Request for Proposals:

Data Collection Services in Haiti

ATTAIN/ATTEINDRE Activity - USAID

*Prepared by Haiti ESS*

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| **Project** | *USAID ATTEINDRE/ATTAIN* |
| **Program Implementer** | *Mennonite Enterprise Development Associates (MEDA)* |
| **Evaluation Implementer** | Haiti Evaluation Survey Services (Haiti ESS) |
| **RFP number** | SOL\_HESS\_2021 |
| **USAID Office** | US *Economic Growth and Agricultural Development (EGAD)* |
| **Active Geographic Regions** |   *USAID Resilience Focused Zones (RFZ) (North, Northeast, Central Plateau, and South)* |
| **RFP Release Date:** | July 13, 2021 |
| **Deadline for Questions:** | Monday, July 19, 2021, 9:00 AM EST |
| **Answers to Questions:**  | Wednesday, July 21, 2021 |
| **Deadline for Proposals:** | Monday, August 2, 2021, 9:00 AM EST |
| **Contact:** | Hjalmar Breit, hbreit@socialimpact.comKesly Felizo,kfelizor@socialimpact.com |

**BASELINE PURPOSE**

In May 2021, USAID/Haiti requested Haiti Evaluation and Survey Services (ESS) to design and implement a baseline study of the ATTEINDRE/ATTAIN Activity. This baseline study and, subsequently, the follow-up final performance evaluation are intended to measure whether ATTEINDRE interventions in the target areas have resulted in MSMEs receiving access to business development advisory services, workforce development services, and financial services to be more resilient, expand, and create jobs. The purpose of this Baseline study is to serve as a reference point to assess the performance of the ATTEINDRE Activity. The study will also guide the implementation of ATTEINDRE and help to improve problem diagnosis, alert stakeholders to changes in underlying assumptions, and provide a solid foundation for monitoring, evaluation, and learning (MEL). The primary stakeholders for this evaluation include USAID/Haiti, MEDA (Mennonite Economic Development Associates) and its partners, the Government of Haiti (GOH), private sector entities, and other donors and entities active in Haiti’s private sector (such as the Inter-American Development Bank-IDB, and World Bank).

**BACKGROUND**

The USAID ATTEINDRE/ATTAIN Activity in Haiti aims to provide targeted support to Micro, Small and Medium Enterprises (MSMEs) so that they become bankable enterprises, more competitive and sustainable through business expansion, job creation and integration to the wider market. The premise is that all ATTEINDRE activities will help businesses to generate sustainable income and improve resilience through inclusive economic growth. Over the four years of the activity period, ATTEINDRE is expected to impact 30,000 MSMEs directly through enhanced productivity; greater access to inclusive financial products and services (including the digital payments), and indirectly by increasing the incomes of women, men, young people and families through resilient business growth and job creation. In terms of geographic coverage, ATTEINDRE will be implemented primarily in four key Resilience Focused Zones (North, Northeast, Central Plateau, and South).

The baseline study will set baseline values and serve as a reference point for the evaluation. Accordingly, it is important to understand the overall evaluation questions which the baseline is designed to support. The evaluation questions for the study are as follows:

* + 1. To what extent and in what ways has MSMEs’ performance changed over time during this period of the ATTEINDRE Activity in Haiti?
		2. To what extent and in what ways have MSMEs’ access to and utilization of financial products and services changed over time during this period?
		3. To what extent and in what ways have institutions’ capacity been strengthened to become better actors in the business ecosystem to support MSMEs?
		4. To what extent does ATTEINDRE’s Theory of Change (TOC) remain valid and relevant to the Activity’s current objectives?

While the overall evaluation will assess the performance of the ATTEINDRE activities using a pre-post design at end-line, this baseline study will serve as a reference point by measuring the initial values of all outcome indicators. More precisely the baseline will inform:

1. The performance of the MSME’s without the ATTEINDRE Activity.
2. MSME’s current access to and utilization of financial products and services without the ATTEINDRE Activity.
3. Institutions’ capacity as good actors in the business ecosystem to support MSMEs.

# SCOPE OF WORK

ESS is seeking to engage a Haitian Sub-contractor who is well versed in collecting quantitative data, particularly pertaining to the financial sector and Micro Small Medium Enterprises (MSMEs). The Subcontract will be Firm Fixed Price with the anticipated period of performance starting August 2021. The data collection is anticipated to take place for a month, starting early September, in the USAID Resilience Focus Zones (North, Northeast, Central Plateau, and South). Precise dates will be communicated upon award.

This Request for Proposals (RFP) describes the specifications for the field data collection services required to complete the baseline study. The Sub-contractor will prepare a technical proposal that addresses all aspects of the data collection as detailed in each section below.

**Data Collection Activities**

***Overview of Survey***

The Subcontractor will conduct surveys with MSMEs (formal and informal) located in the USAID Resilience Focused Zones (RFZs). These data collection events will take place in the North, Northeast, Central and South Department.

The Baseline Team and the implementer, MEDA will jointly create the sampling frame and plan development, with input from the Subcontractor. The Subcontractor will be required to coordinate with ESS, SI home office staff, and Baseline Team on the design, planning, and implementation of the data collection. The Subcontractor will be responsible for the planning, supervisor/enumerators training, piloting, data collection implementation and logistics, data security, recordings, mobilizing people, providing technologies for remote data collection in the face of COVID-19 as appropriate.

**Sample Size**

The quantitative survey sample for ATTAIN/ATTEINDRE baseline study is designed to represent the target areas where ATTAIN/ATTEINDRE will service and will be provided to the Sub-contractor. The sampling strategy considered for this baseline is the same used for the World Bank Enterprise Survey. There will be two stages in the data collection process. In the first stage, the Sub-contractor must conduct a short survey of 650 enterprises by phone to confirm their addresses, willingness to participate in the survey, their size and type of business. The short survey per enterprise will be no more than 20 minutes. The list of questions and the sample will be provided to the Sub-contractor by ESS. This stage will start just after the training and one week before the final survey starts. The estimated sample size for the final base line survey will be 420 firms which will include both formal and informal firms. This set of 420 firms will be randomly selected from the first stage short survey of 650 firms.

Male or female MSMEs owners will be randomly chosen for survey. The survey is expected to take an average of 45 minutes per person. The Subcontractor will be responsible for the planning, supervisor/enumerators/training, piloting, data collection implementation and logistics, data security, recordings, mobilizing people, and providing technologies for remote data collection in the face of COVID-19, if necessary.

**Survey Instrument**

ESS will provide the survey questionnaires in English. The Sub-contractor will be responsible for translating the instruments into Creole and French and putting it into the proper format for Android-based systems in Survey CTO for tablet-based data collection. The Sub-contractor will also be responsible for double-checking the translation against the original. The Sub-contractor should have their own data base system for receiving data from the field using an android based system.

The Sub-contractor will conduct pilot surveys prior to enumerator training to ensure the instrument’s soundness, using experienced enumerators and supervisor. Each enumerator\supervisor who participates in the pilot survey is expected to conduct surveys with a minimum of 3 to 4 beneficiaries. The Sub-contractor will pilot the questionnaires in areas and beneficiaries like the ones selected for fieldwork, but not in the areas targeted and beneficiaries listed for the survey.

After completing the pilot, the Sub-contractor will hold debriefing sessions in which any difficulties or problems with the survey will be identified. The Sub-contractor will communicate any proposed changes to ESS and after approval the questionnaire will be modified.

The Sub-contractor will deliver to ESS a final English version of the questionnaire, reflecting all approved changes, within one week before the survey start. **The questionnaire cannot be changed once fieldwork begins.** The Sub-contractor will also deliver the final field version in Creole and French two weeks before the survey starts.

**Data Collection Tasks**

***Preparation***

**Clearances** – The Sub-contractor will be responsible for identifying and liaising with the necessary authorities to gain permission/clearances to legally perform all tasks specified in this RFP. The Sub-contractor will be required to keep documentation of all requests, approvals, and correspondence between relevant parties and provide copies to SI upon request. The Sub-contractor will be expected to maintain positive, professional relationships with all local stakeholders and report any challenges therein immediately to ESS.

**Planning** - The Sub-contractor is responsible for planning the survey in the field and identifying and organizing survey participants, based on lists provided and sampling plan developed by the baseline Team with input from the Sub-contractor. Note that data collection activities must be compliant with policies regarding restrictions due to COVID-19 and local security concerns. The survey should be conducted virtually.

**Instrument Development –** The baseline Team will assume primary responsibility for developing the data collection instruments. However, the Sub-contractor will be required to review and provide input on the instruments.

**Translation** – The Subcontractor will arrange for instruments translation and back-translation in Creole and French. The Subcontractor is responsible for ensuring translation quality, by verifying that translators possess adequate credentials. The Subcontractor will be responsible for reviewing the final wording of all data collection instrument translations to ensure that they are appropriate for the relevant respondent groups.

**Develop Manuals for Field Staff** –With input from ESS, SI home office staff, and the Baseline Team, the Sub-contractor will be responsible for developing comprehensive manuals for field staff. These will include manuals for supervisors and enumerators. ESS, SI home office staff, and the ET must have a chance to review and approve the final manuals at least five business days prior to the start of training.

**Staff Training** – All supervisors and enumerators are required to receive training prior to data collection. The training shall be comprised of classroom as well as practice sessions administering surveys, while respecting restrictions due to COVID-19. The Sub-contractor is required to specify the recommended duration and content of field staff training as part of the technical approach. The Sub-contractor shall describe in their technical proposal their approach to assessing, supervisors and enumerators and survey database readiness to conduct data collection during and after the training. It is recommended that more supervisors and enumerators be trained than will be required for any data collection activity, so top-performers can be selected, and a pool of back-up supervisors and enumerators be ready in case of need. ESS and ET representatives will assist with the training, may test supervisors and enumerators as needed and may require, at their discretion, replacement of supervisors and enumerators deemed to be performing inadequately in training or in the field.

**Pre-testing** and **Piloting**— Pre-testing and Piloting will be done as part of staff training and will focus on the entire data collection process. This is meant to be a “real-life” practice of the data collection. The Sub-contractor should plan to conduct pilots. The Sub-contractor must describe their approach to pre-testing all instruments, and how they will ensure that no respondents from the study sample are included in pre-testing. The Sub-contractor must describe how many data collection events will be conducted during the pre-testing, where they will be conducted, and how they will coordinate with ESS to revise the instruments as needed based on the outcomes of the pretesting. The pretested questionnaire will be piloted. After completing the pilot, the Sub-contractor will hold debriefing sessions in which any difficulties or problems with the survey will be identified. The Sub-contractor will communicate any proposed changes to ESS and after approval the questionnaire will be modified. The final version of the instruments will be produced, eventually integrating minor changes suggested during the pilot, and shared with ESS and the baseline Team.

***Quality Assurance***

Data Quality Assurance processes are required in real-time during all phases of this engagement: translation, supervisors and enumerators training, pilot testing, data collection, and all deliverable development. Most critically, the Sub-contractor is required to provide significant oversight of supervisors and enumerators during data collection. It is the Sub-contractor’s responsibility to identify and communicate problems in all phases of the engagement with ESS. Minor issues should be corrected on the spot, to the extent that they do not change the scope of services or cause an increase in costs. Larger problems should be raised with ESS and collaboratively discussed before taking any remediation measures, which may require a subcontract modification.

* The Sub-contractor will implement quality control measures to ensure a high level of enumerator performance. A full description of these measures and the results of the quality control must be included in the final technical report. The Sub-contractor shall ensure that every respondent can be matched to a questionnaire and an enumerator. For each verification conducted, a brief verification form should be completed. ESS may request to review these forms. The Sub-contractor must describe how they will conduct quality control during data collection, at minimum, following the requirements listed below.
* Daily team debriefs: Check-ins with the supervisors, enumerators, and field staff to review any challenges faced, allow for questions and clarifications, and provide feedback to the wider group. These are especially important early in the data collection activity to ensure that proper interviewing habits are formed.
* Survey Back-Checking Protocol**:** Whether it is an in-person or an electronic back check, ESS requires the Sub-contractor to closely monitor enumerators’ work during field work. As this is human science, it is always possible that some misbehavior could take place in the field. The Sub-contractor must check all fieldwork carefully against documented minimum standards, and any cases that do not meet various quality control procedures (i.e., from back checking to statistical checking of all cases in the data file) will have to be removed from the final data file. If necessary, the Sub-contractor will collect additional surveys using proper procedures before the survey can be considered complete.
* Logbook: Enumerators should always record relevant information on what happens in the field, such as contact and call-back details, in a logbook. ESS may request to review these logs. A copy of a field log will be included in the delivery of materials to ESS. The logbook should also contain all the information required for calculating response rates. This log should include information on all attempted contacts for both, stage 1 and stage 2 interviews. Information needed for response rate calculation includes:
* Total number of non-eligible (wrong phone number or non-beneficiaries)
* Total number of no-contacts (no one answers after three attempts)
* Total number of refusals when initial contact is made with beneficiary
* Total number of refusals from selected individual (contact made with, but selected individual refuses to participate)
* Total number of survey terminations (survey begins, but never completed)

Supervisors must provide a weekly report based on the information included in the logbook to the Sub-contractor’s headquarters for each of the communities they visit. The Sub-contractor will then relay this information to ESS in a weekly report.

* **ESS and SI home office staff** will be performing independent Quality Assurance activities during the entire evaluation, including, at a minimum, the following actions:
	+ Haiti ESS will delegate a Program Manager (PM) and a Program Director (PD) to oversee the overall evaluation process, including reviewing deliverables, providing guidance and support in the data collection process, and conducting additional quality assurance. The sub-contractor should work closely with Haiti ESS staff, providing updated information about logistics, plans, and insights during their supervision visits.
	+ ESS and SI home office staff will conduct independent quality checks of the data downloaded directly from the server up to three times a week, summarizing any questions or feedback for the sub-contractor from each check. The sub-contractor will be required to respond to these questions within one business day of receiving them.

### **Respondent Protection & Data Security**

The Sub-contractor is required to abide by SI’s respondent protection and data security protocols (to be provided upon award). The Sub-contractor will be given an opportunity to comment on the protocol and provide feedback that allows ESS to better contextualize the protocol (without modifying SI’s “required minimums”).

All field staff will be asked to sign a non-disclosure agreement (to be provided upon award) signifying their understanding of ethical behavior in the field and proper handling of respondents’ confidential and private information, including personally identifiable information (PII). The Sub-contractor will ensure that proper measures are taken in the field to monitor facilitators’, note-takers’, supervisors’ and enumerators’ behavior with respect to respondent protection and data security (including interviewing, handling of recording devices, etc.). The Sub-contractor will also be responsible for ensuring that detailed summary notes and other documentation do not include PII.

### **Reporting**

The Sub-contractor will be required to submit 7 main deliverables, namely a (1) Work Plan (2) Instrument Translations, (3) Field Manuals, (4) Training, and Pilot Report, (5) Weekly Status Reports, (6) a complete survey database and (7) Final Report.

General guidance is provided below. Social Impact will provide report templates as guidance to the Sub-contractor following award.

* **Work Plan**: The Sub-contractor is responsible for developing a detailed work plan and schedule within one week of contract award. The document will detail the following: expected duration and sequencing of tasks, staffing/team composition, team roles/responsibilities, pilot approach, supervisor and enumerators training approach and data quality assurance protocols. The Work Plan should outline any areas for which the Sub-contractor requires support from ESS.
* **Instrument Translations**: The Sub-contractor will submit translated versions of the instruments to ESS.
* **Field Manuals**: The manuals will cover roles, responsibilities, and protocols for supervisors and enumerators.
* **Training, Pre-test & Pilot Report:** This report will describe the activities undertaken during the training and piloting, and identify problems, solutions, and the way forward.
* **Weekly Status Reports**: This report will cover activities undertaken during the period, challenges faced, strategies adopted to overcome such challenges, programming of upcoming activities for the next reporting period, and any identified risks related to upcoming activities.
* **The complete** survey **database**, in both **excel** and **SPSS/STATA** format, with detailed data dictionary.
* **Final Report**: This report will describe the overall activities, limitations, challenges, any modifications to the data collection protocols, data quality process, identification of any data quality issues, results and lessons learned. The Sub-contractor is required to submit to Social Impact the data in electronic format together with the final report.

Social Impact will provide report templates as guidance to the Sub-Contractor following award.

**Timeline**

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| **Tasks** | **Activities** | **Planned Date (approximate dates and exact dates will need to be confirmed)** |
| Instrument review | Review the questionnaire and provide Creole and French translation of the questionnaire within 1 week after receipt of the final questionnaire from the Client | August 2021  |
| Training on Instruments and Field methods | Adapt, customize a training manual, The Sub-Contractor will send training manual to the client approximately 1 week before training starts. | August 2021 |
| Submit final and customized manuals  | August 2021 |
| Pilot test and adjust survey instruments | September 2021 |
| Provide training to supervisors and enumerators | September 2021 |
| Fielding the Survey | Pretest supervisors, enumerators and begin fieldwork  | September 2021 |
| Complete all firms’ surveys  | September 2021 |
| Database preparation | Review and follow the client’s standard SPSS/Stata database structure/format and guideline | September 2021 |
| Data Management, Analysis and Reporting | Provide the client with the first dataset with 50 surveys for review | Within 1 weeks after fieldwork starts (first 50 data set -both raw data and SPSS format) |
| Provide final complete dataset  | Within 2 weeks after fieldwork is completed (Final Data set – both raw data and SPSS format) |
| Provide the final technical report  | Within 2 weeks after fieldwork is completed  |

# Personnel

Sub-contractor must provide CVs for required team members (key personnel) positions as listed below, which meet the minimum qualifications specified. In this section, Sub-contractors should also describe their recruitment strategy for other field staff and should specify the total number of facilitators, notetakers, supervisors and enumerators that will conduct the activity.

#### Table 2

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| Key Personnel | Qualifications |
| Coordinator (1) | Required 5-10 years of relevant experience managing qualitative data collection in Haiti  |
| Supervisor () | Required 3 years of relevant experience in data collection exercises in Haiti |
| Enumerators () | Required at least 3 years of relevant experience in data collection exercises in Haiti |

The field coordinator will oversee the interface with ESS, plan all the activities and author the reports.

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# Proposal Submission Format

* **Eligibility**
	+ By submitting an offer in response to this RFQ, the Sub-contractor certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. SI will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.
* **Prohibition of Terrorism**
	+ In addition, Sub-contractor understand that U.S. Executive Orders and U.S. law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. It is the legal responsibility of the offerors to ensure compliance with these Executive Orders and laws.
* **Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Aug 2020)**
	+ In accordance with U.S. law and Section 52.204-25 of the Federal Acquisition Regulation, offerors must not use any prohibited technologies during the performance of work on the projects governed by this agreement.

Sub-contractor must submit the following information and documents:

* Valid business license
* Contact person, telephone, office address, and email
* **Technical proposal**
	+ Proposals must be in English and not exceeding 10 pages.
	+ The Sub-contractor should demonstrate understanding of the SOW and provide technical specificity regarding the expected tasks.
	+ Proposal should provide specific approaches and strategies for fieldwork, including sound staffing plan and staffing approaches.
* **Price proposal**, which shall be submitted as a separate file from the technical proposal. The Sub-contractor shall submit its best price as per the following requirements:
	+ Sub-contractor shall submit quotes in US Dollars (USD)
	+ The Sub-contractor shall propose costs for events in Table 1.
	+ The rates quoted shall be for complete services inclusive of all taxes and charges for service contingent to the work.
	+ ESS will establish the scope of the services mentioned in this RFP at the design phase and will request a full budget based on the original budget. However, ESS anticipates needing 650 short surveys for stage 1 and 420 complete surveys for stage 2
	+ Payment term: Net 30 days
	+ Proposal’s validity: Net 30 days from date of submission

## Evaluation Criteria

All quotations received in response to this solicitation will be evaluated by the Haiti ESS bid review committee. The contract shall be awarded based on the criteria listed in this RFQ. Haiti ESS will conduct a source selection based on the evaluation factors listed below. These factors will serve as the standard against which all information will be evaluated and identify the factors that the Sub-contractor should address. The quotations will be evaluated according to best value with the following criteria:

1. Technical (50%) – Haiti ESS will consider the technical specifications of the vendor’s ability to provide the services listed in the “Description of Services Requested” (data collection tasks) section of the RFP;
2. Past Performance (20%) – Haiti ESS will consider Appendix A detailing past performance information (to be included in the technical proposal).
3. Personnel Qualifications (30%) – Haiti ESS will consider Appendix B detailing the qualifications of each Sub-contractor ’s data collection team.

This solicitation does not commit SI to award a contract or pay any costs incurred in preparing the quotation. SI reserves the right to accept or reject any or all quotations received or to cancel in part or in its entirety the solicitation when it is in SI’s best interest.

The Sub-contractor shall adhere to the timelines for questions and proposal submissions listed on the first page of this RFP**. Late submissions will not be considered.**

All questions, technical proposals, and Price proposals should be submitted electronically to Hjalmar Breit at hbreit@socialimpact.com with copy to Kesly Felizor kfelizor@socialimpact.com

**ANNEX A**

**Summary of Relevant Capability, Experience, and Past Performance**

Include **three** projects that best illustrate your experience relevant to this RFP or similar activities, sorted by decreasing order of completion date. The projects should have been undertaken in the past three years (i.e. 2018, 2019, and 2020). Projects undertaken in the past five years may be taken into consideration at the discretion of the evaluation panel.

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| **Item #**  | **Project Title and Description of Activities**  | **Location**  | **Client Name and Contact Information** | **Cost in USD**  | **Completed on Schedule (Yes or No); if no, then explain** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |

**ANNEX B**

**Proposed data collection team and resumes**

# Appendix C: Disclosure of Conflict of Interest

See attachment “Disclosure of Real or Potential Conflict of Interest for USAID Evaluations

**Please fill one form for each for the firm and each team member.**

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| **Organization Name** |
| **Evaluation Position?**  |  |   | Service Provider Team Leader \_ Team member |
| **Evaluation Award Number** *(contract or other instrument)*  |  RFP #: SOL\_HESS\_2021 |
| **USAID Project(s) Evaluated** *(Include project name(s), implementer name(s) and award number(s), if applicable)*  |  ATTAIN/ATTEINDRE |
| **I have real or potential conflicts of interest to disclose.**  |  |   |  Yes No  |
|  |
| **If yes answered above, I disclose the following facts:** *Real or potential conflicts of interest may include, but are not limited to:* 1. *Close family member who is an employee of the USAID operating unit managing the project(s) being evaluated or the implementing organization(s) whose project(s) are being evaluated.*
2. *Financial interest that is direct, or is significant though indirect, in the implementing organization(s) whose projects are being evaluated or in the outcome of the evaluation.*
3. *Current or previous direct or significant though indirect experience with the project(s) being evaluated, including involvement in the project design or previous iterations of the project.*
4. *Current or previous work experience or seeking employment with the USAID operating unit managing the evaluation or the implementing organization(s) whose project(s) are being evaluated.*
5. *Current or previous work experience with an organization that may be seen as an industry competitor with the implementing organization(s) whose project(s) are being evaluated.*
6. *Preconceived ideas toward individuals, groups, organizations, or objectives of the particular projects and organizations being evaluated that could bias the evaluation.*
 |   |

I certify (1) that I have completed this disclosure form fully and to the best of my ability and (2) that I will update this disclosure form promptly if relevant circumstances change. If I gain access to proprietary information of other companies, then I agree to protect their information from unauthorized use or disclosure for as long as it remains proprietary and refrain from using the information for any purpose other than that for which it was furnished.

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| **Signature**  |  |
| **Date**  |  |

# Appendix D: Pricing Template

See attachment “Appendix D: Data Collection Pricing Template