



REPUBLIC OF LIBERIA
LIBERIA AGENCY FOR COMMUNITY EMPOWERMENT
(LACE)



VACANCY ANNOUNCEMENT

YOUTH OPPORTUNITIES PROJECT (YOP) ID #:P146827 –CN#:5621-LR

REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – FIRMS SELECTION)

P146827

Credit No.: 5621-LR

ASSIGNMENT TITLE: ANNUAL BENEFICIARY SATISFACTION SURVEY

Consultancy Title: Annual Beneficiary Satisfaction Survey
Project Name: Youth Opportunities Project
Project Component: **Productive Public Works and Life Skills Training**
Location: 15 Counties
Timeframe: Two months

BACKGROUND

The Government of Liberia, with support from the World Bank, is implementing the Youth Opportunities Project (YOP). The project development objective is to improve access to income generation opportunities for targeted youth and strengthen the Government's capacity to implement its cash transfer program. Productive Public Works and Life Skills Training (PPW) is a major component of the project targeting 10,000 rural youth beneficiaries aged 18-35 years in a phased manner over five years in all fifteen (15) Counties. This component is implemented by LACE and its objective is to support vulnerable youth in rural areas to engage in income-generation activities through productive public works and Life Skills Training.

Specifically, this component of the project seeks to engage youth in agriculture activities with emphasis in community-level farm production. As a result, beneficiary youth groups during every farming cycle receive support from the project for land preparation and cultivation, provision of agricultural inputs (simple farming tools and planting materials), provision of labor subsidies to assist youth farmers with some of their needs while on the farm, and the delivery of life skills training to incorporate behavior modification around self-esteem.

Phase one implementation of this component began in 2018 with 3,612 youth beneficiaries recruited and enrolled in the PPW component in 129 communities across Liberia's 15 counties. There are nine (9) farms per county in all counties except Montserrado County that has three farms instead. Each farming community has a

federation of youth with 28 beneficiaries, meaning there are 252 beneficiaries per county. Every year actual farming activities begin in January and are expected to last for 12 months, ending with the annual harvest in December. A six-month post-harvest follow up and support to beneficiary youth groups is provided by the project through community based local organizations referred to as Community Facilitators, hired as service providers to provide day-to- day support to the youth groups for every implementation cycle.

As phase 2 is expected to follow thereafter, the project management team considers it important to obtain feedback from the beneficiaries about how well phase one implementation went so as to inform the Project Management Team (PMT) decisions on modifying future intervention strategies and activities where necessary. Consequently, the PMT has commissioned a survey to measure beneficiaries' levels of satisfaction with phase one interventions of the PPW component. The survey will be conducted in selected project communities involving PPW phase one beneficiaries as respondents.

PURPOSE

The purpose of this assignment is to collect qualitative and quantitative data ('survey') to determine the share of phase one PPW beneficiaries satisfied with the project interventions and to obtain information to inform implementation of round two.

General Objective of the Survey

The overarching objective of the survey is to provide the PMT an external independent assessment of the beneficiaries' satisfaction with intervention activities for phase one of the PPW component. The survey will use a mixed method approach by conducting a quantitative survey of a sample of round one PPW beneficiaries and Focus Group Discussions (FGD) with selected communities/beneficiaries to obtain more qualitative information on round one implementation and beneficiary feedback.

Specific objectives of the Survey

Analyze the extent and quality of support provided to the beneficiaries by the project in the following areas:

- Provision of guidance in the development of subproject proposals
- Technical support for land preparation and cultivation
- Procurement and delivery of agricultural inputs (farming tools and planting materials)
- Appropriateness of tools for cultivation of selected crops
- Facilitation of market linkages and adequacy of other post-harvest support
- Analyze beneficiaries' feedback on the recruitment of project beneficiaries in terms of process fairness, transparency and gender participation
- Assess the timeliness of the delivery of farming tools and planting materials and the implications for farming group performance
- Assess the timeliness of the payment of labor subsidy to beneficiaries documenting delays (if any) and the reasons for such delays
- Evaluate the payment of labor subsidies to beneficiaries in terms of how well the process went from the beneficiaries' perspectives

- Assess the incidence of drop-outs among beneficiaries and the reasons for drop-outs
- Assess the incidence of replacements of drop-out beneficiaries and beneficiaries' satisfaction with replacement procedures or arrangements
- Assess beneficiaries' knowledge of the existence of the project's Grievance Redress System and its functionality
- Evaluate beneficiaries' satisfaction with the delivery of Life Skills and Business Management including Financial Literacy Training in terms of timeliness, relevance, and quality
- Assess beneficiaries' outcomes on select key social indicators: social cohesion; inter-group dynamics; gender-dynamics;
- Assess gender-specific issues in detail such as whether arrangement for childcare and other arrangements to accommodate women's participation including while pregnant/breastfeeding; etc.
- Assess other beneficiaries' challenges and solicit ideas on project improvements
- Analyze the entire survey findings and make operational and strategic recommendations

The firm will be responsible for the design and piloting of the data collection tool (questionnaire) and FGD interview and training guides (questionnaires) in collaboration with LACE and the PMT. The questionnaires should include the thematic areas and draw on the corresponding questions (but not be limited to) as a resource for developing the questionnaires (see Annex A).

SURVEY COVERAGE

The survey will cover a random sample of 3,612 youth beneficiaries enrolled in the PPW component in 129 communities across Liberia's 15 counties. The survey will propose a sample design to be approved by the PMT, but within the following parameters:

- **For the quantitative survey:**
 - ❖ At least 600 individual interviews to be conducted in total
 - ❖ Representative at the county level
 - ❖ Equal representation of male and female participants
 - ❖ Communities and beneficiaries to be randomly selected
- **For FGDs:**
 - ❖ 30 FGDs in total equally distributed by country
 - ❖ One male and one female FGD per county
 - ❖ Each focus group should be composed of no fewer than 8 people and no more than 14
 - ❖ Communities and beneficiaries to be randomly selected

SCOPE OF WORK

The survey consultant or firm will undertake the following activities:

1. Develop an inception report and data collection manual with the survey design including, the questionnaire, sampling procedure and description of data collection methodology including the quantitative survey and qualitative FGD guides

2. Develop and share work plan with the PMT for review and approval
3. Develop field plan and training package for the field team
4. Hire and train enumerators and FGD facilitators
5. Develop data collection instruments using computer-assisted personal interviewing (CAPI) tools and share with PMT for review and approval
6. Pre-test data collection instruments, make necessary corrections, and submit to PMT for approval
7. Plan and organize logistics for field activities
8. Undertake field data collection activities and submit a field summary report on data collection activities
9. Produce draft report and share with PMT for review and comments
10. Produce and submit final reports to PMT for approval.

SPECIFIC TASKS

The firm will be responsible for the following:

A) Inception Report, including at least the following:

- Proposed questionnaire for the survey and FGD interview guide (see Annex A for minimum thematic areas to be covered)
- Proposed sampling procedure and description of data collection methodology including the quantitative survey and qualitative FGD guides
- A work plan for the project and field plan
- Composition of a field team: qualifications, expected tasks and responsibilities

Data Collection Manual including:

- Draft interview protocols and enumerator/FGD facilitator instructions (manual)
- Protocols and procedures for addressing data inconsistencies/misreporting when identified
- Procedures to ensure data confidentiality

B) Pre-training pilot (field-testing)

Before the field staff training, the firm along-side the PMT will conduct field-testing of the instruments.

- **Quantitative survey:**
 - The firm must pilot the questionnaires on a selection of 20-30 beneficiaries with experienced field staff from the firm. The head trainer and the survey manager have to be part of the pilot. The field testing will also be used to test the data entry system. The firm must immediately report any issues that arise as a result of the field test to the PMT.
 - The pilots (or pretests) are essential for examining the following sets of issues:
 - All the equipment/tools/connectivity/data syncing is working as designed;
 - The questions are appropriately phrased for the local environment;

- Indications that some questions are misunderstood, answered incorrectly because of ambiguities, or not answered at all because of lack of information or resentment;
- How well the data entry system works, including range checking and consistency checking;
- **FGD:**
 - The firm will implement a small pre-test of 2 focus groups (one men and one women).
 - This pre-test will enable the team to ascertain whether: (a) the interviewer is able to move smoothly between questions and the ease with which questions can be asked; (b) there are questions that are misunderstood, answered incorrectly because of ambiguities, or not answered at all because of lack of information, resentment, embarrassment, or uncertainty.

The pilot will provide useful feedback on length of interviews, strategies for approaching beneficiaries, and will inform the content of the field staff program. It is expected that the firm will work in close collaboration with the PMT in identifying areas that may require fine-tuning (translation to local languages, adapting questions to country context, etc.).

Associated adjustments to the Data Collection Manual and training program for interviewers and field operators will be made upon completion of the adjustments to the instruments. The firm will be expected to update the training accordingly using the adjusted questionnaire and implementation materials.

All modifications to the data collection forms, instructions that may be suggested from the piloting results must be approved by the PMT before the data collection starts. Any changes to the format or ordering of the data collection forms to facilitate implementation must be cleared with PMT and fully documented.

C) Training of field staff

The firm is responsible for training all field staff and developing staff training curriculum, materials and guidelines for field staff. The firm should conduct the training of the interviewers. The training should last a minimum of **two days** (one day - classroom, one day – field) and should include explanations of all questions, role-playing of enumerator and actor-respondents, at least two interviews with real participants, and a test at the end. Fieldwork should start within **four days** from the completion of supervisor/ enumerator training.

The firm is expected to use the Data Collection Manual as a guide to preparing presentations to be used during training. The PMT, as coordinator of the implementation, will be responsible for providing inputs and necessary support for the preparation of the training guidelines. All team supervisors and enumerators are expected to read, study, and understand the Data Collection Manual.

The list of enumerators and supervisors, including name, mobile phone numbers, and email address, will be provided to the PMT at the end of the training and the PMT may contact them at any time.

D) Data Collection

Enumerators will carry out in-person interviews based on their assigned areas using the data collection questionnaire using Computer-Assisted Personal Interviewing (CAPI) installed on Electronic Devices (Tablets/Smart Phones). The firm will be required to provide the electronic tablets, as well as any other equipment needed for operationalizing data collection. In addition, the firm will need to provide the data collection software, data synchronization, data connectivity through SIM cards/VPN and temporary storage.

The PMT shall then deliver the list of beneficiaries to the firm to undertake the data collection with based on the sampling procedures approved. The firm would complete data collection according to the timelines agreed upon. Summaries of enumeration activities will be made by enumerators/supervisors during the data collection as soon as enumeration is completed and shared with the PMT on a weekly basis.

In case beneficiaries are not available for interview, the firm should make one additional attempts to visit the beneficiary taking into account their circumstances (work schedules and/or household responsibilities). Information on such beneficiaries and attempts to re-interview should be regularly included in the weekly reports. In case, such beneficiaries are not possible to interview after an additional attempt, the enumerator will replace a beneficiary from a replacement list generated based on a sampling procedure prior to the start of data collection activities.

The firm will provide the collected data at any time following a request by the PMT and at three predefined stages during the data gathering/entry process for consistency check and quality control. The first set will be delivered after ten percent (10%) of the total number of interviews have been completed and entered into a database. The second set will be delivered after fifty percent (50%) of the total number of interviews has been completed. The final set will be delivered after completion of one hundred percent (100%) of the interviews. The PMT may request more frequent data updates in addition to the three main deliveries.

E) FGD fieldwork

All sessions and interviews must be recorded with anonymized transcripts of recording made available to PMT. The firm shall provide in house recording facilities. To ensure this quality check and according to an agreed schedule, the firm will organize the logistics of the focus groups and interviews and should be available continuously throughout the project in order to handle any problems that arise during the data collection. The PMT may also elect to participate in all stages of the data collection including the actual fieldwork and interviewing.

F) Quality Control Procedures

The firm shall take the necessary measures to ensure the data gathered is of high quality. The data collection firm shall put in place a number of quality control measures.

The firm will be considered to have failed to comply with the terms of this assignment if, based on a random and representative sample, it is determined that either: i) it is shown that 1% or more of the questionnaires that are presented were filled without the firm having visited the beneficiaries, ii) it is shown that 1% or more of the questionnaire is inconsistently completed. The PMT will use its right to conduct its own checks on 5 to 10% of the interviews (in addition to the proposed check-backs by the firm in their own data quality assurance protocols). If the data do not meet the PMT's requirements in terms of integrity of data, it will reserve the right to request a repeat of the work or the option of not paying for the work done (being reimbursed for any initial payment).

G) Data confidentiality and security of the data

The firm will ensure that data are maintained and stored in a manner that is fully confidential so that no external individuals or institution can identify any specific personal or private information in the data. Names, pictures and any other direct or indirect identifier should only be made available to the PMT. Confidentiality and research protocols of human subjects in research according to international standards of practice must be followed.

H) Data processing, analysis, and report writing

The firm will process/analyze the data, which should be presented and submitted to the PMT. The firm shall prepare a draft report on the main findings to be presented to the PMT. Based on feedback and comments from PMT, the firm shall complete and submit a final report.

DELIVERABLES AND TIMELINE

The survey, data collection, and final report will be delivered in two months after contract signing.

Based on the tasks outlined, the following are the deliverables expected:

1. Inception report;
2. Electronic copy of the draft and final questionnaires;
3. Fieldwork plans; field staff training curriculum, materials and guidelines for field staff

4. Report summarizing the results of the pre-test and updated questionnaire (if relevant)
5. Weekly fieldwork progress report, including indicators of quality (issues of concern, full disclosure of any problems encountered) and any delays;
6. 10%, 50% and 100% raw and cleaned anonymized data in the Excel and STATA/SPSS electronic database format.
7. Documentation on focus group discussions and in-depth interviews: (i) demographic and socio-economic information on the respondents; (ii) audio recordings of all focus groups and in-depth interviews; and (iii) all transcripts;
8. Analysis of responses, including an excel spreadsheet with all the responses and analysis and the identification of anonymous quotes from respondents' answers;
9. A draft report summarizing the findings;
10. Final report (including a PPT with main findings and a word document), addressing comments and feedback from the PMT.
11. Final clean labelled dataset comprised of a total of all completed interviews in separate database files. The database will be in the Excel and STATA/SPSS electronic database format. The database will contain all variables included in the questionnaires, following the codes included in them.

MINIMUM QUALIFICATIONS OF CONSULTANCY FIRM

I. Key Staff

An interested firm must have the following highly-skilled professionals and staff for the assignment. The following are key staff:

- **Lead Researcher**, who must be able to contribute a significant amount of time to the project and will oversee the methodological aspects of the assignment and ensure technical quality of the data collection process and analysis. He/She should hold at least an advanced (Master's) degree or equivalent in social sciences particularly in economics and/or statistics and have five (5) years or more experience in conducting surveys and research in developing countries.
- **Data Collection Coordinator**, who will be responsible for the staff, logistics and training, as well as for operationalizing the data collection process. He/She will hold at least a Master's Degree, with at least three (3) years of experience in a similar role. Candidates must have strong interpersonal, communication and organizational skills.
- **Data Analyst/Researcher**, who will be responsible for programming the questionnaires into CAPI and ensuring data quality at entry and post-data collection; conducting quality control and verification; data cleaning and analysis. The researcher should ideally have experience processing both quantitative and

qualitative data (from focus group discussions). He/She will hold at least a Bachelor's Degree, with at least two (2) years of experience in a similar roles. An advanced user of STATA/SPSS. Experience with NVivo (qualitative data analysis computer software package) is an advantage.

In addition, the firm must have adequate number of the following staff meeting the qualifications to undertake this assignment:

- **Supervisors**, who will be responsible for managing the planning and execution of the data collection in one enumeration area and providing technical support to the enumerators during fieldwork. Candidates should have at least a Bachelor's and at least three (3) years of experience in similar jobs requiring personnel supervision and teamwork. They should also have good knowledge of the community. Experience on the use of CAPI is an advantage.
- **Enumerators**, who are responsible for the filling of data intake questionnaire with the use of tablet for data collect in. Every enumerator will report to his/her Supervisor. Candidates should have a minimum of a secondary school education and have excellent verbal and written communication skills. Ability to write and read English is also necessary. Experience on the use of Tablet (ODK/Kobo, etc.) to collect data is an advantage.
- **Facilitators**, who will lead the focus groups and in-depth interviews. Candidates should have three (3) years or more experience in conducting focus groups discussions and should have at least a university degree;
- **Transcribers**, who will transcribe the focus group discussions.

For purposes of these terms of reference, the firm should follow the indicated qualification and skills for field staff; however, the firm's proposal should also include clear descriptions, which comprise the experience and roles in the process along with the detailed CVs of the management team. If a firm is selected for this assignment, it is expected that the firm will mobilize the field staff indicated in their technical proposal. If they wish to substitute any member of the field staff, they must first obtain written permission from the PMT. It is recommended that each enumeration team should be composed of a maximum of ten enumerators per supervisor.

Firm qualifications:

- **Must be a registered entity in Liberia** and certify all the requirements for firm establishment as prescribed by the laws of the Republic of Liberia to perform the above-mentioned tasks;
- **Must have undertaken at least two project evaluation** assignments including end of project evaluations, performance evaluations and mid-term reviews;
- **Experience in designing and conducting nationally** representative quantitative or qualitative surveys;
- **Capacity to quickly begin fieldwork directly** after the signing of the contract (the technical proposal should include a work plan, with a timetable for finalizing

- questionnaire, recruitment and training, sampling for data collection; selection of members of the focus groups, logistics to organize those focus group, data processing and analysis);
- Demonstrated strong capacity and experience planning and organizing survey logistics, and proven record of delivering timely results, especially in the context of qualitative assessments;
 - Good network of experienced facilitators of focus groups and in-depth interviews;
 - Capacity to process and analyze the transcripts from the focus groups and in-depth interviews within two weeks of the end of fieldwork (including relevant software to support this process);
 - Demonstrated strong capacity in data management and statistics;
 - Proven excellence in production of written reports and brief presentations of research;
 - Previous survey work with international and donor organization is a plus;
 - Proficiency in English and local Liberian languages/dialects.

Minimum Requirements for Tender Submission

THE FOLLOWING IS REQUIRED:

- I. Providing a list of at least 3 data collection activities the firm has implemented in the past three (3) years. Stated experiences should be backed by official documentation by client worked for with letter of satisfactory completion.
- II. A field manual of the most recent data collection process completed.
- III. CVs of the Management team all key staff who will be part of this assignment
- IV. Description of the firm and individual experience covering:
 - V. Data collection in Liberia or other African countries;
 - VI. Data quality assurance protocols experience
- VII. Estimated timeline.

Reporting Arrangements

The contracted firm will report to YOP Project Management Team (PMT) who will oversee the implementation of this assignment and will provide technical comments and adjustments on the various activities in conjunction with the LACE and MYS staff.

Confidentialities and Data Ownership

The instruments, sampling and the information gathered by field workers cannot be used for personal or professional goals by the selected firm without prior request and approval by LACE and MYS. The information collected is completely confidential and shall not be revealed to any source by the selected firm. The ownership of any information and data belongs to LACE and MYS.

A Consultant will be selected in accordance with the **Consultant Qualification Selection (CQS)** method set out in the Consultant Guidelines.

Interested Individual Consultants may obtain further information at the address below during the office working hours between 8:00AM to 4:00 PM Local time.

Expressions of interest must be received by e-mail at laceyopproject@gmail.com or in hard copy to the address below no later than **Thursday, January 24, 2019, at 4:00 p.m. Local time.**

Attn: Roseline Wiah Ben, Human Resource Director
Liberia Agency for Community Empowerment, Executive Mansion Grounds
Monrovia, Liberia