



Terms of Reference

Title: Service Company to implement data collection of the Household Survey “Family Access to Healthcare” in 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 “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 “Family Access to Healthcare” in Diber and Fier, was conducted in phase 1 in 2015 and phase 2 in 2018 respectively. The “Family Access to Healthcare” endline survey of phase 2 is currently being planned and is expected to be conducted in early 2023.

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. Objectives

The specific objectives of this survey are to assess, health situation and health management of chronic diseases and acute illnesses, health seeking behaviour and access barriers to health care for chronic diseases and acute illnesses, in Diber and Fier. A Knowledge Attitude and Practices (KAP) survey on diabetes, hypertension and child development is foreseen as well.

Specific objectives for the service provider, are:

- 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. Approaches

The service company will **conduct logistical and quality assurance of data collection** for endline assessment of “Family Access to Healthcare” in Diber and Fier regions. The selected sample includes 106 clusters in two regions: 53 clusters in Fier and 53 in Diber.

It is foreseen that data on “Family Access to Healthcare” will be collected by 4 (four) teams of 4 (four) data collectors, and in total we are looking for 16 data collectors. Each team of 4 people will work in two clusters per day. In each cluster¹ e should be conducted 12 eligible household interviews.

¹ A cluster represent a village or a neighborhood in the city.

Four teams of four data collectors are expected to work and finalize the data collection within 14 days maximum. Interviewers can be recruited locally to limit logistics.

A breakdown of clusters division is as follows:

No.	Diber Qark		Fier Qark	
	Municipality	# Of clusters	Municipality	# Of clusters
1.	Diber	22	Fier	21
2.	Mat	9	Lushnje	15
3.	Bulqize	14	Patos/Roskovec	5
4.	Klos	8	Divjake	5
5.			Mallakaster	7
6.	TOTAL	53		53

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 SwissTPH.

4. The tools per Household (HH) entail the following:

- Form 1: Dwelling/apartment questionnaire
- Form 2: Individual questionnaire for person chronically or acutely ill
- Form 3: Individual questionnaire for mothers with a child < 5 years

5. To implement this survey the HAP Centre is looking for a service company, responsible to:

- Recruit designated staff for the data collection, specifically:
 - 1 field coordinator for the survey,
 - 1 data manager.
 - 2 field supervisors (*one for Diber and one for Fier*),
 - 16 interviewers + 2 back-ups,
- Ensure the participation of the recruited persons in a 3 days training on data collection.
- Contribute to training, pre-testing and finalizing data collection instruments, including a short report on suggested changes to tools and procedures of data collection.
- Develop, and adapt field work plans and provide all required logistics (transport, accommodation (if needed)).
- Conduct data collection, as per agreed field work plans.
- 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.
- Provide 6 tablets and **technical** support for electronic data collection. The other tablets will be provided by HAP.
- Take actions, as required, and requested, to improve data quality.
- Ensure all administrative and logistic support of data collection data and supervision.

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

6.1 Field Coordinator (1/one)

Tasks of the field coordinator:

The field coordinator is responsible to coordinate all activities and communication between project HAP, the service company, and the team members of the service company, specifically the field supervisors and data collectors. She/He oversees the data collection and ensures the quality and timely transmission of collected data to the server of the Swiss-TPH in Basel. He/she is responsible to ensure that all contractual agreements and standards are kept, and that the data collection follows the procedures outlined in the study protocol. In case of any difficulties the field coordinator must report to project HAP immediately.

The field coordinator should have the following profile:

- Experience in quantitative primary, ideally electronic, data collection
- Track record in household data collection of similar scope and complexity
- **Management of data collection teams**
- Ensure availability and dedication for the time of data collection
- Good understanding of **methodological** aspects of household and data management
- Experience with training of data collection teams (interviews and supervisors)
- Well-developed communication skills
- Flexible to travel in Fier and Diber

6.2 Data Manager (1/one)

The data manager is responsible for the technical implementation of the electronic data collection, including the electronic design of the questionnaire, the provision and set-up of tablets and assistance in case of technical problems during data collection.

The following profile would be required:

- Preferably 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.
- Ensure availability and dedication for the time of data collection
- Flexible to travel in Fier and Diber, in case it is needed

6.3 Field Supervisors (2 - two)

Tasks of field supervisors:

Field supervisors are involved in the day-to-day data collection. They must ensure that the work plan is implemented as foreseen and that local authorities (LGU) are informed on data collection. They should facilitate the access of households, whenever possible. They will conduct announced and unannounced supervisory visits for quality assurance, in different clusters, or while entering a household visit together with interviewer. The supervisors will be available to answer questions from data collectors related to implementation of the survey. They will communicate with the HAP project team as required for the conduct of the survey as well as with data collector. They will verify

feasibility of field work plans and ensure that they are implemented as planned. The supervisors will ensure that data collection is done in full compliance with the guidelines mentioned in the Study protocol, including ethical requirements. They will take actions, as required, and requested, to improve data quality and will conduct quality assurance through selective checks of questionnaires stored on the tablets. They will ensure 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 field coordinator and should ensure the functionality and appropriate use of tablets.

The field supervisors should have the following profile:

- Previous involvement in primary data collection, supervision, and coordination of data collection
- Previous involvement in conducting household survey, community survey, or other similar ones
- Technical skills and literacy in the use of tablets
- Willingness to travel also to remote places including overnight stays, if necessary
- Well-developed communication skills, reporting skills, and able to keep professional relation with other team members
- Ensure availability and dedication for the time of data collection, needed traveling to regions, etc.

6.4 Data Collectors (16 + 2 back-ups)

Data collectors are organised in teams of four members to facilitate transport and work within two clusters/villages per working day, as logistic allows. From each team a **team head** is appointed by the field supervisor in agreement with the field coordinator. The head of each team works also as data collector but in addition acts as the main spokesperson and ensures the organisation within each team. This includes the assignment of areas/directions within each cluster/village and the communication with the field supervisors in case of technical, operational, or methodological questions.

Data collectors are responsible to collect the data according to the procedures outlined in the study protocol. Overall, the team of data collectors should be gender and age balanced.

The data collectors should have the following profiles:

- Technical skills and literacy in the use of tablets
- Experience with previous data collection, household or community surveys preferred
- Willingness to travel also to remote places including overnight stays
- Well-developed communication and interpersonal skills
- Have a professional attitude, toward other colleagues involved and the community participating in the study
- Ensure availability and dedication for the time of data collection

7: The following services are NOT requested from the service company and will be provided by HAP Project:

- Design of survey and data collection tools
- Provision and set-up of server
- Sampling of clusters/ municipalities
- Identification of cluster for pretest
- Prepare 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.)
- Most of the tablets and all sim cards will be provided by HAP (12 tablets and 18 sim cards). **Six extra tablets will be provided by the service provider.**
- Ethical clearance
- Analysis and reporting of results

HAP Project reserves the rights 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:

- A company CV demonstrating previous experience in surveys, Household is preferred, including electronic data collection using tablets (10% of the evaluation)
- **An activity plan and/or logistics** aiming at reaching the objectives listed in these TORs (10% of the evaluation)
- Financial offer (40% of the evaluation)
- CVs of **key** staff and assigned positions (*Field coordinator, Data Manager and two Field Supervisors*) (30% of the evaluation)
- A letter signed by the head of company to demonstrate availability and dedication of the appointed staff for the time of data collection (10% of the evaluation)
- 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 for the last month 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 16 January 2023, by the end of working day. We estimate that the selection process will take place on third week of January 2023.

9: Timeframe and Deliverables

- Announcement and contracting of the winning company will take place by the latest 23 January 2023.
- Training for the interviewers will take place during the last week of January 2023.
- Data collection will start at the beginning of February 2023 and will last for approximately two weeks.
- 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 be submitted to HAP within a maximum of two weeks after the end of data collection.

10: Other business

A contract between HAP (Health for All Project) and the service provider/company will be signed covering the activities defined in these TORs and the respective remuneration. HAP will provide all the coordination information necessary for the selected service provider.