



Terms of Reference

Title: Service Company to implement data collection of the Survey “Assessment of Quality of Life and Access to Homecare Services” in Dibër, Fier and Durrës.

1. Background

The overall goal of the Health for All Project in its Consolidation Phase (2023-2027) in Albania is to ensure better health for the Albanian population thanks to improved and inclusive primary health care services, while supporting the MoHSP and its regional entities improve stewardship, management, and effectiveness of primary health care and homecare services. HAP is funded by the Swiss Agency for Development and Cooperation (SDC).

HAP supported the piloting and implementation of homecare services for homebound patients in Fier and Dibër, and now it is supporting the upscaling of this new model of service in six other regions, including Durrës, for selected health centers. A list of bedbound patients, subject of homecare has been identified from the Health Centres' personnel.

HAP aims at conducting a survey on “Quality of Life and Access to homecare Services” in Dibër, Fier and Durrës. For this reason, HAP is looking for a service company to conduct electronic data collection on “Quality of Life and Access to Homecare Services” in Dibër, Fier and Durrës. The study protocol and questionnaire have been developed by Swiss TPH and HAP and approved by the Ethical Committee of Ministry of Health and Social Protection, Nr. 663/20, date 25.08. 2023.

2. Objectives

The objective of this consultancy service is to conduct the electronic data collection of the survey in Dibër, Fier and Durrës. The service provider will not carry out any data processing and analysis but only data collection and transfer to the designated server.

The objective of the study is to carry out a survey with the participation of people in need and eligible for homecare to assess their health-related quality of life and their access to health care with a focus on homecare services in Dibër and Fier, 2 years after the pilot implementation, and a baseline in Durrës, before the homecare services are implemented

Specific objectives of the survey are:

- Analyse access and barriers to health care in terms of accessibility, acceptability, affordability, availability and adequacy **with focus on homecare services**, in selected health centres in Dibër, Fier and Durrës.
- Assess Quality of Life of the population selected for homecare services in selected health centres in Dibër, Fier and Durrës.
- Assess the self-reported health status of the population selected for homecare services in selected health centres in Dibër, Fier and Durrës.
- Analyse the data collected 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 logistical and quality assurance of data collection for “Quality of Life and Access to Homecare Services” in selected health centres of Dibër, Fier and Durrës, firmly following the Study Protocol and definitions on these TORs.

The selected sample includes 20 clusters divided in three regions: 8 clusters in Fier, 8 in Dibër, and 4 in Durrës. The sampling population is composed by the identified lists of homebound chronically

ill persons in 20 Health Centres. In total there are 798 persons/individuals that will be invited to participate in the survey. **Table 1** presents a breakdown of clusters division in Fier, Dibër and Durrës.

Under the assumption that the overall sample is 798 persons, it is anticipated that approximately 15 interviewers will be needed to implement the evaluation, and 3 back-up interviewers. The assumption is here that each interviewer can complete 4 to 5 interviews each day. The data collection should be conducted within 12 days of fieldwork. About 18 candidates will initially participate to the training. Interviewers can be recruited locally to reduce the cost and the logistic complexity.

Table 1: Estimated sample size of clusters divisions

Region	Health center	Municipality	Administrative category	No of patients	Health center	Municipality	Administrative category	No of patients	Total
Dibër	Shupenze	Diber	Rural	19	Lis	Burrel	Rural	15	160
	Melan	Diber	Rural	6	Gjorice	Bulqize	Rural	10	
	Komsi	Burrel	Rural	14	Suc	Bulqize	Rural	19	
	Klos	Klos	Peri-urban	35	Maqellare	Diber	Peri-urban	42	
Subtotal 1			74				86		
Fier	Roskovec	Roskovec	Peri-urban	17	Aranitas	Mallakaster	Rural	40	348
	Portez	Fier	Rural	37	Divjake	Fier	Peri-urban	27	
	Ballagat	Lushnje	Rural	17	Fier. No 3	Fier	Urban	80	
	Patos	Patos	Peri-urban	83	Kuman	Roskovec	Rural	47	
Subtotal 2			154				194		
Durrës	Nr. 1	Durrës	Urban	123					290
	Shijak	Shijak	Peri-urban	65					
	Manez	Durrës	Rural	61					
	Ishem	Durrës	Rural	41					
Subtotal 3			290						
Total			518				280	798	

Data collection will be carried out electronically through the administration of the survey tool (Open Data Kit -ODK) on tablets. Data will be saved and transferred on a daily basis to the designated server at the 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 health care. They are identified by the Health Centres personnel according to some well accepted criteria, and are listed by name, and address. The health centre nurse will contact the homebound patients (by phone) in advance, explain the study aim and take their informed consent to participate or not in the study.

The data collector is obliged to re-state 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.

4. Responsibilities of the service company

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

- Recruit designated staff for the data collection, specifically field supervisors, and interviewers (*15 interviewers, 3 back-ups, 3 field supervisors if data collection is done in parallel in different sites*). Nevertheless, HAP has the right to refuse to work with any of the selected data collectors in case there are sensible and adequate reasons.
- Contract the data collectors and supervisors for the envisaged tasks and will remunerate them and cover associated costs for these contracts.
- Co-train data collectors and supervisors together with HAP during 2 days of training, pre-testing (0,5 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 questionnaire, eligible criteria of the participants in the study, ethical issues accompanying the study, and communication with Health Centre staff.
- 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 (*transport of data collectors, etc.*).
- Adapt field work plans and provide all required logistics in the field.
- Provide additional tablets (*back-up tablets as well*) and technical support for electronic data collection. HAP will provide 10 functional Tablets for this survey in case others are needed the company should provide them.
- Conduct data collection in full compliance with the guidelines mentioned in the Study protocol, including ethical requirements.
- Oversight of field 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.
- Maintain a daily contact with the person at HAP in charge for the study and if necessary the focal point for this survey at the SwissTPH in Basel, concerning specific technicalities of data collection. This is of utmost importance to ensure the quality of data collection.

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

5.1 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 ensuring quality of data collected.
- Communicating with HAP project team on a daily basis related to data collection process, challenges and problems
- Co-training together with HAP the 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 no later than two weeks after the end of data collection.

The study field coordinator should have the following profile:

- 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/or experience with ODK or similar applications. The data manager is responsible for the technical implementation of the electronic data collection, including changes in 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 electronic data collection (*tablet support, etc.*).
- Ensure that all tablet data are sent on the server adequately.
- Assist HAP in quality check of the data daily (*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.

5.3 For quality control we envisage that the service provider will recruit **two to three field supervisors, one for each region if the data collection is done in parallel in three regions, to fulfil the following services:**

- Field supervisors are involved in the day-to-day data collection. 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 questions from data collectors related to the implementation of the survey.
- Communicate with the HAP project team daily 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 following the interviewers in households.
- 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:

- 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

5.4 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

6. 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 (10 tablets). In case more tablets will be needed, they will be provided by the company.
- Sampling of clusters/ municipalities
- Identification of cluster for pretest
- Ethical clearance
- Analysis and reporting of results
- Logistic costs 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 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 company shall provide an outline specifying the following aspects, which will have the respective percentage in the evaluation:

- Demonstrate through a company CV previous experience in surveys, Household is preferred, including electronic data collection using tablets (10%)
- Developed activity plan and logistics aiming at reaching the objectives listed in these TORs (20%)
- Financial offer in ALL, VAT (if VAT is applicable)/Tax included. Please refer to Annex A in the ToR-s. The financial offer should be in a separate envelope. (30%).
- CVs of key staff and assigned positions (CVs of field coordinator, data manager, two to three field supervisors are required) (40%)
- Company's registration documents (NIPT, Extract of QKB, etc) and a Certificate of tax liability, stating whether it is subject to VAT or not.

- A Document issued by E-Albania, certifying that your subject:
 - has met its fiscal obligations,
 - has paid all social insurance obligations
 - and the annual turnover for the last 3 years.

The deadline for submission is 14th of September 2023, by the end of working day. We estimate that the selection will take place within 10 working days after the deadline.

8. Timeframes and Deliverables

The tentative timeframes are:

- Announcement and contracting of the winning company will take place two weeks after the application deadline;
- Training for the interviewers will take place the following week after signature of the contract;
- Data collection will start within one week after the training and last for approximately two weeks.

Deliverables are:

- Data collected as per TORs (*ensure that are successfully transferred in the designated server*);
- 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. Financial Offer

The service provider should submit a Financial Offer as described in Annex A. 11. 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 and respective remuneration. HAP will provide all the coordination information necessary for the service provider.

ANNEX A

Financial Offer for data collection of the Home Care Survey “Assessment of Quality of Life and Access to Medical Home Care Services” in Dibër, Fier and Durrës.

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, except training logistic expenses which will be covered by HAP).

NOTE: For transport cost calculation, note that the longest distance (where the data should be collected) from the health center is approximately 7 km. Also, consider that 40% of the rural areas (where the data should be collected) are in the farthest distance from the respective Local Government Units/Health Centre.

The Financial offer should be submitted in ALL, VAT/Tax included, for 20 clusters divided as per Table 1, expressed in cost for each interview.

Table 1: Financial offer for 20 clusters with 798 persons

Region	Health center	Municipality	Administrative category	No of patients	Cost for each interview/in ALL	Total cost in ALL
Dibër	Shupenze	Diber	Rural	19		
	Melan	Diber	Rural	6		
	Komsi	Burrel	Rural	14		
	Klos	Klos	Periurban	35		
	Lis	Burrel	Rural	15		
	Gjorice	Bulqize	Rural	10		
	Suc	Bulqize	Rural	19		
	Maqellare	Diber	Periurban	42		
Subtotal 1				160		
Fier	Roskovec	Roskovec	Periurban	17		
	Portez	Fier	Rural	37		
	Ballagat	Lushnje	Rural	17		
	Patos	Patos	Periurban	83		
	Aranitas	Mallakaster	Rural	40		
	Divjake	Fier	Periurban	27		
	Fier. No 3	Fier	Urban	80		
	Kuman	Roskovec	Rural	47		
Subtotal 2				348		
Durrës	Nr. 1	Durrës	Urban	123		
	Shijak	Shijak	Periurban	65		
	Manez	Durrës	Rural	61		
	Ishem	Durrës	Rural	41		
Subtotal 3				290		
Total				798		
Total amount, in ALL, without VAT						
VAT, in ALL (if VAT is applicable)						
Total amount, in ALL, VAT included						