



Terms of Reference

Title: Service Provider to conduct data collection for health facility-based 'Quality of Care' survey in Diber and Fier, Albania

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 "Albanian population benefits from better health due to improved Primary Health Care (PHC) services". Since April 2019, the Swiss Tropical and Public Health Institute of Basel (Swiss TPH) through the HAP Centre based in Albania is implementing the second phase of the project (HAP-2).

HAP has adopted a results-oriented reporting system in both phases of project implementation, focusing on outcome monitoring. A baseline assessment of the quality of care in Primary Health Care (PHC) facilities was conducted at the beginning of phase 1 in 2015 and phase 2, 2018, respectively. The quality-of-care end line survey of phase 2 is currently being planned and is expected to be conducted in Fall 2022.

The main objective of this study is to carry out an end-line assessment on the spectrum of the quality of health services in rural and urban PHCs in both intervention regions addressing **structural, procedural and outcome**/results aspects. The Study Protocol and Tools are approved by the Albanian Committee of Ethics in Ministry of Health and Social Protection, Nr. 131/43 date 16.08.2022. In this regard, HAP is looking for a service provider to conduct the data collection, logistically organize the survey and guarantee quality assurance of data collection firmly following the study protocol and the Terms of Reference (TORs).

2. AIM AND SPECIFIC OBJECTIVES

The aim of the consultancy is to conduct electronic data collection for health facility-based survey in Diber and Fier, Albania, during October 2022.

Specific objectives:

- Ensure needed human resources for data collection as per TORs requirements.
- Ensure full availability and training of human resources involved in the process of data collection.
- Develop pre-handled plan/s of data collection and agree on that with HAP before implementation.
- Ensure quality and safety of data collected for the entire process.
- Ensure confidentiality of data collected according to Albanian Law on preservation of personal data.

3. APPROACH

Data on quality of care from each PHC center to be visited will be collected by a **team of two data collectors**. There will be a total of **6 teams** for the data collection, hence overall 12 data collectors. It is predicted that the 6 teams will cover all the selected facilities and the data collection will take approximately 154 working days for 12 interviewers. The data collection will be conducted within 3 weeks. The process of data collection will be conducted along one full day from 7.45-14.40, from Monday to Saturday and be supervised by field supervisors, in both regions.

A breakdown of the workload is as follows:

No.	Local Government Units	Number of days of work for each Municipality	Days in Urban areas	Days in Rural areas
1	Diber	16	3	13
2	Burrel	10	4	6
3	Klos	6	3	3
5	Bulqize	7	1	6
I	Sub-total	39	11	28
5	Fier	14	8	6
6	Lushnje	10	6	4
7	Patos	6	2	4
8	Roskovec	2	0	2
9	Divjake	5	1	4
10	Mallakaster	1	0	1
II	Sub-total	38	17	21
11	Total of person/days	77	28	49

Each team is composed by 2 data collectors, thus in total there will be $77 \times 2 = 154$ working days/12 interviewers. 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, Switzerland.

There are three data collection activities and tools to be applied, which are:

- Assessment of infrastructure of Health Centre (*including list of mandatory medications within PHC, medical equipment used in PHC, etc.*)
- Clinical observations of patient-doctor interactions (*following the principles of protocols on prevention, management, and treatment of specific diseases within Primary Care*)
- Patient interviews when exiting the facility

It is expected that the clinical observation of family/general doctor will happen in the doctor's room. In parallel, exit interviews with patients using and exiting the PHC services will be conducted in an appropriate location near the health centre. The infrastructure assessment will be conducted at the end of the workday in the PHC.

4. TO IMPLEMENT THIS SURVEY, THE SERVICE PROVIDER SHALL PROVIDE THE FOLLOWING SERVICES:

- Select 14 interviewers (12 active and 2 backups) to be trained. HAP has the right to refuse to work with any of the selected data collectors in case there are sensible and adequate reasons.
- **Interviewers involved with patient-doctor observations and infrastructure assessment should have medical background as per specific requirements of these practices, or at**

least students of last year of medical studies. None of other medical sciences backgrounds will be accepted for these two procedures.

- Contract the 12 selected data collectors (interviewers) for the envisaged tasks and remunerate them covering also the associated costs for that contract (e.g. tax).
- Conduct training of data collectors(interviewers) in collaboration with HAP designated staff (*2 days in class training and 1 day pre-test of questionnaires*). The Service Provider 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 and working plan management for the data collectors
- Ensure technical support with ODK and addressing of changes in the questionnaire based on the pre-testing process.
- Develop and update available field work plans for approval by HAP.
- Organize logistic and technically 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).
- Ensure timely transmission of electronic data to the central server (on daily basis).
- Take actions, as required, and requested, to improve data quality through supervision, feedback from previous data collection days, etc.
- Provide all administrative and logistic support for data collection including transport, accommodation, per diems etc., (if needed).
- Provide 2 (two) additional tablets¹ and technical support for electronic data collection. HAP will provide 12 Tablets and 14 sim cards for this survey.

5. TO IMPLEMENT THE SURVEY THE SERVICE PROVIDER SHALL PROVIDE THE FOLLOWING STAFF WITH RESPECTIVE QUALIFICATIONS:

5.1 A Study Field Coordinator is responsible for:

- Coordinating all activities and communication between project HAP, the service provider, and the team members on the side of the service provider, 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 data collection logistic and ensures quality of data collected.
- Communicating with HAP project team daily related to data collection process and challenges.
- Co-training with HAP in training of data collectors and field supervisors, as described above.
- Developing the data collection 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:

¹(Some referral specifications for the tablets if they are purchased: (**Core processor:** minimum 4; **System:** Android (minimum Android 5.0 or higher); **Memory RAM:** Min 1 Go; **SimCard:** Yes ; **Résolution:** Minimum 1024x600 pixels; **Screen size:** minimum 7"; **Photos:** minimum 2 Mégapixels ; **Langage:** English ;**Battery:** minimum 10h; **Hard Disk:** au moins 8 Go ;**Connectivity:** USB 2.0, Bluetooth 4.0)

- 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

5.2 Data manager with IT background and experience with ODK. 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:*

- Assist HAP to electronically accommodate the changes on the questionnaires, as per training needs (pre-test included), etc.,
- 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 daily quality check of the data where needed.
- Closely collaborate with HAP/Swiss TPH on technical issues.

Data Manager should have the following profile:

- **IT background or extensive experience with electronic data collection, especially ODK, 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.

5.3 For quality control we envisage that the service provider will recruit two field-based 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 field 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 collectors.
- 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. Transmit on real time the feedback from the previous day of data collection provided by HAP/Swiss TPH.
- Communicate regularly (at least once per day) with the study field coordinator and ensure the functionality and appropriate use of tablets.

The field supervisors should have the following profile:

- 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

- Well-developed communication skills

5.4 Data Collectors (Interviewers)

- Data collectors (interviewers) 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.

In case of heavy ethical violation rules and conditions from the data collectors, HAP reserves the right to immediately inform the service provider for excluding this person from this study survey.

The data collectors should have the following profiles:

- **Have Medical Doctor background, or at least students of last year of medical studies - this requirement is a MUST and is not negotiable for Doctor-Patient Observations and Infrastructure Assessment (assessment of list of medications within PHC, medical equipment within PHC, etc).**
- Technical skills and literacy in the use of tablets
- Willingness to travel to remote places for ~3 weeks
- Well-developed communication skills
- Ideally: previous data collection experience

6. The following services are **NOT** required from the service provider and will be provided by HAP Project and/or Swiss TPH:

- Design of survey protocol and data collection tools
- Provision and set-up of server
- Sampling of health centres and working days
- Identification of facility for pretest
- Preparation of the training of interviewers
- Logistic costs related to **training** of data collectors, field supervisors, data manager & study field coordinator (lunch, dinner, accommodation and coffee break, training room rent, etc.)
- Tablets and sim cards will be provided by HAP (12 tablets and 14 sim cards). *Two extra tablets will be provided by the service provider.*
- Ethical approval of the survey
- Analysis and reporting of results

HAP reserves the 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.

7. For this bid, the service provider shall provide the following outline specifying the following aspects, which will have the respective % of evaluation (max. 5 pages, excluding annexes (attached CV of staff, data collectors, or legal documents required according to procurement's rules):

- Demonstrate through a company CV previous experience in surveys, facility-based is preferred, including electronic data collection using tablets (10%)
- Developed activity plan and logistics aiming at reaching the objectives listed in these TORs (10%)
- Financial offer (40%)

- Short CVs of key staff and assigned positions (CVs of field coordinator, data manager, two field supervisors. Short bio (1/3 of page) for data collectors (*backups included*), demonstrating their background and work-related experiences) (40%)
- Company's registration documents (NIPT, Extract of QKB, etc) and Certificate of tax liability, stating whether it is subject to VAT or not
- 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 **19 September 2022, 4pm**. We estimate that the selection of the service provider will take place within 10 working days after the deadline.

8. Timeframes and Deliverables

The tentative timeframes are:

- Training for the interviewers will take place in the two weeks following the signature of the contract.
- Data collection will start immediately after the training of data collectors and last approximately 3 weeks, including Saturdays but not **Sundays**.

The deliverables are:

- Data collected as per TORs.
- 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.

9. Financial Offer

The service provider should submit a Financial Offer as described in **Annex A**.

Part 10: 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 the respective remuneration.

The application package (in hard copies and scanned in CD/USB) should be sent until 19th of September 2022 at the mailing address: HAP Centre, Rruga Themistokli Gërmenji St. Pallati Helios Ap.5 Tirana, Albania.

In case potential applicants may have any questions related to these TORs, please send an email within **15th of September 2022** at info@hap.org.al. Questions sent after this date, won't be replied.

ANNEX A**Financial Offer to conduct data collection for health facility-based 'Quality of Care' survey in Diber and Fier, Albania**

In the **Financial Offer calculation**, the company should take in consideration to include:

- all expenses, fees, and taxes, for **all positions that will be involved**.
- cost for transport and other administrative costs (i.e., accommodation if required).

NOTE: For transport cost calculation, consider that 40% of the rural areas (where the data should be collected) are in the farthest distance from the respective Local Government Units.

The Financial offer should be submitted in ALL, VAT/TAX included, expressed in cost for one working day.

Table 1 (Financial offer)

No.	Local Government Units	Number of days of work for each Municipality	Cost for working day/ without VAT	Total Cost/ without VAT
1	Diber	32		
2	Burrel	20		
3	Klos	12		
5	Bulqize	14		
I	Sub-total	78		
5	Fier	28		
6	Lushnje	20		
7	Patos	12		
8	Roskovec	4		
9	Divjake	10		
10	Mallakaster	2		
II	Sub-total	76		
11	Total of working days	154		
Total without VAT				
VAT(if VAT is applicable)				
Total included VAT				