



Terms of Reference

Title: Service Company to implement data collection of the Survey “Assessment of Quality of Life and Access to Home-based care Services” in the two Pilot Regions of the Health for All Project, Diber and Fier

1. Background

Health for All (HAP) is a project of the Swiss Agency for Development and Cooperation (SDC) of the Swiss Government and is being implemented in Albania since 2015. Its overall goal is that the Albanian population benefit from better health due to improved primary health care (PHC) services.

HAP-2 is supporting the implementation of pilot models of Home-Based Care (HBC) for homebound elderly and patients with high degree of temporary and permanent dependency, who suffer from a chronic disease in advanced stages that need health care at home. The piloting of HBC will take place in the coverage areas of selected HCs in Diber and Fier regions. A list of bedbound patients, subject of Home-Based Care has been identified from the Health Centre Staff.

HAP aims at conducting a baseline measurement survey on **“Quality of Life and Access to Home-based care Services”** in two regions, Diber and Fier, prior to implementation of the home-based care interventions in selected HCs, with a possibility of re-evaluation at the end of the piloting, in order to assess the impact of the intervention.

For this reason, HAP is looking for a service company to conduct electronic data collection of the baseline measurement survey on **“Quality of Life and Access to Home-based care Services”** in Diber and Fier. The study protocol and questionnaires have been developed by Swiss TPH and HAP and approved by the Ethical Committee of MoHSP, dated 20 May 2021, No. 98/20 Prot.

2. Objectives

The objective of this consultancy service is to conduct the electronic data collection of the survey in Diber and Fier.

The objective of the study is to carry out a baseline measurement survey with people in need and eligible for home-based care to assess their health-related quality of life and their access to health care with a focus on home-based care services in Diber and Fier.

Specific objectives of the survey are:

- Analyze access and barriers to health care in terms of accessibility, acceptability, affordability, availability and adequacy **with focus on home-based care services**, in the pilot HAP Health Centers (Diber and Fier)
- Assess Quality of Life of pilot population for home-based care services in the pilot Health Centers in HAP regions
- Assess the self-reported health status of pilot population for home-based care services HAP Health Centers
- Analyze adjusted for wealth index, place of residency, family support, age, and gender.

3. Approaches

In this regard, HAP Centre is looking for a service company to conduct the data collection, including logistical aspects and quality assurance, for **“Quality of Life and Access to Home-based care Services”** in Diber and Fier Qarks, firmly following the Study Protocol and definitions on these TORs.

The selected sample includes 16 clusters divided in two regions: 8 clusters in Fier and 8 in Diber. The sampling population is composed by the identified list of home bound chronic and elderly persons in 16 Health Centers. In total there are approximately 540 persons/individuals that will be invited to participate in the survey. **Table 1** presents a breakdown of clusters divisions in Fier and Diber.

Under the assumption that the overall sample is around 540 persons, it is anticipated that approximately 10 interviewers will be needed to implement the evaluation. The assumption is here that each interviewer can complete 4 to 5 interviews each day. The data collection should be conducted within 15 days of field work. About 16 candidates will initially participate to the training, and underperforming candidates will not be considered for field work. Interviewers can be recruited locally to limit logistics.

Table 1: Breakdown of clusters divisions

	No.	Health Centre	Region	Municipality	Administrative category	Eligible population
First clusters	1	Patos	Fier	Patos	Urban/Periurban	82
	2	Portez	Fier	Fier	Rural	45
	3	Roskovec	Fier	Roskovec	Urban/Periurban	14
	4	Ballagat	Fier	Lushnje	Rural	29
	5	Klos	Diber	Klos	Urban/Periurban	59
	6	Melan	Diber	Diber	Rural	15
	7	Shupenze	Diber	Diber	Rural	12
	8	Komsi	Diber	Burrel	Rural	14
		Subtotal 1				270
Second clusters (optional)	1	Lushnje No. 1	Fier	Lushnje	Urban	82
	2	Kuman	Fier	Roskovec	Rural	45
	3	Divjake	Fier	Divjake	Urban/Periurban	14
	4	Aranitas	Fier	Mallakaster	Rural	29
	5	Maqellare	Diber	Diber	Urban/Periurban	59
	6	Gjorice	Diber	Bulqize	Rural	15
	7	Kastriot	Diber	Diber	Rural	12
	8	Lis	Diber	Burrel	Rural	14
		Subtotal 2				270
		Total (subtotal 1 + subtotal 2)				540

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 in Swiss TPH in Basel.

3.1 Approach of data collection

The participants in the study are homebound individuals because of health reasons, that need home based health care. They are identified from the Health Centers registers according to some well accepted criteria, and are listed by name, and address. The health center nurse will contact them (by phone) in advance, explain the study aim and take their voluntary approval to participate or not in the study.

The data collector is obliged to restate the purpose of the study, read the information letter about the study, and receive the written consent of the participant or proxy (family member). If the person changes mind and does not want to participate in the study, his/her will should be respected. Only after the person gives his/her consent to participate in the study, the data collection will start.

Part 4: The tools per individual entails:

- Form 1: Dwelling/apartment questionnaire (general information)
- Form 2: Individual questionnaire for individual health status and quality of life
- Form 3: Individual questionnaire on access barriers for HBC seeking

5. Responsibilities of the service company

HAP is requiring from the service company to be responsible and fulfill the respective tasks related to qualitative and safe data collection of the survey. It is also required from the company that these responsibilities will be implemented in close collaboration with HAP. The service company should:

- Recruit designated staff for the data collection, specifically field supervisors and interviewers (*10 interviewers and 2 back-ups, 2 field supervisors*). Nevertheless, HAP has the right to refuse to work with any of the selected data collectors in case there are sensible and adequate reasons.
- Co-train together with HAP during 3 days of training, pre-testing (1 day), and finalizing data collection instruments for the evaluation as well field work plans, including short report on suggested changes to tools and procedures.
- HAP will cover parts of training that are related to content of the questionnaire, study background/information, ethical issues accompanying the study, COVID-19 safety measures, and communication with Health Centre staff.
- The Company is expected to cover parts of the training related to use and maintenance of Tablets, safety and security of data collected, data transferring and data quality, logistic organization, and supervision of data collection.
- Contract the data collectors (app. 10) and supervisors (app. 2) for the envisaged tasks and will remunerate them and cover associated costs for these contracts (e.g., withholding tax, income tax, social & health insurance).
- Adapt field work plans and provide all required logistics (transport, accommodation (if needed))
- Set up ODK software in the tablets provided by HAP and support for electronic data collection.
- 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) and conduct supervisory visits for quality assurance.
- Ensure timely transmission of electronic data to the central server.
- Take actions, as required, and requested, to improve data quality.
- All administrative and logistic support of data collection including transport, accommodation, per diems etc., when needed.

6. To implement the survey the company shall provide the following staff:

6.1 A Study Field Coordinator is responsible for:

- Coordinating all activities and communication between project HAP, the service company, and the team members on the side of the service company, specifically the field supervisors and data collectors.
- Ensuring all contractual agreements and standards, and that the data collection follows the procedures outlined in the study protocol.
- Coordinating the study logistic and ensures quality of data collected.
- Communicate with HAP project team on a daily basis related to data collection process, challenges and other issues.
- Contribute with HAP in training of data collectors and field supervisors.
- Preparing reports for HAP as per requirements.
- Developing the study work plan together with field supervisors and agree with HAP
- Submitting 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.

The study field Coordinator should have the following profile:

- Have a University Degree in public health, management, and other related field.
- Experience in quantitative primary, ideally electronic, data collection
- Track record in data collection of similar scope and complexity
- Management of data collection teams
- Good understanding of methodological aspects and data management
- Well-developed communication skills

6.2 Data manager with IT background and experience with ODK or similar applications. The data manager is responsible for the technical implementation of the electronic data collection, including the electronic design of the questionnaire, the set-up of tablets and assistance in case of technical problems during data collection. *He/she should ensure:*

- 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 HAP in quality check of the data on a daily basis (extract of excel files of the data, etc.).
- Closely collaborate with HAP/Swiss TPH on server management.

Data Manager should have the following profile:

- **IT background or extensive experience with electronic data collection, server management, data (and database) management and equipment (ex: tablet) management**
- Previous experience as electronic 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, or similar software.

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

- Field supervisors are involved in the day-to-day data collection. They ensure that the work

plan is implemented as foreseen and that local authorities are informed and approve the data collection.

- Conduct announced and unannounced supervisory visits for quality assurance.
- Be available and answer to questions from data collectors related to the implementation of the survey.
- Communicate with the HAP project team on daily basis 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.
- Conduct quality assurance through selective checks of questionnaires stored on the tablets each day and transmitting the filled questionnaires to the server in Basel.
- The field supervisors are also responsible to communicate regularly (at least once per day) with the study field Coordinator and should ensure the functionality and appropriate use of tablets.

The field supervisors should have the following profile:

- A University Degree in public health, management, and other related field.
- Previous supervision experiences and involvement in primary data collection
- Technical skills and literacy in the use of tablets
- Good understanding of methodological aspects and data management
- Willingness to travel also to remote places including overnight stays.
- Well-developed communication skills

6.4 Data Collectors

- Data collectors are responsible to collect the data according to the procedures outlined in the study protocol.
 - They are assisted, and supported by supervisors, data manager and study field Coordinator.
 - They are obliged to keep regular and intensive communication with study field Coordinator, data manager and supervisors as per emerging needs.
- HAP enjoys the right to interrupt the work relation with the data collector in case of heavy ethical violation rules and conditions.

The data collectors should have the following profiles:

- Understand the importance of ethics in research and its implementation.
- Technical skills and literacy in the use of tablets
- Willingness to travel also to remote places including overnight stays.
- Well-developed communication and interpersonal skills
- Ideally: previous data collection experience

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

- Design of survey and data collection tools
- Provision and set-up of server
- Tablets and sim cards will be provided by HAP.
- Sampling of clusters/ municipalities
- Identification of cluster for pretest
- Partially prepare the training of interviewers and supervisors

- Ethical clearance
- Analysis and reporting of results
- Logistic costs related to training of data collectors, field supervisors, Data Manager and 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 might carry out in parallel and independently from the service company.

8. For this bid, the company shall provide the following documents, which will have the respective evaluation percentages:

- Demonstrate through a company CV previous experiences in surveys, Household is preferred, including electronic data collection using tablets (less than 5 pages) (10%)
- Developed activity plan and logistics aiming at reaching the objectives listed in these TORs (20%)
- CVs of key staff and assigned positions (CVs of field Coordinator, data manager, two field supervisors are required) (40%)
- Financial offer in ALL, VAT (if VAT is applicable)/Tax included (30%)
- 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 22 July 2021, 4 PM. We estimate that the selection will take place within 10 working days after the deadline.

For any question related to this call, please write to the E-mail: info@hap.org.al within 18 July 2021.

9. Timeframes and Deliverables

- Announcement and contracting of the winning company will take place by at latest by September 30, 2021.
- Training for the interviewers will take place within two weeks after signing the contract.
- Data collection will start within two weeks after training 2021 and last for approximately 15 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.

10. Addressing the COVID-19-related issues

The company should implement its activities in extreme compliance with COVID-19 prevention measures. The sensitivity of the study participants toward COVID-19 makes indisputable the respecting of the prevention measure. The data collection will take place once the second dose of vaccine is performed to the subject of the target group in this study.

The data collectors should use masks and offer one to the respondents. Alcohol and other disinfectants will be used as well.

11. Financial Offer

Please refer to Annex A for financial offer information.

12. Other business

A contract between HAP (Health for All Project) and the service provider/company will be established covering the activities defined in these TORs. **The application package should be sent within 22 July, 2021, 4 PM at the mailing address: HAP Centre, Rruga Themistokli Gërmenji St. Pallati Helios Ap. 2/1 Tirana, Albania.**