respondents. SI will provide data collection tools and informed consent documents. The Offeror will not make changes to these documents unless approved by SI.

The Offeror should follow standard confidentiality protocols in addition to any additionally specified confidentiality measures, including:

* Document procedure for ensuring the privacy of participants during each interview and ensuring the confidentiality of all collected data. Identifiable data should be accessed by the fewest possible parties, and only those with a need to access such information;
* Ensure informed consent is documented by each respondent prior to start of the interview, including a record of refusals (and reasons, where possible to collect);
* Ensure no identifying information (beyond that which is allowed in the consent statements) is collected with the data.

**Incentives:** Where applicable, incentives should be discussed and approved by SI to ensure they compensate for respondent time without coercing or influencing responses. Respondents should ideally be unaware of the receipt of any incentive until after the interview is complete. In-kind incentives are recommended over cash incentives.

**Clearances:** The Offeror is responsible for identifying and liaising with all necessary official authorities to gain permission and clearances to access participants and sites in the selected survey areas. The Offeror shall contact necessary officials (district officials, local government institutions, village chiefs, etc) for any other permissions needed. The Offeror will be required to keep documentation of all requests, approvals, and correspondence between relevant parties and provide copies to Social Impact, upon request. The Offeror will be expected to maintain positive, professional relationships with all local stakeholders and report any challenges therein immediately to Social Impact.

**Quality Assurance:** Data Quality Assurance processes are expected to occur in the field, in real-time, during data collection and during data entry and in delivery of datasets. The Offeror is expected to provide significant oversight of enumerators in the field. Specifically, the Offeror must provide on-site management of enumerators that is sufficient to observe the activities of the surveys, identify problems in their facilitation, and correct those problems.

In addition to providing coordination, supervisors shall directly observe data collection by each of the enumerators under their supervision. Each enumerator must be directly observed multiple times during fieldwork, but at least once within the first 2-3 days of commencing data collection.

The Offeror will be responsible for implementing quality monitoring processes. The offeror shall carry out back check surveys of 10 percent of all surveys. Back checks consist of calling or visiting (by a supervisor or other management staff that has been trained in the data collection instruments) households that were surveyed by the enumerators to ask a short number of questions designed to verify whether the enumerator had appropriately collected data from the household. The Offeror must compare the responses received during backchecks with the data collected by enumerators. Any discrepancies must be documented and reported to SI. A back check protocol will be provided by SI. Backcheck training must be provided to all staff conducting backchecks.

## Staffing

In their technical proposal, the Offeror shall propose a team of well-qualified personnel that possess relevant experience in data collection management, dataset management, data quality oversight, enumeration, facilitation, and note-taking skills as appropriate to quantitative or qualitative data collection or oversight roles.

The Offeror must designate a qualified Research Coordinator who will be responsible for preparing and managing all activities specified in the Scope of Work. Specific responsibilities include being the primary point of contact with the SI team, facilitating enumerator training, organizing and managing all data collection events, overseeing data management and cleaning, and adhering to aforementioned quality assurance protocols. The Research Coordinator will be considered Key Personnel, who cannot be replaced without prior approval of SI.

Remaining staffing structure shall be proposed by the Offeror. Recruitment and staffing procedures should be outlined in the proposal and work plan, along with contingencies for staff replacement, should the need arise, during data collection. Field personnel are expected to adhere to the highest standard of ethical behavior.

## Deliverables

The Offeror should have a strong track record of survey work and data collection in Guinea. The Offeror must describe methods for working around the likely challenges that will arise with data collection in remote locations where security issues may arise. The Offeror should have a qualified team of data collectors from Guinea with fluency in languages commonly spoken in the survey areas and be able to provide adequate logistical resources to organize, train, deploy, and supervise enumerators/facilitators in the field.

The selected Offeror will be responsible for completing the following deliverables:

|  |  |
| --- | --- |
| DELIVERABLE | APPROXIMATE TIMELINE |
| Detailed Work Plan | 5 business days after contract award |
| Pilot Summary Report and Dataset | Dataset due 1 day after pilot. Report due 4 days after pilot. |
| Raw Dataset  | No later than 3 days following conclusion of data collection.  |
| Clean, Labeled Datasets and Codebooks  | 2 weeks following conclusion of data collection |
| Weekly Status Reports | Every other day beginning 1 week prior to data collection |
| Data Quality Report | 1 week following conclusion of data collection |

* **Work Plan:** The Offeror is responsible for developing a detailed work plan and schedule to include staffing and roles and responsibilities of each person, facilitator training, instrument pilot testing, data collection, data entry/transfer, and data quality control. The work plan should detail ***how*** the Offeror plans to prepare for training, implement data collection protocols, and a plan to provide oversight to ensure facilitators and supervisors can successfully complete their duties with high quality. The work plan should outline any areas for which the Offeror requires support from SI.
* **Pilot Summary Report and Dataset:** Upon completion of pilot testing, Offeror shall submit a Pilot Summary Report that includes: dates and location of pilot, names of staff administering pilot, number of respondents, respondent identification procedures, average survey duration (overall and by enumerator), the full pilot dataset, refusal rates, challenges implementing sampling or protocols, and any suggested changes in the instruments or protocols based on the results of the pilot.
* **Raw Dataset:** Upon completion of data collection, Offeror shall submit a complete set of the raw data collected, to include all system variables (such as start/end times, device IDs, etc). No data cleaning should be done to the raw dataset prior to submission. Dataset should be in Stata format.
* **Clean, Labeled Dataset and Codebook:** Offeror shall clean the dataset as necessary to correct any erroneous data or data errors and ensure that all data are accurate and properly formatted and labelled in English. The Offeror’s data cleaning and management methods should be transparent and replicable (e.g. documented in a Stata .do file). All interim and preliminary datasets should be verified and ready for an initial analysis to look for any obvious errors or need for improvement in data entry processes. Along with the dataset, Offeror shall also provide the complete codebook (including variable name, label, description, type, option list (if ordinal), and number of responses). Datasets should be in Stata format.
* **Status Update Reports:** SI expects that the Offeror work collaboratively with SI throughout the data collection process. As a part of regular and recurring communication, the Offeror shall submit an update on the progress of data collection and any issues encountered and mitigation efforts every other day. Offeror shall immediately communicate to SI any problems that arise necessitating the adjustment of any plans or protocols. The weekly status reports should include the following sections: a table summarizing the number of surveys completed and uploaded (see below table), upcoming activities, and challenges faced and mitigation strategies pursued. If there are extreme challenges the Offeror will be available as needed to discuss and address them with SI. All reports should be submitted in English.

Table summarizing surveys completed and uploaded:

|  |  |  |  |
| --- | --- | --- | --- |
| Team | March 23rd [Date] | March 24th [Date] | Etc |
| Surveys Reported | Surveys Uploaded | Surveys Reported | Surveys Uploaded |  |
| Team 1 |  |  |  |  |  |
| Team 2 |  |  |  |  |  |
| Etc |  |  |  |  |  |

* **Data Quality Report:** The Offeror should deliver a data quality report with the final dataset. This should include information about challenges in data collection, any modifications to the data collection protocols, data quality process, identification of any data quality issues, as well as metadata about the final dataset (sample replacement, response rate, attrition, average duration of survey, etc.). Data quality reports should include at least the following information:
	+ - Data source
		- Sample size
		- Sample size of pilot(s)
		- Dates of pilot(s)
		- Dates of data collection
		- Minimum education/experience of facilitators/field staff
		- Training time provided to field staff
		- Names and Number of facilitators
		- Number of supervisors
		- Supervisor to facilitator ratio
		- Number and percent of randomly selected survey responses audited by the firm
		- Average number of interview conducted per facilitator per day
		- Electronic or paper data collection
		- List of validations programmed into survey
		- List of post-administration quality checks performed on raw data
		- Summary of data checks performed
		- Back check survey dataset
1. STRUCTURE OF PROPOSAL
	1. Technical Proposal

The technical proposal should be no longer than 10 pages and contain the overarching sections listed below.

* Technical approach
* Staffing Plan and Management approach
* Past performance

Annexes, which are not part of the page count, should include:

* Detailed work plan of activities
* CVs of key personnel and other proposed team members
* Contact information of three references

Submissions should use 11 point font size (any style), single space. Graphics and tables should not be smaller than 8 point font size (any style).

* 1. Cost Proposal

The cost proposal must be submitted on the template provided as an attachment to this RFP. The Assumptions Column (Column G) is required. There is no page limit for the cost proposal.

Annexes should include:

* Budget notes – please provide any additional information necessary to understand or interpret the cost proposal
1. SCORING CRITERIA

Technical Approach and Staffing – 40%

The Offeror shall submit a document no longer than eight pages detailing the process by which the requirements of the Scope of Work will be completed and the staffing plan. The narrative should describe, in detail, the steps through which the Offeror will ensure successful timely enumerator recruitment, enumerator training, completion of systematic sampling of households, ability to locate and travel to specified villages, data cleaning, and assurance of data quality. Additionally, the technical approach should elaborate on the proposed team composition and the management structure by which team members will communicate internally and with the Social Impact evaluation team. Specifically, the reviewers will focus on the explanation of the process by which enumerators are identified, trained, and overseen in the course of data collection.

The Offeror will be scored on the technical and managerial expertise of the Research Coordinator. The offeror will submit the CVs for its proposed personnel. The Coordinator is expected to take full responsibility for preparing and managing the activities specified in the Scope of Work. Specific responsibilities include being the primary point of contact with the Social Impact team, revising data collection instruments and protocols, facilitating enumerator training, organizing and managing all data collection events, overseeing data management and cleaning, and adhering to aforementioned quality assurance protocols.

The Coordinator will be considered Key Personnel, meaning that their continued participation is required for the continuation of the subcontract. If the Coordinator were to leave the project for any reason, the Offeror would have to propose and alternate candidate subject to the approval of Social Impact. If the applicant does not meet the criteria for this position, the subcontract will be terminated. Additional personnel deemed necessary to the completion of the Scope of Work will be considered if substantiated with CVs.

Past Performance – 30%

The Offeror shall submit a document no longer than two pages detailing similar work completed in the recent past and providing contact information for these relevant efforts. This experience should reflect institutional capacity, not that of individual team members. Of particular importance is relevant work in the management and implementation of data collection, including household surveys. Prior experience working with USAID-funded projects is preferred, though not required. SI will reach out to the references provided by the Offerors. The responses will factor into this scoring criteria.

Cost – 30%

The Offeror shall submit a budget using the provided template outlining, to outline the anticipated costs to the assignment. The Offeror must ensure SI can understand the breakdown of specific costs.

Proposals that meet minimum technical requirements will be reviewed for the cost-effectiveness, adequacy, and realism of the proposed budget. The Offerors must submit budgets using the budget template provided in Annex A.

1. SELECTION PROCESS

The evaluation committee will be composed by members of Social Impact. SI will then make a final determination, conduct negotiations, and issue a contract to the selected firm.

1. ANNEXES

## Annex A: Budget Template

See attachment.