

**MINISTRY OF GENDER, CHILDREN AND SOCIAL
PROTECTION
GHANA PRODUCTIVE SAFETY NET PROJECT**

**TERMS OF REFERENCE (TOR)
ENGAGEMENT OF FIRMS FOR DATA COLLECTION IN
NORTHERN, SAVANNAH AND NORTH-EAST REGIONS FOR
GHANA NATIONAL HOUSEHOLD REGISTRY (GNHR)**

I. Background & Context

The Ministry of Gender, Children and Social Protection (MGCSP) as a responsible institution to coordinate the implementation of the country's social protection system has proposed the establishment of the Ghana National Household Registry (GNHR), as a tool that serves to assist social protection programs to identify, prioritize, and select households living in vulnerable conditions to ensure that different social programs effectively reach their target populations. The GNHR involves the registry of households and collection of basic information on their social-economic status. The data from the registry can then be shared across programs.

In this context, the GNHR will have the following specific objectives:

- a) Facilitate the categorization of potential beneficiaries for social programs in an objective, homogeneous and equitable manner.
- b) Support the inter-institutional coordination to improve the impact of social spending and the elimination of duplication
- c) Allow the design and implementation of accurate socioeconomic diagnoses of poor people, to support development of plans, and the design and development of specific programs targeted to vulnerable and/or low-income groups.
- d) Contribute to institutional strengthening of the MoGCSP, through the implementation of a reliable and central database of vulnerable groups.

For the implementation of the Ghana National Household Registry, the MoGCSP has decided to use a household evaluation mechanism based on a Proxy Means Test (PMT) model, on which welfare is determined using indirect indicators that collectively approximate the socioeconomic status of individuals or households. It is the most widely used means test in developing countries and consists of collection of observable household features through surveys, which are then used to calculate a score that indicates the household's socioeconomic status. The indicators and their weights are derived from statistical analysis of data from GLSS6, collected in 2012/2013.

The GNHR is expected to be rolled out in all the regions of Ghana through a progressive process. , Already data collections in Upper West and Upper East have been completed and the registry is preparing to undertake data collection in the Northern Region, Savannah Region and North East Region.

The strategy to collect a core set of socio-economic information from all households will be through the **Census Approach**. This entails implementing a house-to-house survey with the objective to visit and register every household by collecting key information that will enable screening for their enrolment into different government programs. The tool used for this survey will be referred to as the **Data Intake Questionnaire**

Computer Assisted Personal Interviewing (CAPI), will be used for the data collection. GNHR has already developed the data collection solution, which has been used successfully in Upper East and Upper West. The same solution will be used for the three regions mentioned. The Enumerators will enter the data directly into the tablet PC during each interview. Once a household interview is completed, the enumerator will validate and synchronize the data to the GNHR central servers, using the internet connectivity provided by the tablets' SIM cards and through a VPN. For areas with limited connectivity, the data should be synced at the end of each day, or once enumerator has reached an area with connectivity

Once data has been uploaded to the GNHR servers, the process of quality checks commence. If inconsistencies are detected, the Quality Assurance of the GNHR will check the data reported by the field teams and will provide feedback as soon as possible, via mobile phones for immediate correction. Fingerprint deduplication and adjudication should commence immediately after data collection. This is to ensure a duplicate-free member database. All records marked as unique, after the deduplication process, will start the validation stage in which the consistency of the data will be verified.

After data validation at the GNHR central database, the system will run the PMT algorithm to the households data sets and a PMT score will be obtained. According to score, the household will be categorized as extreme poor, poor or non-poor. After categorization, qualified households are flagged by the system and made available to Social protection programs

For the implementation and management data on the poor and vulnerable, the MoGCSP has created the GNHR Unit. It is to undertake this assignment that the GNHR seeking to engage **Data Collection Firms** that have the expertise to collect data on households to undertake the registration exercise in the Northern, North-East and Savanna Regions of Ghana.

Description of the Project Area

The Former "Northern Region" which now consists of three new regions (Northern Region, North East Region and Savannah Region) occupies an area of about 70,384 square kilometres. It is the largest region in Ghana in terms of land mass. It shares boundaries with the Upper East and the Upper West regions to the north, the Brong Ahafo and the Volta regions to the south, Togo to the east, and Côte d'Ivoire to the west. The land is mostly low lying except in the northeastern corner with the Gambaga escarpment and along the western corridor now the North East Region. The region is drained by the Black and White Volta Rivers and their tributaries such as the Nasia and Daka rivers. The Mole-Dagbon are, the main ethnic group of the Northern region, the largest subgroups are the Dagomba and the Mamprusi, while the Kokomba, Basaari and Bimoba are the largest of the Gurma group. The Chokosi belong to the Akan while the Gonja and Chumburu

belong to the Guan ethnic group. After a successful referendum in 2018, North East Region and Savannah Region were carved out of the Northern Region with Nalerigu and Damango as the new capitals respectively while Tamale remains the capital of Northern Region.

The Northern Region (old) has been divided into 3 sub-regions, as shown in the table below

Projected Population and households by District					
Northern Region					
	Population			Households	
District	2010	2019		2010	2019
Kpandai	108,816	134,715		16,394	20,296
Nanumba South	93,464	116,342		11,487	14,299
Nanumba North	141,584	174,518		16,914	20,848
Zabzugu	63,815	79,604		6,567	8,192
Yendi Municipal	117,780	146,956		12,721	15,872
Tamale Metropolis	223,252	275,547		35,408	43,702
Tolon	72,990	88,789		8,110	9,865
Savelugu-Nanton	139,283	171,457		14,669	18,057
Karaga	77,706	94,921		7,664	9,362
Gushiegu	111,259	137,772		11,150	13,807
Saboba	65,706	82,667		9,011	11,337
Kumbungu	39,341	48,985		4,133	5,146
Sagnerigu Municipal	148,099	150,016		23,447	23,750
Mion	81,812	101,045		8,842	10,921
Tatale Sanguli	60,039	73,485		6,986	8,551
Total	1,544,946	1,876,819		193,503	234,005
Savannah Region					
	Population			Households	
District	2010	2019		2010	2019
Bole	61,593	76,545		10,160	12,626
Sawla-Tuna-Kalba	99,863	122,460		14,906	18,279
West Gonja	41,180	51,716		6,255	7,855
Gonja Central	87,877	107,159		11,413	13,917
East Gonja	135,450	168,378		18,811	23,384
North Gonja	43,547	55,110		4,793	6,066
Total	469,510	581,368		66,338	82,127
North East Region					
	Population			Households	
District	2010	2019		2010	2019
Chereponi	53,394	67,346		7,116	8,975
Bunkpurugu Yunyoo	122,591	150,018		17,621	21,563

East Mamprusi	121,009	150,011		13,895	17,225
West Mamprusi	121,117	178,825		14,432	21,308
Mamprugu Moagduri	46,894	58,167		5,214	6,467
Total	465,005	604,367		58,278	75,538

Source: Ghana Statistical Service, 21st November, 2019

An interested firm(s) is (are) expected to bid for one of the sub-regions

This Terms of Reference (TOR) describes the scope of work of a Data Collection Firm that will collect socioeconomic data from selected households in Northern, Savannah and North-East regions. The data collection is planned to be conducted between February and March 2020

II. Objectives of the assignment

The objective of this assignment is to undertake data collection by administering the **Questionnaire to all households in the selected districts within the region**. The assignment may be extended, upon satisfactory performance, to cover additional districts in other regions, if needed.

Along this line, the MoGCSP is seeking a small **Data Collection Firm** that has the expertise and capacity to:

- a) Undertake data collection using computer-assisted personal interviewing (CAPI) tools
- b) Perform data quality control on the field during data collection
- c) Perform data Cleaning

The data intake questionnaire will be provided by GNHR. This questionnaire will include a set of socio-economic information, biometrics GPS coordinates & photographic images of household heads and/or caretakers. **GPS coordinates** and **photographic images** and biometrics will enable better identification of households and to decrease the chances of duplication at this point during data collection. The estimated time to fill out the PMT questionnaire for a household of 5 members is about 35 minutes.

III. SCOPE OF THE CONSULTANCY SERVICES

The assignment should be completed in 3 phases:

- *Preparatory phase which includes:* Even though GNHR will provide resources, the firm must ensure that all the logistics for data collection are in place. Both the firms and ISD will be responsible for publicity

- *Data collection from all the districts in the Northern, Savannah and North-East regions:* This includes: recruitment, training and deployment of field staff, distribution of materials and enumeration
- *Post data collection phase:* data processing, data analysis and data cleaning and preparation of reports

The main tasks are:

- Organization and execution of the data collection using the data intake questionnaire provided by GNHR using electronic devices (tablets).
- Recruitment and training of enumerators,
- Performance of data quality controls while data is being entered,
- Organization, cleaning and preparation of final datasets

The activities to be undertaken under this assignment include the following:

- a) Test the tablets and the PMT application to ensure its readiness for accurate and efficient data collection.
- b) Ensure all logistical requirements (assignment of human and material resources) to undertake the field data collection are in place.
- c) Develop operational, recruitment, and supervision plans
- d) Recruit, contract, and ensure timely payment of the agreed amounts for staff involved in the collection of data and ensure timely and high-quality training for enumerators
- e) Ensure high-quality training for enumerators/ Supervisors / coordinators
- f) In collaboration with GNHR prepare staff training curriculum, materials and guidelines for field staff.
- g) Setup and provide logistical support (transport, per-diem, etc. where necessary) to field staff while data are being collected.
- h) Develop enumeration or route maps for each community.
- i) Collect household information by using the Tablet and software. Preference will be given to firm already have tablets for use. GNHR may provide additional tablets to enable the firm meet the proposed timelines.
- j) Ensure the security and proper use of all equipment, electronic devices and hardware
- k) Implementation of checks and controls designed together with the GNHR to ensure the quality of the information being collected during the implementation process and a protocol for returning to the field if necessary when errors for a particular questionnaire reach a certain threshold.
- l) Ensuring that data are maintained and stored in a manner that is fully confidential.
- m) Undertake a Public Information Campaign to inform households about the data collection a few days before the data collection within their assigned geographic area

- n) Manage the field staff team to collect the data based on the specific requirements described in these TOR and in coordination with GSS/GNHR and when necessary, adjust the process execution procedures according to findings of the rollout evaluation and spot check consultants.
- o) Any other activities as may be necessary for the success of the process

Please note contract payment will be linked to satisfactory and timely delivery against the payment deliverables and milestones (as certified by TOR) as listed above

In addition to the task listed above, the Data Collection Firm is also expected to deliver the following reports as part of the contractual obligation:

Type	Content	Frequency
Weekly Update	Achievement of outputs, problems and issues related to implementation; proposed follow up and plan for next week	Every week, effective since contract signing date
Implementation of data collection report	Report on how the data collection has been carried out, description of problems found in the field and how they were resolved	Every Month
District activity final report	Consists of a summary of all activities, achievements and outputs, lesson learned, objectives met, or not achieved, and reasons why, recommendations for further districts.	At the end of data collection in each district
Adhoc Reports	Consists of special reports on particular incidences/processes	As needed
Final Project Report	Consists of a report that notes successes, challenges, and lessons learned during the implementation of the whole Project	At the end of the Project (Region selected)

Quality Assurance – Data Collection

1. Under the guidance and supervision of the GNHR Implementation Unit, the contracted Firm should implement systematic quality assurance procedures to prevent unacceptable practices and to minimize errors in data collection.
2. This will include the following:

- a) Standardized supervision tools. All supervisors shall understand and use standard instruments to follow-up and monitor field activities.
- b) Regular internal discussions among field team to assess progress and challenges;
- c) Documentation of processes. All supervisors should maintain continuous documentation of the achievements and solve any challenges as they occur and does not wait until the last moment;
- d) Regular meetings with the GNHR Implementation Unit to verify and validate progress to minimize bias and manipulation or error;
- e) The Firm must identify ethical, practical, theoretical and methodological issues that need to be considered and how they will be addressed in this data collection process.
- f) The GNHR Implementation Unit has sole copyright and ownership of the all data and documentation resulting from the process.

Public Information Campaign

GNHR in conjunction with the Information Services Department (ISD) would carry out the public Information Campaign. The District officials, Liaison officers and community focal persons will visit the communities to inform the public about the data collection process

Process Evaluation and Spot Checks

GNHR seeks to maintain data integrity, quality and acceptability of its data in the data collection exercise, nationally. It has an MOU with the Ghana Statistical Service (GSS) to vouch for the quality and necessary standards required in the process. To this end, GSS would conduct spot check in all the districts of the regions stated in this TOR. Successful Firms must therefore take note that the GSS exercise would constitute the external M&E as such, they must satisfy the requisite conditions necessary for data accuracy which would include coverage and content analysis to the highest level of acceptability for each district by GSS. Firms that fall short of these standards would have to account for these deficiencies whether by way of content or coverage thereof.

Specific Tasks

The data collection process comprises the following:

A) Inception Report including Logistic Plan and Data Collection Manual

The firm will prepare and submit to the GNHR during the preparatory phase an **Inception Report** which will include a Logistics Plan and Data Collection Manual.

The purpose of **Logistic Plan** is to ensure the smooth implementation of the field data collection and must provide details on the following activities: (i) recruitment for field staff; (ii) schedule

and location of training workshops and stakeholder meetings; (iii) logistics for distribution of all required materials in the field (tablets/smart phones devices, stationary, name tags, mobile phone cards, etc.), (iv) Retrieval of all required materials from the field (tablets/smart phones devices), (v) Regulation/Measures to protect materials from being stolen, damage etc.

The **Data Collection Manual** should outline in detail all aspects of the field work to be conducted by the firm, including but not limited to the following:

- A Project Gantt Chart
- Composition of a field team
- Expected tasks, responsibilities and schedule of delivery of each member of the team
- Number of visits per household
- Transportation and lodging logistics summary from the Logistics Plan
- Sample Control File for data collection
- Protocol for confirming that the location has been correctly identified
- Interview protocols
- Enumerator instructions (manual)
- Supervision and spot check plans to ensure adherence to data collection protocols and confirm quality of data collection and entry, re-visits to households to confirm the validity of the data
- Protocols and procedures for addressing data inconsistencies/miss-reporting when identified
- Data transmission & security protocols

B) Pre-training pilot (field-testing)

Before the field staff training, the firm along-side the GNHR would conduct field-testing of the instruments. The firm must pilot the questionnaires on a selection of 20-30 households 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 GNHR..

The piloting procedures may include but are not limited to the following:

- Enumerator training on the pilot version of the data collection form and pilot testing protocols with sample beneficiaries;
- Revising the draft data collection form to develop the final version for field use and related field manual;
- Enumerators' training led by the pilot testing core team.

The pilots (or pretests) are essential for examining the following sets of issues:

- All the equipment/tools/connectivity/data syncing is working as designed;
- Field teams have a very good understanding of the data collection exercise;
- 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

The pilot will provide useful feedback on length of interview, 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 GNHR 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 GNHR team before the data collection starts. Any changes to the format or ordering of the data collection forms to facilitate implementation must be cleared with the GNHR and fully documented.

C) Training of field staff

GNHR will provide technical training on the use of data collection tools. GNHR will provide Training of Trainers (TOT) to staff of the firm who will be responsible for training field personnel on all aspects of the data collection.

Specifically GNHR will provide training on the following modules to equip the trainers on the various elements in the data collection process:

- a) Overview of the GNHR.
- b) The PMT questionnaire
- c) The equipment for data collection
- d) Public Information Campaign
- e) Management of field data collection

The firm will then be responsible for developing training content and training all staff that will be involved in data collection. GNHR will provide inputs and necessary support for the preparation of the training modules. The training should include instructions and guidance about the process; the management of the instruments used in the process; and the setup, logistics and the supervision of the process. Besides the process overview, the training should be hands-on and tailored to each specific task to be performed.

The firm should train at least 20 percent more interviewers than will be required, so that the best interviewers can be retained after training as well as to replace interviewers who drop out during the actual fieldwork and interviewing. In case the training has finished more than one week before interviewers take place, refresher training needs to be conducted.

The firm must have a well-developed plan to thoroughly train their team supervisors, enumerators and the data entry staff on the data intake forms and the survey procedures. All team supervisors and enumerators are expected to read, study, and understand the Data Collection Manual.

The firm should conduct the training of the interviewers. The training should last a minimum of **three 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 list of enumerators and supervisors, including name, mobile phone numbers, and email address, will be provided to the GNHR at the end of the training and the GNHR may contact them at any time.

D) Data Collection

Enumerators will carry out house-to-house surveys in their assigned areas using the data collection questionnaire via Computer-Assisted Personal Interviewing (CAPI) installed on tablets.

The firm would complete data collection within forty five days (45)to sixty days (60)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 GNHR on a weekly basis.

In case the household is not available for interview, the data collection firm should make up to two additional attempts to visit the household taking into account their circumstances (work schedules and/or household responsibilities). Information on such households and attempts to re-interview should be regularly included in the weekly reports.

E) 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. In addition to close supervision of the data collection exercise by both supervisors, a number of control systems would be introduced to ensure complete coverage of all households in the assigned districts. Using this systems, the supervisors shall closely monitor the quality of the data. In addition, supervisors will be expected to make spot checks in areas covered by enumerators to ensure proper completion of the data intake questionnaires. To successfully achieve this, the firm is required to develop a data quality assurance plan and will also establish and maintain regular communication with the GNHR for progress updates on implementation.

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 household, ii) it is shown that 1% or more of the questionnaire is inconsistently completed. The GNHR 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 **SCT Unit'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).

F) Operational parameters to implement the assignment

The operational parameters to implement the assignment are as follows:

- a) One data intake questionnaire per household.
- b) The firm is expected to cover an entire sample of households provided in no more than 45 working days. Data collection in all regions shall be carried out simultaneously.
- c) The enumeration teams are expected to work not less than 5 days a week with an effective working time per day of 6.5 hours. (Arrangement must be made on public holidays, market days and weekends within the contract if that would be favorable to get effective response.)
- d) Enumerators and supervisors must preferably have a motor bike as some areas would take longer time to navigate by walking.
- e) The basic interview for all households is expected to last for an average of 35 minutes (household GPS coordinates, photographic images of household heads and/or caretakers, and data intake questionnaire interview) plus an average travel time of 5 minutes between households in densely populated communities and 20 to 25 minutes for sparsely populated areas
- f) The number of enumerators and supervisors depends on local requirements. It is recommended that each enumeration team should be composed of a maximum of ten enumerators per supervisor.
- g) When calculating the time that an enumeration team will spend in a community, it is recommended to add at least 15% of the time required for contingencies.

IV Team Composition, Qualifications and Skills:

The Data Collection Firm must have a field team comprising of **at least:** Data Collection Coordinator, Supervisors and Enumerators.

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 consultancy 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 GNHR. It is recommended that each enumeration team should be composed of a maximum of ten enumerators per supervisor.

The firm must, as much as practicable, recruit and train the staff in the respective Districts or communities of the data collection assignment.

1. Data Collection Coordinator

The Data Collection Coordinator is responsible for the staff, logistics and training, as well as for operationalizing the data collection process on behalf of the Data Collection Firm. The Data Collection Coordinator should be a senior staff of the firm.

The specific responsibilities include:

- a) Responsible for the overall timely and accurate implementation of the data collection process;
- b) In-charge of training district coordinators, supervisors and enumerators;
- c) Ensure the successful implementation of the entire data collection process according to the operational plan;
- d) Ensure strict compliance with the methodologies and procedures established for data collection;
- e) Provide technical guidance and troubleshooting services to district coordinators;
- f) Regularly review the quality and quantity of data and ensure its accuracy;
- g) Facilitate full completion of interviews by maintaining close contact with district authorities, community leaders of all data collection areas.

Qualifications: Master's Degree, with at least 3 years of experience in a similar role. Candidates must have strong interpersonal, communication and organizational skills.

2. Supervisors

The Supervisor is responsible for managing the planning and execution of the data collection in one enumeration area and providing technical support to the enumerators during fieldwork. S/he will report to the Data Collection Coordinator.

Specific tasks to be carried out by the Supervisors are:

- a) Participate in training workshops to be prepared by the firm and get well acquainted with the data collection process;
- b) Undertake overall planning for the data collection in a specific enumeration area, as per the Logistics Plan of the firm;

- c) Distribute the materials and hardware needed by the team.
- d) Coordinate the logistics required.
- e) Ensure the safety and proper handling of hardware.
- f) Inform the Data Collection Coordinator about the implementation of the data collection process.
- g) Maintain a close liaison with local community leaders, public representatives and government officials to ensure entry to communities and understanding of the purpose of data collection;
- h) Provide technical guidance to enumerators to ensure quality of the process;
- i) Organize and lead the daily debriefing meetings with the enumerators at the end of each day.

Qualifications: Candidates should have at least a Bachelor's and at least 3 years of experience in similar jobs requiring personnel supervision and teamwork. Candidates must have strong interpersonal communication and organizational skills. Good knowledge of the community. Experience on the use of CAPI is an advantage.

3. Enumerators

An enumerator is responsible for the filling of data intake questionnaire with the use of tablet for data collection. They will interview household representatives (usually household head) and work closely with their colleagues in the enumeration area. Every enumerator will report to his/her Supervisor.

Specific tasks to be carried out by an Enumerator are to:

- a) Participate in training workshops and get well acquainted with the data collection process;
- b) Conduct interviews with household heads/representatives and fill the data intake questionnaire;
- c) Assure quality work by filling the questionnaire as completely as possible, and without any errors;
- d) Discuss in detail the observations and follow the suggestions by the Supervisor, in order to ensure quality of the data collected.

Qualifications: Candidates should have a minimum of a Higher National Diploma 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. Enumerator should be conversant in the local dialect of the particular area/District the application is sought.

4. Community Focal Persons (CFPs)

The CFP will serve as the primary communication channel to Households (HHs) and facilitate community mobilization. Large communities will be zoned into smaller units and a CFP will be assigned to each zone. A CFP shall perform the following functions:

- a) Notify HHs of registration dates and times through a third wave PIC.
- b) Carry out community structure listing by giving each residential structure a number with GNHR prefix.
- c) Undertake Community sensitization on the data collection exercise.
- d) Assist enumerators in household identification and listing during the Proxy Means Test data collection.
- e) Assist in addressing case management issues.
- f) Act as liaison between the community members and enumeration teams (ET).
- g) Assist the enumeration teams (ET) to do community entry.
- h) Assist in the arrangement of accommodation for the enumerators at places where they have to stay in those communities for extra days.
- i) Validate enumerated community data provided by GNHR.
- j) Conduct home visits to track and refer case management cases.
- k) Follow up complaints brought to them by community members.
- l) Help community members fill out case management forms.
- m) Provide feedback to the GNHR about what the community says about the exercise.

Qualification: Candidates should have a minimum qualification of Senior High School certificate. S/he must be able to speak the local dialect and be familiar with the target community. The preferred candidate should understand community conflict and complaints resolution mechanism and be prepared to make time to handle information updates requests from the community. It is strongly recommended that the preferred candidate is approachable and accepted by members of the community.

V. REPORTING REQUIREMENTS

The data collection firm shall deliver the following outputs:

- a. Inception Report including a logistics plan and data collection manual which will be submitted to GNHR during the process planning phase.
- b. Field staff training curriculum, materials and guidelines for field staff.
- c. Weekly report on achievement of outputs, problems and issues related to implementation; proposed follow up and plan for next week.

- d. Implementation of data collection report on how the data collection has been carried out, description of problems found in the field and how they were resolved etc. Descriptive statistics of the data.
- e. Delivery of final report relating to the overall organization and execution of the data collection
- f. Ad hoc reports that would be required should any issue arise

VI. Qualification Requirements for Data Collection firm

To be considered for this activity, the firm must demonstrate capacity and capabilities in the following:

- a) Demonstrated experience in implementing data collection in Ghana or neighboring West African countries over the past three (3) years. Experience should be demonstrated by providing evidence of at least three (3) Data Collection activities the firm has implemented. Stated experiences should be backed by official documentation by Clients worked for with letter of satisfactory completion. **Experience in carrying out similar exercise in catchment areas or Northern Sector would be an added advantage.**
- b) Demonstrated strong capacity and experience in planning and organizing data collection logistics, including the design and implementation of protocols to ensure high quality data
- c) Evidence of Capacity to store and maintain data in a manner that protects respondent's identities.
- d) The applicants should submit the field manual of the most recent data collection process completed.
- e) A duly registered business entity and has been engaged in the business of providing consulting services that has not been declared ineligible to participate in any public tender in Ghana or elsewhere.
- f) Availability of managerial and technical capacity of the firm to provide the desired services.

Minimum Requirements for Tender Submission

The following is required:

- a) 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.
- b) A field manual of the most recent data collection process completed.
- c) CVs of the Management team all key staff who will be part of this assignment
- d) Description of the firm and individual experience covering:
 - Data collection of households in Ghana or nearby counties in West Africa;

- Data quality assurance protocols experience
- e) Estimated timeline and proposed budget.

VII. CLIENT'S INPUT

The Client will provide the following inputs: estimates of households to cover per district/region, data intake questionnaire, as well as relevant project data and reports to facilitate the work of the consultant. In addition, the clients shall prepare introduction letters to the authorities of the districts for data collection when necessary.

VIII. Confidentiality and data ownership

All data is confidential and the property of the MoGCSP. No data or other information from this survey will be released to third parties without the written approval of the MoGCSP. The firm will turn over all data, data collection tools and other material to the MoGCSP and will not retain any information or material after the survey data collection has ended.

IX. Duration of the assignment

The Data Collection Firm will undertake the assignment from May 2020, or in 3 months after the contract signature.

X. Reporting Requirements

The Data Collection Firm shall report to the National Coordinator for GNHR

XI. Financial Arrangements

The Consultancy fee shall be paid as per financial guidelines of the World Bank and Government of Ghana. Payment will be disbursed in installments as spelled out in the consultancy contract.

XII. XI: Selection Criteria

The Consultancy Firm will be selected using Quality-Cost Based Selection (QCBS) method as specified in the World Bank's "Procurement Regulations for IPF Borrowers ("Procurement Regulations") dated July 2016 and revised in November 2017, and is open to all eligible Bidders as defined in the Procurement Regulations.