Global Communities is seeking an experienced institution/organization an experienced Computer Assisted Telephone Interview (CATI) for providing data collection services to facilitate processes of verification of program beneficiaires and PDM survey for the BHA-funded CLEAR program.

SUBJECT:	Service provider for data collection (verification, PDM, endline) for CLEAR program needs
PERIOD OF PERFORMANCE:	Up to 12 months
PLACE OF PERFORMANCE:	Ukraine, interviews by phone (different oblasts and hromadas depending on the program coverage)
LOE (Level of Effort) DAYS:	Approximately max 7,440 interviews (see the table below for details)

OBJECTIVE:

Since the start of the war in February 2022, Ukraine has faced severe challenges, including damage to critical infrastructure, disruption of essential services, and one of Europe's largest displacement crises since World War II, with over five million internally displaced people (IDPs) and 6.3 million seeking refuge globally.

In collaboration with the USAID/Bureau for Humanitarian Assistance (BHA), the Community-led Emergency Action and Response (CLEAR), will be working to address the protection, shelter and settlements, WASH, and economic recovery needs of an estimated 17,000 conflict-affected individuals in Ukraine following a localization approach in emergency response. the program activities were implemented in collaboration with local CSO partners in 7 oblasts.

This goal directly aligns with BHA's mission to save lives, alleviate human suffering, and reduce the physical, social, and economic impact of disasters, by investing in capacity sharing and localization, to ensure sustainable humanitarian response and recovery, strategically linking humanitarian programming with recovery and development efforts, and ensuring war-affected communities have access to life-saving protection services, including WASH and shelter NFIs to support immediate needs, repairs to household and community infrastructure damaged by the war, and grants to small businesses to catalyze the economic recovery of war-affected communities.

PURPOSE OF THE ASSIGNMENT:

In order to ensure a high-quality process of carrying out the distribution cycle according to BHA`s standards, Global Communities is looking for a professional organization as a third-party provider of data collection services.

It is important to highlight that the implementation of this assignemnt cannot be carried out by the performers of the standard distribution cycle, such as registration of participants and/or direct distribution of assistance of any type.

The size of each data collection cohort and the timing are highly dependent on a number of circumstances and changing operational conditions, which is why GC is looking for an independent contractor with sufficient human and qualification resources (an experienced Computer Assisted Telephone Interview (CATI)) is required to ensure efficiency and flexibility in providing the required results without loss of quality.

SPECIFIC TASKS:

The service provider will be expected to do the following:

1. Verification (approximately 3,000 interviews),
2. Post-distribution monitoring (PDM, approximately 4,000 interviews),
3. Endline assessment (approximately 440 interviews).

All processes are ensured by personal interviews conducted by telephone inside Ukraine.

Interviews are conducted with potential participants and participants of the CLEAR program who provided their data in accordance with all requirements of Ukrainian legislation. The interviews will be conducted between May 2024 and January 2025. The first round of interviews will focus on verification of the selected aid recipinents and will be followed by several rounds of PDM. The endline assessment will be conducted in Novemebr – Decemebr 2024.

It is assumed that the organization will be able to provide technical autodialing, a technical report on the availability of respondents and other technical characteristics of automatic dialing, for example, such as but not limited to: maximum call length, minimum call length, various indicators of the availability of respondents in different localities and at different times. The service provider should also be able to auditorily monitor a specific conversation in order to monitor the quality of work performed throughout the contract from GC MEL team.

The service provider should be ready for an unevenly distributed workload throught the year given that each data collection task will be linked to specific program activities, which, in turn, will be based on the evolving context of humanitarian assistance in Urkaine. The parameters and required sample for each round of data collection will be provided by the MEL GC team at least **3 days** before the desired start date.

GC will provide with questionnaires for conducting interviews and a data entry framework (a database), which will be hosted on GC's platform on CommCare. In addition, the GC will provide training for interviewers and the team of the performing organization to conduct interviews of proper quality according to the requirements of this assignment. It should be noted that interviews will be conducted only by interviewers who have successfully completed the training.

EXPECTED DELIVERABLES:

- A cleaned dataset for all completed registrations with verified information, where needed.
- A short (2-3 pages) process report of all activities conducted, encountered challenges and applied solutions, feedback from the participants, as well as photos where appropriate.

Please note that an analytical report is NOT required for this assignment.

Task	Quantity	Description
Verification interview	3,000	This type of interview is conducted to check the quality of information previously obtained during registration. Conditions: conducted with potential program participants already registered by another data collection entity; average duration is 15 minutes.
PDM interview	4,000	This type of interview aims to collect data on the opinions of program participants regarding the conditions, processes, and results of assistance. Conditions: conducted with humanitarian assistance recipients after a certain period of time (typically, 30 days); average duration is 35 minutes.
Endline interview	440	This type of interview aims to collect information on key performance indicators at the end of the program. The average duration is 30 minutes.

EXPECTATIONS

The data collection firm will provide and/or oversee the following:

- Recruit and manage a sufficient number of enumerators to complete the expected amount of work in the expected timeline.
- All enumerators involved in this task are fluent in Ukrainian and Russian.
- Cover any costs associated with phone credit, equipment, office supplies, or any other costs necessary to successfully complete the outlined activities.
- Use IP telephony, with the ability to record all calls made and store them until the completion of the project in order to control the quality of the work of operators by GC.
- Conduct all data collection as specified in this SOW.
- Track completed interviews, unsuccessful interviews, and callbacks to unresponsive numbers 3 times or more (till 7) if the availability factor is significantly reduced.
- Redo of any interviews that do not meet GC quality standards.

COORDINATION AND SUPERVISION:

It is expected that the organization will provide coordination of the entire project, the manager of which will be in constant focal point for the GC MEL team.

In addition, the ability to provide quality supervision and process quality control is expected, and it is recommended that one supervisor be used for every 10 active enumerators.

Supervision on the performer's side should include the ability to track the quality of work performed as a whole and of each interviewer separately; prompt intervention by the supervisor in case of inaccuracies is required and decision-making on additional training and/or replacement of the interviewer if necessary.

All regular quality control processes are carried out by the performing organization, however, the GC MEL team reserves the right to conduct spot quality checks.

Since technically the data entry program does not assume storage of completed questionnaires on the contractor's side, the service provider is only required to provide technical reports on the progress of work and quality control.

It is emphasized that data synthesis and analysis are not required for this assignment.

APPLICATION REQUIREMENTS:

- Please clearly list price-per-interview.

- Please ensure that price-per-day includes all associated costs, such as insurance, per diem, communications, etc.

- Propose and justify a suitable number of enumerators to complete the abovementioned number of registrations within the proposed timeline.

- Propose and justify an adjusted timeline, if required.

- Outline a Quality Assurance (QA) process, including daily updates specified above, and coordination steps with GC in case of issues / challenges.

- Attach a list of previously completed or ongoing similar data collection projects, preferably for MPCA / NFI distributions or other relevant international humanitarian assistance for international NGOs or donors.

SELECTION PROCESS:

Global Communities is looking for institution/organization with the following knowledge and experience:

- Officially registered in Ukraine.

- Preferably already has (provide the list of CVs) or able to recruit a team of enumerators

- Substantial experience with structured (quantitative) data collection by CATI preferably region, for MPCA / NFI distributions or other relevant international humanitarian assistance projects.

  - Please ensure that this is presented in the form of a portfolio[1] that includes name of the project, name of the donor / client, dates and location, methodology / data collection methods, overall budget (if available), donor / client contact person (if available), and a short description (2-3 sentences).

- Substantial experience with digital data collection tools, in particular CommCare and Kobo.

  - Please ensure that this information is reflected in the portofolio document described above for all relevant projects.

- Experience of cooperation with international projects/donors, preferably with USAID and / or BHA - add this into table with relevant experience for last 5 years.

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[1] Could be a structured word document or a table.

o   Please ensure that this information is reflected in the portofolio document described above for all relevant projects.

SELECTION CRITERIA WITH POINTS:

Previous Experience – **30 points**

A portfolio document that includes name of the project, name of the donor / client, dates and location, methodology / data collection methods, overall budget (if available), donor / client contact person (if available), and a short description (2-3 sentences).

Price – **40 points**

The lowest price cost proposal will receive the highest score. Higher priced cost proposals will receive a correspondingly lower score. Please include your LoE calcualtions and total budget in a separate Excel file.

The formula for evaluating price is as follows:

$S = (40 \times LP)/ OP$, *where "S" is the score, "LP" is the lowest price, and "OP" is the offered price under consideration.*

Technical Proposal – **30 points**

The extent that the Offeror's offer demonstrates a clear and effective overall technical approach to performing the requirements described in the Scope of Work. The Offeror shall demonstrate its understanding, ability, and overall approach to performing the requirements described in the Scope of Work, as well as outline proposed staff to complete the assignment.

Technical Proposal should include and justify a suitable number of enumerators, an adjusted timeline, a Quality Assurance (QA) process, including daily updates specified above. To support the Technical Proposal, the Offeror may include a number of selected documents, such as:

- List of enumerators CVs (if enumerators are already available) or commitment to hire on time

- Resume of all team members (key staff to be assigned to the project)

- CATI description approach

- Other documents that can strengthen the technical proposal