



Terms of Reference

Title: Service Company to implement health facility-based survey in Diber and Fier

Part 1: Background

The overall goal of the second phase of Health for All Project (HAP-2) in Albania is to ensure better health for the Albanian population thanks to improved primary health care services, while supporting the MOHSP and its regional entities improve stewardship, management and effectiveness of primary health care; and make sure that citizens in target regions have access and use effectively primary health care services of better quality. HAP-2 Project is a Swiss Agency for Development and Cooperation (SDC) founded project.

Phase 2 of the Health for All project (HAP) supports among else the initiative of MoHSP and other partners of the health sector to elaborate the Human Resource in Health (HRH) Strategy and offer opportunities of strengthening the Primary Health Care Services for the Albanian Population. In order to prepare the ground for strategy development the HAP project, MOHSP and other interested parties will undertake situational analysis, including specific aspects of human resource in health.

In order to collect the necessary information on different aspects of HRH, HAP is conducting a Time-Motion study to assess models of work-time allocation in Primary Health Care. The study will be conducted in Primary Health Care services in the regions of Diber and Fier. A time-motion term means a method where a task which is divided in some steps is being observed for the movements that are needed for this task to be completed and measures the time that each movement takes. Family doctors and nurses working in PHC services of the above-mentioned regions will be involved in the study.

The study is approved by Ministry of Health and Social Protection and the data collection will be conducted during November-December 2019 in selected health centers in both regions.

Part 2: Aim and objectives of the study

The aim of the study is to assess quantitatively work-time allocation of primary health care doctors and nurses in Fier and Diber qarks in Albania to outline the patterns of time allocation on administrative tasks, direct patient care and other activities.

The specific objectives of this study are to:

- Outline the time allocation patterns of doctors on administrative tasks, direct patient care and other activities
- Outline the time allocation patterns of nurses on administrative tasks, direct patient care and other activities
- Outline patterns on gender differences for doctors and nurses (Male vs. Female)
- Outline patterns on regional and location of settings (Fier vs. Diber and Rural vs. Urban)



Part 3: Approaches and methodology of data collection

In this regard, HAP is looking for a **service company** to conduct logistical and quality assurance of data collection for time-motion study firmly following the Study Protocol and definitions on these TORs, in the selected Health Centers and Health Posts-Ambulances affiliated to them. There will be 18 health centers and 12 health posts (ambulances) in both regions where the data collection will happen. (9 HC and 6 HP-A in Fier and 9 HC and 6 HP-A in Diber). In total there will be 48 health workers for which the data collection will happen.

No.	Health Centre	No of health staff to be observed in HC	Health Post (Ambulances)	No of health staff to be observed in HP	Total of health staff to be observed
Fier	3 urbans	6	2 urbans	2	8
	6 rurals	12	4 rurals	4	16
Diber	3 urbans	6	2 urbans	2	8
	6 rurals	12	4 rurals	4	16
Total	18 Health Centers	36	12 Health Posts (Ambulances)	12	48 health staff

The data collection will be conducted through observation of the health provider professional practice. The methodological approach assumes that one (1) data collector shall observe one (1) health provider from the selected ones, for 5 consecutive working days. In total, one data collector will observe four (4) health workers from the chosen PHC and HP-A. We are looking for a total minimum of 12 data collectors, at least 6 data collectors for each region, working in parallel, but not more than 8 data collectors per region. There will be 240 workdays in total and the process of data collection is expected to be done no longer that 20 days. A breakdown of workload is as follows:

Table 1.

LGU	# of days by municipality	# of nurses that need to be observed by female data collector per municipality
Mallakastër	15	Neutral
Lushnjë	30	4
Fier	65	2
Divjakë	10	1
Mat	25	1
Bulqizë	40	3
Dibër	30	1
Klos	25	Neutral



The company has to ensure female and male data collectors, as for the specificities of work settings in both regions, as it is noted in Table 1. Data collection will be done electronically through the administration of the survey tool Open Data Kit (ODK) on tablets. Data will be saved and transferred on daily basis to the designated server at the Swiss TPH in Basel.

Part 4: The tools per health worker include:

- Questionnaire for the characteristics of health workers and health facilities
- Professional practice observation for the categories of activities to be observed

Part 5: In order to implement this survey HAP is looking for a service company.

The company shall provide the following services:

- Select minimally 14 and maximally 18 interviewers (12-16 active and 2 backups) to be trained. Together with HAP facilitate selection of 14-18 data collectors who will then be contracted by the company for data collection. HAP has the right to refuse to work with any of the selected data collectors, in case there are sensible and adequate reasons. **Interviewers should have medical or nursing background, with experience in Primary Health Care.**
- Contract the selected 14-18 data collectors for the envisaged tasks and will remunerate them and associated costs for that contract (e.g. withholding tax, income tax, social & health insurance).
- Assist the Principal Investigator in training of data collectors and field supervisors (as per study protocol, and management of logistic and quality assurance of data).
- Facilitate logistic to conduct training of data collectors in Fier, in collaboration with the HAP designated staff (*2 day in class training, Fier City and 1-day pre-test of questioners/approach in Patos HC*) (*traveling of participants*).
- Provide and design field work plans for approval by HAP.
- Organize and contribute to pre-testing and finalizing field work plans.
- Conduct data collection in full compliance with the guidelines mentioned in the Study protocol, including ethical requirements.
- Oversight of field data operations (implementation of work plan for facility-based survey)
- Ensure timely transmission of electronic data to the central server (on daily basis)
- Take actions, as required and requested, to improve data quality.
- Provide all administrative and logistic support for data collection including transport, accommodation, per diems etc., when needed.

A Study Field Coordinator and data manager are required:

Study Field Coordinator

- Coordinate the study logistic and ensures quality of data collected
- Assist the Principal Investigator (PI) in training of data collectors and field supervisors
- Prepare reports for HAP as per requirements
- Develop the study work plan together with field supervisors and agree with HAP



- Submit the final Report that describes the work carried out by the service provider including documentation of possible qualitative observations and a supervision report, is required. The report will not exceed 5 pages (excluding annexes) and will be submitted to HAP within a maximum of two weeks after the end of data collection.

Data manager with IT background and experience with ODK

- Technical support for the electronic data collection (Tablet support, etc.).
- Ensure that all tablet data are sent on the server adequately, at the end of the workday.
- Assist the Principal Investigator (PI) in quality check of the data on a daily basis (extract of excel files of the data, etc.).
- Closely collaborate with PI on server management.

*For quality control we envisage that the service provider will recruit **two field supervisors**, one for each region, to fulfill the following services:*

- Facilitate the relationship with Health Centers Directors and introduce the Approval Letter from MOHSP.
- Ensure prior to individual data collector work, the informed consent for each health provider that is on the selected sample.
- Conduct announced and unannounced supervisory visits for quality assurance.
- Be available for questions from data collectors related to the implementation of the survey
- Communicate with the HAP project team as required for the conduct of the survey as well as with data collector.
- Verify feasibility of field work plans and ensure that they are implemented as planned.
- Ensure that data collection is done in full compliance with the guidelines mentioned in the Study protocol, including ethical requirements.
- Take actions, as required and requested, to improve data quality.

Part 6: To implement the survey the company shall provide the following staff with respective qualifications:

- **Study Field Coordinator (proven experience not less than 5 years for each field below)**
- **Public Health background and proven experience**
- Previous experiences with facility-based surveys
- Previous experience with training of data collectors and study supervisors
- Previous experience with facility based primary data collected
- **Data manager (proven experience not less than 3 years for each field below)**
- **IT background and experience with data and equipment (ex: tablet) management**
- Previous experience as data manager for primary data collection
- Good understanding of methodological aspects and data management
- Advance technical skills in the use of tablets and ideally Open Data Kit
- **Field supervisors based in the field (proven experience not less than 3 years for each field below)**
- **Medical, nursing or public health background and experience on Primary Health Care**
- Previous involvement in primary data collection
- Good understanding of methodological aspects and data management



- Technical skills and literacy in the use of tablets and ideally Open Data Kit
- Willingness to travel also to remote places including overnight stays
- Well-developed communication skills;
- **Data collectors**
- **Medical or nursing background, with experience on Primary Health Care**
- Technical skills and literacy in the use of tablets
- Willingness to travel also to remote places including overnight stays
- Well-developed communication skills
- Ideally: previous data collection experience

Part 7: The following services are not requested from the service company and will be provided by HAP Project and/or a nominated coordinator:

- Design of survey and data collection tools
- Provision and set-up of server
- Tablets and sim cards will be provided by HAP
- Sampling of villages/municipalities
- Identification of facility for pretest
- Prepare the content of training of interviewers and supervisors
- Ethical clearance
- Analysis and reporting of results
- Cost related to training of data collectors, field supervisors, Data Manager & Study field Coordinator, (lunch, dinner, accommodation and coffee break, training room rent)

The HAP Project reserves its right to be directly involved in all activities of the survey implementation, specifically in quality assurance activities, which HAP will carry out in parallel and independently from the service company.

Part 8: For this bid, the company shall provide the following outline specifying the following aspects (max. 5 pages, excluding annexes). The evaluation will have the following percentage:

- Previous experiences in surveys, including electronic data collection using tablets **(20%)**
- Financial offer (price with VAT) in ALL **(30%)**
- CVs of key staff and assigned positions (*CVs of field coordinator, data manger, field supervisors are required*) **(30%)**
- *Short bio of data collectors (half a page, ensuring background and experience in PHC)* **(20%)**
- Company's registration documents (NIPT, Extract of QKB, etc)
- A Document certifying that (your subject):
 - has met its fiscal obligations, issued by the Tax Administration;
 - has paid all social insurance obligations, issued by the Tax Administration;
 - certification by the Tax Administration which indicates the annual turnover for the last 3 years

The deadline for submission is **18 November 2019**, by the 4pm. We estimate that the selection will take place within 5 working days after the deadline.

Part 9: Timeframes and Deliverables



- Training for the interviewers will take place last week of November 2019.
- Data collection will start first week of December and last not more than 20 days.

A report in English that describes the work carried out by the service provider including documentation of possible qualitative observations and a supervision report, is required. The report will not exceed 5 pages (excluding annexes) and will be submitted to HAP within a maximum of two weeks after the end of data collection.

Part 10: Financial Offer

The service provider should submit a Financial Offer that includes all expenses, fees and taxes, for the different positions. The number of working days and daily rates shall be specified. Costs for transport and other administrative costs (i.e. accommodation, per diems, and communication costs if required) shall be provided as separate budget lines (see Budget Proposal doc).

Part 11: Other business

A contract between HAP (Health for All Project) and the service provider will be established covering the activities defined in these TORs and respective remuneration. **The application package should be sent within 18 November 2019 at the mailing address: HAP Centre, Rruga “Themistokli Gërmenji”, St. Pallati Helios, Ap. 2/1 Tirana, Albania.** HAP will provide all the coordination information necessary for the service provider.

If you may have any technical questions, please contact us via email at info@hap.org.al within 11th of November 2019.