

TERMS OF REFERENCE

Program	Millennium Challenge Corporation Sierra Leone Threshold Program (Projects: Regulation, Water, and Electricity)
Phase:	Endline Evaluation (2022)
Funder:	Millennium Challenge Corporation (MCC)
RFP Release Date:	Thursday, August 18, 2022, 17:00 EDT
Deadline for Questions:	Thursday, August 25, 2022, 17:00 EDT
Answers to Questions:	Monday, August 29, 2022, 17:00 EDT
Deadline for Proposals:	Wednesday, September 7, 2022, 17:00 EDT
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Annexes	Annex A, Budget Template

I. Project Background

Social Impact, Inc. (SI) has been contracted by the Millennium Challenge Corporation (MCC) to design and implement an endline evaluation of the Sierra Leone Threshold Program (THP). The Program sought to build a foundation for the more effective and financially sustainable provision of essential urban services – water and electricity, with a focus on greater Freetown – in order to attract and sustain increased sector investment. To improve water service provision, the THP included the District Metering Area and Standpipe Demonstration Activity (DMA/Kiosk Activity). To measure the DMA/Kiosk Activity, household data collection was completed in early-2021 in the targeted DMAs. SI is releasing this Request for Proposals (RFP) to implement the endline data collection for which SI will provide technical support and oversight.

Project Background

To address challenges facing the water and electricity sectors in Sierra Leone, the Millennium Challenge Corporation (MCC) established a \$44.4 million Threshold Program (THP) agreement with the government of Sierra Leone in 2015. The THP focuses on strengthening key institutions to improve service delivery and support reforms to increase service provision transparency and accountability to limit opportunities for corruption and petty bribery.

The THP involved three projects: Regulatory Strengthening Project, Electricity Sector Reform Project, and Water Sector Reform Project. The Regulatory Strengthening Project worked to build the capacity of the new Electricity and Water Regulatory Commission. The Electricity Sector Reform Project facilitated collaboration with key institutions to mitigate barriers to quality electricity access. The Water Sector Reform Project aimed to provide improvements to clean water access throughout the water sector and, more specifically, at Guma Valley Water Company (GVWC), the

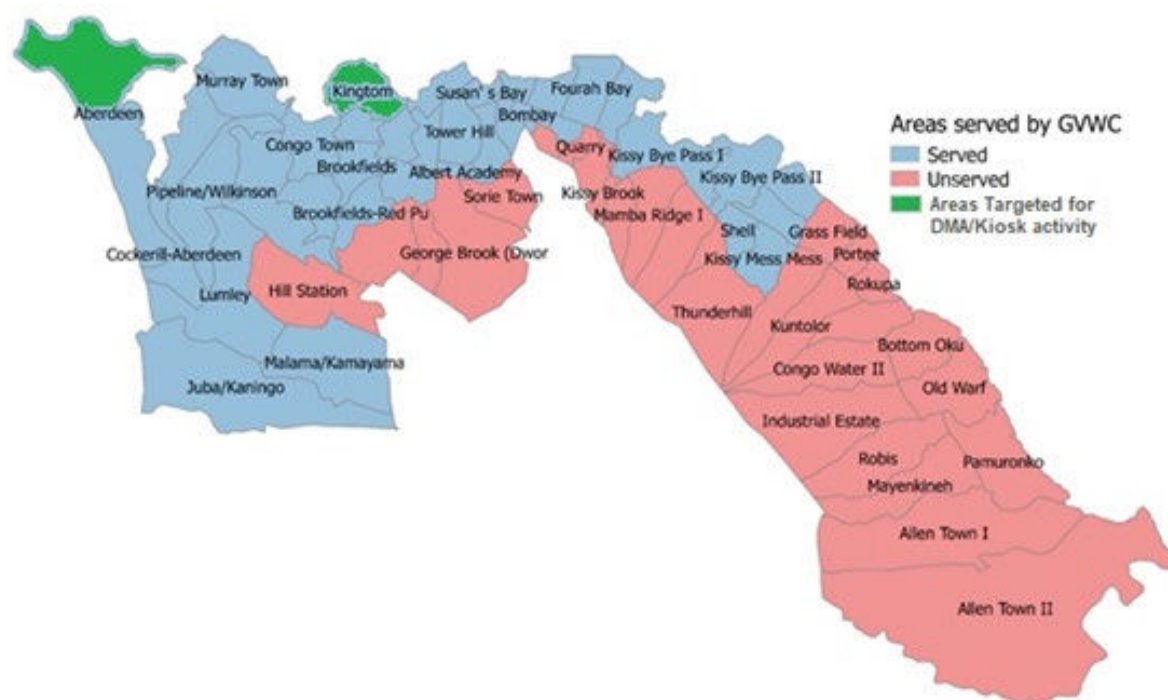
main water supplier in Freetown. A key Water Sector Reform Project activity and the focus of this Request for Proposal (RFP) is the District Metering Area (DMA) and Standpipe Demonstration Activity, referred to as the DMA/Kiosk Activity.

DMA/Kiosk Activity

The DMA/Kiosk Activity intended to leverage the technical assistance provided under the GVWC Institutional Strengthening Activity by identifying and establishing controlled district metering areas, within which GVWC could implement and test its improved business practices and operationalize a non-revenue water strategy. Ultimately, the DMA/Kiosk Activity intended to contribute to improved financial and operational efficiency at GVWC, service provision, and household welfare. The two pilot DMAs identified for the evaluation were Aberdeen and Kingtom. In addition, a third DMA, Cockle-Bay, did not take part in the activity but was included in the evaluation as a point of comparison.

The Threshold program closed in March 2021.

Figure 1: Areas served by GVWC and targeted for DMA/Kiosk activity



Source: GVWC, ASI.

Evaluation Objectives

The objective of the DMA/Kiosk Activity endline evaluation is to validate the program logic by assessing the Activity's ability to achieve project outcomes, both at endline and sustainability in the long-term. The DMA/Kiosk endline evaluation is guided by the following questions:

1. How did the piloted activities impact non-revenue water, service reliability, and customer satisfaction?

2. Are there systems and results in the DMA pilot that can be sustainability replicated to other GVWC service areas?

The evaluation will respond to these questions by employing two methods: Interrupted time series analysis (ITSA) of data collected from the administrative sources and comparative analysis on inter-temporal household survey data in two treatment DMAs, Aberdeen and Kingtom, and one comparison DMA, Cockle Bay.

This RFP focuses on the household-level analysis which will involve a household survey in both treatment (Aberdeen and Kingtom) and comparison (Cockle Bay) DMAs to measure change in water services experienced by households overtime including but not limited to service reliability, cost, access and quality perceptions.

These activities will be supplemented by focus groups discussions (FGD). FGDs will be conducted with GVWC customers following preliminary quantitative analysis to understand the mechanisms underlying program results.

Evaluation Progress to Date

The DMA/Kiosk Activity was completed in early-2021.

Baseline household data collection was conducted by a third-party firm in mid-2018. Data collection included household surveys including a Knowledge, Attitude and Practices survey and a customer mapping exercise. These surveys informed the interim evaluation and survey design which was led by Social Impact and executed in early-2021.

Endline data collection is expected to occur in late-2022/early-2023.

II. Scope of Work

SI is seeking to engage a data collection Consultant Firm who is well versed in collecting quantitative and qualitative data through household surveys and focus group discussions in Sierra Leone. The implementation will take place in the three DMA areas in late-2022/early-2023. Precise dates will be communicated upon award.

The Consultant will be selected by a panel of representatives from SI. SI will issue and manage the Consultant's contract with additional quality control and technical oversight provided. All evaluation deliverables will undergo technical review and approval followed by invoicing and payment by SI.

This Terms of Reference describes the specifications for the field data collection services required to complete within the Period of Performance (POP). The Interested Consultants will prepare a technical proposal that addresses all aspects of the data collection as detailed below. Specific information about data collection activities to be detailed in the method section of the inception report, and to be summarized in the technical proposal, are the following:

Data Collection Activities

This Consultant service will consist of the following activities:

Activity	Targeted Respondent	Sample Size ¹
Household Surveys	<ul style="list-style-type: none"> Selected households in targeted and comparison DMAs (Aberdeen, Kingtom, and Cockle Bay) 	1000 Households Total Aberdeen = 300 Cockle Bay = 225 Kingtom = 475
Focus Group Discussions (FGD)	<ul style="list-style-type: none"> Water customers (disaggregation by gender/water source) in Aberdeen and Kingtom 	4 FGD per Treatment DMA, maximum of 8 total

Household Surveys

The Consultant will be provided with a list of household locations and contact information from SI to identify households. These include addresses, GPS coordinates, names, and phone numbers gathered during interim data collection in 2021. After receiving informed consent from the respondent, the Consultant will issue an endline survey including questions about socio-economic status, water sources and perceived supply, cost of water and payment schemes, and social responsibility around NRW and perceptions of GVWC. The survey has been shortened from its interim version and is expected to take 45 minutes to administer.

The desired respondent for the household survey is the person most responsible for decisions related to water collection, expenditure, and bill payment, likely the household head. If this person is unavailable at the time of survey administration, SI will permit the survey to be conducted with another adult household member who is involved in and informed of decisions related to household water use. SI envisions maintaining the same respondent for the entire questionnaire but may allow respondents to refer questions to household members that are better informed based on the specifics of the question. The survey is already developed, but the Consultant will play a key role in field testing and data collection preparation as described in sections below. The household survey will be a computer-assisted personal interviewing (CAPI) survey delivered electronically. Respondents will have the option to take the survey in either English or Krio. SI will program the listing and household survey using SurveyCTO (<https://www.surveyccto.com/>) and survey responses will be transferred and stored on the SurveyCTO cloud server. The Consultant should be responsible for the provision of the required equipment to implement and maintain the data. The equipment should include; tablets, laptops, voice recorders (for FGDs), modems, and internet service for the use during the contract activities; and maintenance for the tablets and laptops throughout the program period. The minimum specifications of the required equipment are provided in the below **Section V** of this ToR. The Consultant will consider in their technical and financial proposal the equipment and related costs. The Consultant can already have the

¹ Estimates

ownership of the equipment, or this may be rented. The Firm will need to explain this in detail in the Approach and Methodology, and this will be evaluated during the Proposal evaluation.

The Consultant must provide tablets capable of running SurveyCTO and those with SurveyCTO (or comparable programming) experience are preferred.

Focus Group Discussions

The Consultant will be responsible for conducting four FGD (per DMA) with GVWC customers in treatment DMAs (Aberdeen and Kingtom only), for a total of 8 FGDs. FGDs are expected to take approximately 2 hours and will be conducted 3-4 weeks *after* the start of quantitative data collection to reveal potential mechanisms underlying program results such as perceptions of utility or service. The FGD will investigate themes related to drinking water source selection and the potential for differential outcomes by gender or socioeconomic status. Notably, FGD will be conducted separately by types of customers (on-premises taps, kiosk or public sources, households, businesses). Participants will be recruited by the Consultant (member of the survey team) and FGDs organized in advance. Participants will be identified through the household survey by SI and the Consultant will be provided with contact information for recruitment. FGD will be facilitated by at least two survey staff members recruited by the Consultant, a primary mediator and a notetaker. Contingent on receipt of participant consent, FGD will be recorded and recordings will be translated and transcribed verbatim to supplement fieldnotes by the notetaker. SI will develop interview guides which the Consultant will translate to Krio.

Mediators must have experience facilitating FGDs and probing respondents for further detail.

Preparations for Data Collection

The Consultant will be required to undertake several activities in preparation for data collection. The requirements for quantitative and qualitative (FGD) data collection are largely consistent. However, the Consultant should keep in mind that FGDs will take place *after* the start of quantitative data collection and plan to stagger the components accordingly. The staggering will be done to create a feedback loop from the quantitative survey to FGD. Preparations for data collection activities include:

- **Inception Report:** The Consultant is responsible for developing a detailed work plan which outlines the timeline and process for staffing, enumerator and moderator training, pilot testing, data collection, data entry/transfer, and data quality control. The work plan should outline any areas for which the Consultant requires support from SI.
- **Comment on data collection instruments and protocols:** The quantitative household survey and FGD guides and protocols were developed at interim and have been recently updated by SI. The selected Consultant will review and provide feedback on SI's data collection protocols (informed consent) and instruments to ensure that they are properly contextualized to the greater Freetown area. The Consultant will also suggest revisions as needed for context, flow, or other aspects. Instruments will be provided within 2 weeks of contract signing and feedback must be provided within 10 business days of receiving instruments.

- **Take part in the development of manuals for field staff:** SI will provide draft manuals and work with the consultant collaboratively to develop comprehensive household survey and FGD manuals for field staff (enumerators, moderators, supervisors, etc). Manuals should include detailed survey questions and data collection protocols. These may include COVID-19 mitigation measures (e.g., masks, social distancing) as requested by SI. SI must review and approve final manuals at least 5 business days before the start of training. The manuals that will be developed for this activity include: Enumerator Manual, FGD Moderator Manual, and Supervisor Manual.
- **Translate and Back-Translate instruments:** Instrument translations for both the household survey and FGDs from English to Krio should be completed by the Consultant. Interim translations will be provided for reference. Back-translations from Krio to English should be completed by the consultant using an individual who was not involved in the translations in any way and does not have access to the original English. SI will review back-translations and ask the Consultant to make changes to instrument translations as needed based on results.
- **Obtain local research clearances and permits:** The Consultant will work with SI to obtain permissions from local entities as needed to enter the enumeration area (DMAs) and collect data. Approval letters from these authorities should be used by the Consultant during fieldwork to justify enumerator presence in local areas. As requested, SI can provide documentation or letters of introduction to facilitate approvals.

In addition, the evaluation received approval from the Sierra Leone Ethics and Scientific Review Committee (SLESRC) at interim. This approval has expired and SLESRC will need to be re-engaged for endline. The Consultant is responsible for securing SLESRC approval including any associated fees. SI will provide supporting documentation as requested. It can take up to 2 months to gain SLESRC approval and the Consultant should prepare accordingly.

- **FGD Logistics and Planning:** The Consultant is responsible for planning and organizing the FGD's participants, based on the sampling plan developed by SI. In addition, the Consultant will coordinate with SI's independent evaluation team to determine the venues, assuming responsibility for all costs associated with FGD rental and facilitation.

Pretesting, Training, and Piloting

- **Pretesting:** The Consultant will be required to conduct pretesting for all data collection instruments. This includes a minimum of five household surveys and one FGD. Pretesting is focused on the flow, translation, and logic of the instrument and is separate from piloting. Pretesting for both surveys and FGD guides should be done on a small sample of units not included in the data collection sample frame *prior* to training. The Consultant can propose pretesting in areas throughout Greater Freetown, with justification.
- **Training:** Training will take place prior to data collection. The Consultant is required to specify the recommended duration and content of field staff training as part of the technical approach. SI expects a comprehensive, multi-day training that includes field practice (piloting, see below) for each instrument. In the technical proposal, the Consultant will describe their approach to

assessing enumerators' and FGD moderators' readiness to conduct data collection during and after the training. This must articulate how the Consultant will determine non-performing trainees. The Consultant must train 10 percent more enumerators and FGD moderators than required for these data collection activities so that top performers are selected. This will also maintain a pool of back-up enumerators and moderators. No enumerator or moderator is to be sent to the field until they have demonstrated sufficient understanding of the protocols and instruments. SI representatives will assist the training and may test enumerators (for inter rater reliability) as needed. Representatives may require, at their discretion, replacement of enumerators and moderators deemed inadequate performers in training or the field.

Training Requirements: The Consultant will conduct training sessions in a central location. Participants for the Household survey shall include field coordinators, supervisors, field editors (Backcheckers), and enumerators. The Consultant is responsible for leading the training sessions. For the Household Survey the Consultant will schedule at least five workdays to thoroughly train the supervisors and enumerators in administering the questionnaire using android based devices. FGDs training shall include field coordinators, moderators, notetakers and transcribers. The Consultant will schedule at least 3 workdays to thoroughly train moderators and notetakers in administering the FGD guide and appropriate documentation. Given that FGDs will take place 3-4 weeks after the start of household data collection the Consultant should stagger their training accordingly. More training days will be added if SI sees that the enumerators need further training to be ready for fieldwork. SI reserves the right to send representatives to observe the pre-fieldwork briefing/training and/or parts of the fieldwork.

- **Piloting:** Piloting will be completed as part of training. It involves executing the entire data collection process as a “real-life” practice of data collection. In this way, it is different from the pretest which focuses specifically on the tool itself. Following piloting, major tool changes will not be expected. The Consultant will work with SI to determine sample units outside of the data collection sample frame for pilot participation. After completing the pilot, the Consultant will also hold debriefing sessions at least one day after the pilot to allow time for SI to review the data. Debriefing sessions will discuss any difficulties or problems with the survey. The Consultant will communicate any proposed changes to SI and after approval the questionnaire will be modified. Piloting will be held for both quantitative and qualitative data collection.

Quality Assurance

The Consultant will be required to conduct quality control by, at minimum, following the requirements listed below. SI will conduct independent quality assurance for the duration of the Consultant's work. The Consultant will be required to respond to SI questions regarding data quality control and other measures of data quality assurance in a timely manner.

Led by the Consultant:

- Daily team debriefs: For both household surveys and FGD, the Consultant will conduct check-ins with the enumerators or moderators and other field staff (for example supervisors) to review any challenges faced, allow for questions and clarifications, and

provide feedback to the wider group. These are especially important early in data collection activities to ensure proper interviewing habit formation.

- Field log: Enumerators should always carry a field log in which they record relevant information on what happens in the field, such as contact and call-back details. The enumerator logs must supply enough information for an independent observer to locate the selected household and identify the respondent interviewed. (For example, the log might include a map of the relevant primary sampling unit with the selected households marked.) SI may request to review these logs. A copy of a field log will be included in the delivery of materials to SI.

The field log should also contain all the information required for calculating response rates. This log should include information on all attempted contacts. Information needed for response rates includes:

- Total number of noneligible households (business only, vacant, no adult residents)
- Total number of no-contacts (no one available after three attempts)
- Total number of households where individual is selected but not available after three attempts
- Total number of refusals when initial contact is made with household
- Total number of survey terminations (survey begins but never completed)
- Total number of replacements

For FGDs this log will be incorporated as part of the FGD guide and filled by the notetaker to include:

- Location and time of FGDs
- Total number of refusals to participate
- Basic demographics of FGD participants

- Supervisor checks:
 - For the household survey, the Consultant will ensure that all administered surveys are checked at the conclusion of each day by field supervisors to ensure completion and lack of inconsistencies. Each night, supervisors will review enumerators' instruments to ensure accurate following of appropriate skips and proper answer recording. Supervisors will check teams' forms before submission to the server to ensure completeness and spot-check for errors. A supervisor will monitor the sampling process and location of completed surveys. They should notify the Consultant's Team Leader and SI immediately upon discovery of irregularities.
 - Similarly, Supervisors or the Field Coordinator will check FGD recordings and fieldnotes before submission to the FGD data server through a secure data transfer system to ensure quality.
- Accompaniment: The Consultant will ensure that at least five percent of household survey interviews and at least 1 FGD are directly observed by a supervisor or other senior member of the team. All interviewers should be directly observed by a Supervisor at least

once during the first week of data collection for both household surveys and FGDs. Household survey observations will be summarized in an accompaniment form developed by SI. Supervisors may re-conduct household surveys in the event that any enumerator is suspected of fraudulent behavior. There must be two moderators (a moderator and notetaker) present at all FGD.

- Back-checks: The Consultant will conduct back-checks on at least 10 percent of the total sample of household surveys, using a back-check tool developed by SI. The Back-check survey is a subset of survey questions that will take 5-10 minutes to administer. Back-check surveys should not be made available to enumerators and Back-checks should be conducted by separate teams from the enumerators. The Consultant is expected to work collaboratively with SI to determine the allocation of back-checks throughout data collection. Back-checks are not relevant for FGDs.
- Weekly summaries: The Consultant will submit weekly summaries of data quality control activities in writing to SI. This will include a final tally of household surveys and FGDs (and participant counts). For household surveys, the Consultant will also detail re-visit spot checks and complete re-interviews at the completion of data collection. For FGD, weekly summaries must include attendance sheets and respondent lists.
- Debrief Notes: Following FGD, the moderators and note taker will enter post discussion notes into a digital document created by SI that capture initial sentiments regarding the preceding FGD. Notes will include any challenges that may have arisen during the FGD.
- FGD Transcriptions: Following FGDs, all FGDs will be translated and transcribed into English and recorded in a digital format. All transcriptions should be reviewed by FGD moderators and the Consultant's Field Coordinator or other senior staff prior to submission.
- Quality control after survey: After data collection and cleaning, SI will communicate with the Consultant any outstanding issues/gaps in the data and request clarification within one week. Clarifications will be listed in Excel with the original response and the corrected/verified response. The Consultant will be required to conduct quality control, at minimum following the requirements listed by SI. SI will be conducting independent quality assurance for the duration of this activity. The Consultant will be required to respond in a timely manner to SI questions regarding data quality control and other measures of data quality assurance.

Led by Social Impact:

- Household survey programming quality control: SI will program various quality control measures into the electronic survey. These may include: speed limits, logic checks, or audio audits. The final set of quality control measures will be agreed upon by SI and the Consultant during preparations for data collection and finalization of the instrument.

- SI will submit all data collection protocols and materials to the SI's Institutional Review Board to ensure that data collection meets human ethics standards.
- SI will conduct independent quality checks of the data downloaded directly from the servers and summarize any questions or feedback for the Consultant from each check. The Consultant will be required to respond to these questions within two to three business days of receipt. Since the Consultant will conduct electronic data collection, SI expects to receive data regularly throughout field work on a daily or, at minimum, every 3 days basis. After receipt of the final data set, SI will begin data cleaning. Identified issues will be discussed with the data collection partner for verification. Any changes will be entered into do-files with notes explaining the change.
- SI will also analyze back-check data and summarize any questions or feedback for the Consultant from each check. The Consultant will be required to respond to these questions within three to five business days of receipt.
- SI may directly observe data collection (both household surveys and FGD) during the first week (or weeks) of data collection. The entire Consultant team must respond immediately to any issues raised by the SI team representative.

III. Respondent Protection & Data Security

The Consultant will be required to abide by SI's respondent protection and data security protocols (to be provided upon award). The Consultant will be given an opportunity to comment on the protocol and provide feedback that allows SI 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 Consultant will take proper measures in the field to monitor enumerators' and moderators' behavior with respect to respondent protection and data security (including interviewing, handling of devices, etc.). Proper measures may include COVID-19 safety protocols including the provision and wearing of masks, and social distancing. SI may request the Consultant to sign a statement confirming they will abide by COVID-19 protocols.

Finally, as noted in the Scope of Work above, the Consultant is responsible for securing the appropriate approval from the Sierra Leone Ethics and Scientific Review Committee prior to the start of training.

IV. Personnel and Staffing Plan

The Consultants should provide CVs for key personnel positions following the CV Form included in Section IVA of the RFP. This must include an overall Project Manager responsible for communication with SI. In this section, Consultants should also describe their recruitment strategy for other field staff and specify the total number of enumerators, moderators, and supervisors that

will conduct activities. This should include the proposed supervisor to enumerator ratio. SI recommends, as best practice, a ratio of no more than 5 interviewers to 1 supervisor. FGDs must be facilitated by individuals of the supervisory level or higher and should include a mix of male and female moderators. Identified personnel should have Krio and English language skills.

Consultants should describe their approach to ensure that well-qualified enumerators and moderators are hired. Enumerators and moderators should have relevant data collection experience in household interviewing or focus group discussion moderation, especially using similar instruments to those used in this evaluation (household surveys regarding water use and basic household characteristics and focus group guides) and in collecting electronic data using tablets. Recruitment and staffing procedures should be outlined in the technical proposal with contingencies for staff replacement should the need arise during data collection. It is expected that replacements must be done immediately (2 days maximum), therefore, the Consultant should include in the methodology the plan to accomplish this.

In addition to the responsibilities and qualifications we have included a recommended Level of Effort (LOE) for key positions for Household Surveys and FGDs. However, Consultants should provide their own estimates within their budget proposal based on their understanding of the required tasks.

The technical proposal should include, at a minimum:

- 1 Project Manager (Key Personnel) as the focal contact person for SI to:
 - Ensure quality and timeliness of all deliverables noted in Section **VII. Deliverables & Payment Schedule**
 - Be the primary point of contact for SI on the evaluation
- 1 Field Coordinators (Key Personnel) to conduct the following activities:
 - Coordinate management and logistics between the Consultant's staff at the headquarters and the supervisors.
 - Coordinate field visits of SI's team members
 - Oversee supervisors' work and conduct quality control
 - Provide supervision and support to FGD team(s)

For the household (quantitative) survey each survey team will have the following composition.

- 1 Supervisor per survey team to conduct the following activities:
 - Assure enumerators follow sampling protocols
 - Check survey forms before assigning enumerator the next household
 - Ensure adherence to field quality control measures
 - Coordinate the various functions with the survey team, given the complexity of the survey instruments and protocols
 - Check questionnaires in more detail at the end of each day, to plan for revisiting some households the following day, if needed
 - Accompany one full survey for each enumerator on the team during the first week, to ensure that they are administering the questionnaire appropriately

- At most 5 enumerators per team. Enumerators must be fluent in local languages and will receive informed consent from respondents and administer quantitative surveys.
- In addition, the Consultant should recruit the appropriate number of independent backcheckers (auditors) to backcheck at least 10% of surveys for the survey team as indicated in this RFP.

For the FGDs each FGD must include the following composition, overseen by the Field Coordinator.

- One Moderator to conduct the following activities:
 - Work with the Consultant's Field Coordinator and SI's Survey Specialist to recruit FGD respondents and identify an appropriate venue for discussions
 - Facilitate discussions according to the FGD survey and discussion guide
 - Provide input and review of FGD notes taken by the Notetaker and work with the Notetaker to provide a summary of each discussion
 - Provide review of finalized English transcripts of discussion
- One Notetaker to conduct the following activities:
 - Receive informed consent from respondents
 - Record basic demographic details of respondents
 - Take notes capturing both verbal and non-verbal (attitude/mood of respondents) responses to supplement FGD audio recordings and transcriptions, notes should be electronically captured either during or after discussion
 - Work with the Moderator to provide a summary of each discussion
 - Ensure audio equipment is in good working order and recordings are of clear quality
 - Provide review of finalized English transcripts of discussion
- Transcriber. This role can be shared by the Moderator/Notetaker or be a separate individual who will listen to, transcribe and translate to English written form all FGDs. All transcriptions should be reviewed by the Moderator/Notetaker for accuracy.

SI will determine and inform the Consultant of the most appropriate approach for male/female team composition for FGD.

The Consultant is required to over recruit supervisors, enumerators, FGD staff and field editor/back checker candidates by 10 percent so that there will be sufficient backup survey team members during fieldwork. All must participate in the full training.

Survey team minimum qualification requirements

- Project Manager (Key Personnel):
 - At least a bachelor's degree
 - Minimum of 10 years of previous experience leading research studies and/or surveys, preferably complex and large-scale studies for international organizations

such as USAID, the Word Bank, or UN agencies; preferably with large household level data collection experience

- Previous experience reviewing and finalizing quality evaluation deliverables, including coordinating and working with international evaluation teams
 - Knowledge of local clearance procedures from ethical review boards and/or local authorities
- Field coordinators (Key Personnel):
 - At least a bachelor's degree
 - Previous experience supervising research studies and/or surveys, preferably complex and large-scale studies for international organizations such as USAID, the Word Bank, or UN agencies; preferably with large household level data collection experience.
 - Previous experience overseeing survey teams, leading trainings and conducting in data quality control of at least 3 projects in a similar context.
 - Fluency in Krio/English
 - Willingness to travel to the field and work under sometimes uncomfortable and difficult circumstances
 - Excellent logistic coordination and fieldwork management skills
 - Previous experience overseeing qualitative data collection (FGDs) including facilitating logistics and respondent selection
 - Knowledge of local clearance procedures from ethical review boards and/or local authorities

Household Interviews (Quantitative Survey)

- Supervisors:
 - At least a bachelor's degree
 - Previous experience supervising research studies and/or surveys, preferably complex and large-scale studies for international organizations such as MCC, USAID, the Word Bank, or UN agencies; preferably with large household level data collection experience
 - Previous experience overseeing survey teams and conducting data quality checks
 - Fluency in Krio/English
 - Willingness to travel to the field and work under sometimes uncomfortable and difficult circumstances
- Enumerators:
 - At least a bachelor's degree
 - Previous experience conducting research studies and/or surveys, preferably complex and large-scale studies for international organizations such as USAID, the Word Bank, or UN agencies; preferably with large household level data collection experience
 - Fluency in Krio/English
 - Willingness to travel to the field and work under sometimes uncomfortable and difficult circumstances.

Focus Group Discussions (Qualitative)

- Moderator/Notetaker:
 - At least a bachelor's degree
 - Previous experience, on at least 3 different evaluations, conducting qualitative data collection, preferably Focus Group Discussions
 - Previous experience synthesizing/summarizing interview notes
 - Excellent writing skills. SI may require providing evidence documents
 - Fluency in Krio/English
 - Willingness to travel to the field and work under sometimes uncomfortable and difficult circumstances

It is expected that the Moderator and Notetaker will both be trained and capable of fulfilling either role to ensure equal understanding and communication between the two positions as to the intention and findings of the FGDs.

- Transcriber:
 - At least a bachelor's degree
 - Previous experience translating and transcribing Focus Group Discussions including working with audio recordings and differentiating between respondents
 - Excellent computer skills and attention to detail
 - Fluency in Krio/English

Support Staff

In addition to the above, the Consultant may also provide support staff such as assistants, logistics and document specialists as required to support the Required Service activities, including document development and production, activity progress support, and reporting.

The Support staff will not be evaluated as part of the Key Personnel, however, needs to be identified for the organization of the Consultant and the Approach.

V. Equipment

The Consultant will be required to supply the following equipment for the duration of the contract activities:

- **Tablets.** Enough tablets must be available for the proposed number of enumerators, supervisors and backcheckers plus 10-20% extra in case of equipment malfunction or breakage. Specifications include:
 - Android version 4.3 or higher, or iOS version 11 or higher for running the SurveyCTO application
 - Battery life of 10+ hours for fieldwork
 - Rear facing camera
 - GPS functionality

- SIM card capacity for wireless data uploads or supervisors with hotspot/router capability for transfers
- Appropriate cases/protections for the local environment and season
- **Laptops.** Laptops must have word processing faculty for weekly reports and FGD transcription. They should have sufficient battery capacity in the event of power outages.
- **Audio Recording Devices.** Each FGD must produce a clear audio recording. Cell phone applications may be used as back-up but should not be the primary audio source.
- **Misc.** Any additional equipment required to complete fieldwork including but not limited to modems for internet service, etc.

VI. Reporting

The Consultant will be required to submit the following reports for endline collection. SI will provide report templates as guidance to the Consultant following award for each report type.

- **Work Plan and Inception Report:** The Consultant is responsible for developing a detailed work plan which outlines the timeline and process for staffing, enumerator and moderator training, pilot testing, data collection, data entry/transfer, and data quality control. The work plan should outline any areas for which the Firm requires support from SI.
- **Weekly/Bi-weekly Reports:** These reports should include the following sections: sampling, data quality assurance, measurement/instrument challenges, and requests for SI.
- **Pretest Report:** The pretest report should include the following sections: pretest process, general observations, and instrument specific observations.
- **Training & Pilot Report:** This report should include the following sections: Activity Description, Quality Enumerators and Moderators Assurance, Piloting Results, Instrument Edits, Protocol Edits, Manual Edits, Data, and Annexes.
- **Final Report and Data:**
 - At the conclusion of quantitative data collection, the Consultant will deliver a data quality summary. This will include information about challenges in data collection, data collection protocol modifications, data quality process, data quality issue identification, and final dataset metadata (sample replacement, response rate, attrition, average duration of survey, etc.) Additionally, the Consultant will prepare a final report. SI will provide a further detailed outline upon award, but the data quality report will include at least the following information:
 - Data source
 - Sample size
 - Sample size of pilot(s)
 - Dates of pilot(s)
 - Dates of data collection
 - Number of enumerators
 - Number of supervisors
 - Number & percent of randomly selected survey responses audited by field supervisor(s)

- Number and percent of randomly selected survey responses audited by the firm
- Average number of surveys conducted per enumerator per day
- Summary of quality checks performed during fieldwork

The Consultant will be responsible for submitting all raw data to the SurveyCTO server.

- At the conclusion of qualitative data collection, the Consultant will submit a data quality summary that includes information about challenges in data collection, specifically challenges with the FGD instrument, recruitment, and data recording. The Consultant will prepare a final report that details
 - Time and location of all FGD
 - Number of Participants
 - Gender of Participants
 - Number of Moderators present

The Consultant will be responsible for submitting FGD detailed notes, recordings and English transcriptions to SI via a secure link provided by SI.

VII. Past Performance

The Consultant should submit a summary of three past performance reports, including contact information for references. SI reserves the right to contact references provided in these past performance reports. The Consultant should submit evidence of demonstrated experience conducting household surveys of at least 500 households using electronic data collection and collecting data in Sierra Leone or other country in the Sub-Saharan region.

In addition, Consultant must demonstrate past experience in qualitative data collection.

Experience working on a United States Government funded project's evaluation and collecting data on water use, quality, or reliability is desirable. This experience should reflect institutional capacity, not just that of individual team members. Relevant work in the management and implementation of data collection with methodologies and populations or locations that match those in this scope of work is of particular interest and importance.

VIII. Deliverables & Payment Schedule

The Consultant will submit invoices to SI's contract manager according to the payments listed below. Weeks are estimated and relative to contract signing. Submission dates for each deliverable invoiced and SI approval dates should be specified on the invoice. Invoices cannot be submitted prior to SI accepting deliverables/milestones in writing.

All deliverables must be completed no later than February 15th, 2023. The Consultant should ensure appropriate resourcing and planning so that all data is submitted on time.

Phase (Approximate Dates)	Payment	Deliverables / Milestones	Deliverable Timeframe	%
1: Inception (October 2022)	1	Inception report with work plan submitted. Payment delivered upon approval of final work plan.	Two weeks after contract signature	10
1: Preparation (October and November 2022)	2	All quantitative protocols, manuals, and instruments finalized. Final quantitative instruments translations & back-translations in Krio submitted with revisions report. Quantitative Instruments pretested. SLESRC approval is received Payment delivered upon approval of translated instruments and pretest report.	6 weeks after contract signature (at least 1 week prior to training)	20
2: Training (January 2023)	3	Quantitative Enumerator Training completed. Quantitative Training and Pilot Reports submitted.	One week after training ends	20
3: Household Data Collection (February 2023)	4	All required quality assurance oversight properly executed, including back checks and re-interview. Bi-weekly reports submitted. Payment delivered upon approval of quantitative data quality summary.	One week after data collection ends	20
3: Household Data Collection (February 2023)	5	Raw quantitative datasets submitted. All inquiries and concerns raised by SI have been addressed. Payment upon approval of final quantitative endline dataset and final report.	Two weeks after data collection ends	20
4: FGD Fieldwork/ Reporting (February 2023)	6	All FGD protocols, manuals, and instruments finalized. Final FGD instruments translations & back-translations in Krio submitted with revisions report. FGD Instruments pretested. FGD Training and piloting completed. All qualitative data (audio and transcripts) uploaded to the secure server with field notes. Bi-weekly reports submitted.	Two weeks after data collection ends	10

		Payment upon approval of final qualitative endline data.		
Total	--	--		100%

Period of the assignment

This contract will include only endline program evaluation work and is expected to take place from October 2022 – March 2023. The approximate dates for each phase of the evaluation listed in the table above are subject to change.

IX. Scoring Criteria

Social Impact will weigh the following factors to score proposals in descending order of importance (Technical Proposal is the most highly weighted):

- **Technical Proposal:** Compliance with requirements of scope of work; understanding of data collection activity requirements; innovative approaches presented if applicable.
- **Personnel:** Compliance with required qualifications and overall demonstrated experience of the personnel presented.
- **Past Performance:** Demonstrated, successful experience conducting similar activities in comparable settings, as specified in the Scope of Work. This experience should reflect institutional capacity, not just that of individual team members.

Cost is not scored. However, Consultants should demonstrate compliance and alignment with technical scope of work; competitiveness; reasonableness.

X. Submission Instructions

Bidders should follow the instructions below for submission of questions and proposals:

QUESTIONS

Please use subject line “MCC Sierra Leone Threshold Program – RFP endline data collection Questions”.

Please send to both email addresses in the “Contact” field on page 1 by the deadline for questions. Late submission of questions will be considered on a case-by-case basis by the SI project team. Response to questions will be shared with all potential bidders, regardless of whether a bidder submitted a question.

PROPOSALS

Technical Proposals: Bidders will submit technical proposals, using the page limitations described below. Material that exceeds the page limitations will not be reviewed or scored by SI. Technical proposals will not include any financial information; SI may disqualify bids that include

financial information in the technical proposal. The technical proposal will consist of the following components, such that the full technical proposal does not exceed 21 pages (including CVs).

- Technical Approach: no longer than ten (10) pages
- Personnel: no longer than two (2) pages summarizing key personnel qualifications and experience within the technical proposal along with a description of the approach for recruiting other field staff for the data collection activity; CVs for key personnel should be included in the personnel section, and altogether CVs with the summary shall not exceed eight (8) pages.
- Past Performance: Three (3) past performance reports, not exceeding three (3) pages total (one page per performance).

Financial Proposals: The financial proposal shall consist of a budget in Excel with traceable formulas and a clear explanation of any assumptions made. Bidders are strongly encouraged (though not required) to use the budget template provided in Annex A to this RFP. Costs should be presented in USD.

Bidders are also required to submit a budget narrative (Word or PDF) summarizing key assumptions in the budget. Budget narratives should not exceed a total of five (5) pages.

Submission: Please use subject line “MCC Sierra Leone Threshold Program – RFP endline data collection proposal submission”. Please send to both email addresses in the “Contact” field on page 1 by the deadline for proposals. Late submissions will not be accepted.