

JAMAICA

MICS Plus

Request for Proposals – Data Collection Services Contractor

160 days over a period of 14 months

TITLE	Data Collection Services Contractor
LOCATION OF ASSIGNMENT	Kingston, Jamaica
LANGUAGE(S) REQUIRED	English
DURATION OF CONTRACT	160 days over a period of 14 months
CONTRACT TYPE	INSTITUTIONAL
CONSULTANT REPORTING TO	UNICEF M&E Specialist

1. BACKGROUND

MICS Plus is an initiative of UNICEF's Multiple Indicator Cluster Surveys (MICS) programme, to support countries in conducting phone surveys for the collection of representative data on a frequent basis, and real-time reporting.

MICS Plus methodology combines the power of representative, statistically robust household surveys, with the ability of reporting on a real-time basis over an extended period by using CATI (Computer Assisted Telephone Interviewing). Essentially, the mode of data collection is based on direct phone calls to respondents, as opposed to traditional face-to-face interviewing, with the data being entered into a CAPI application in real time.

With increasing ownership of mobile phones and expanding mobile phone network coverage, there is an unprecedented opportunity to use telephones to collect population-based data. MICS Plus uses the households of a regular MICS survey as a sample frame for rapid phone surveys that can be quickly analyzed and disseminated. MICS Plus focusses on data gaps that require high frequency collection or that change seasonally. Due to the flexible nature of MICS Plus, the approach and methodology can be used for numerous purposes, such as collecting certain MICS indicators with high frequency, for emerging issues such as crisis monitoring, measuring program coverage and opinion polling.

MICS Plus results are released typically through a series of online dashboards which highlight the key findings of each wave of the survey and trend data for specific indicators of interest. The results dashboards change over time as new data are added.

The Jamaica MICS, 2022 collected the necessary information to establish a database that will allow the implementation of the Jamaica MICS Plus, 2023-2024. In order to maintain the integrity of this MICS sample frame, the MICS Plus must be implemented as soon as possible after the end of the MICS data collection.

2. OBJECTIVES & EXPECTED RESULTS

With the Population and Housing Census currently ongoing, the Statistical Institute of Jamaica is unable to undertake the field components of the Jamaica MICS Plus, as would be customary for a national survey. UNICEF therefore seeks proposals from qualified firms specialized in data collection using the CATI modality, to complete all field aspects of the survey (customization of the CAPI application, recruitment of interviewers and supervisors, facilitation of field staff training, piloting of the questionnaire and collection of the data), with the first wave of data collection in February 2023.

The main objective of this contract is to effectively and efficiently implement all activities associated with data collection for the Jamaica MICS Plus 2023-2024, ensuring alignment with MICS Plus standards and protocols.

Specifically, the selected consultancy firm will:

- ✓ Provide the fieldwork staff as indicated below (interviewers and supervisors and data processing expert).
 - 2 Supervisors
 - 15 Interviewers
 - 5 Back-up field staff (selection of best performing/replacement)
- ✓ Supervise a small, competent workforce to pilot the questionnaire.
- ✓ Provide the necessary facilities to train and supervise a competent workforce to execute data collection. Training of fieldwork staff will follow MICS Plus guidelines, with duration of three days for the pilot training and two days for each refresher training in subsequent waves.
- ✓ Adaptation of Jamaica CATI/Data Entry application and set up of tablets for interviewers and supervisors.
- ✓ Data Collection – conduct recorded telephone interviews at the selected households, without any unauthorized replacement of households, and carry out call-backs at applicable households to ensure a response rate of at least 85 percent. Selection of the households, as well as any possible replacement, will be done by the UNICEF MICS Plus team and provided to the contractor. The data collection will be conducted in six waves over a period of one year, with a bi-monthly frequency, starting in February 2023. It is estimated that the data collection will run for three weeks in the first instance, then for a period of two weeks in each wave thereafter.

3. DESCRIPTION OF THE ASSIGNMENT

Under the guidance of the MICS Plus Coordinator, the selected contractor will undertake and support data collection activities for the Jamaica MICS Plus 2023-2024 in accordance with MICS Plus guidelines. The exercise will cover approximately 2,000 households across the fourteen parishes of Jamaica. It is anticipated that the contract will cover the period January 2023 to March 2024, for a total of 160 days.

For each wave of data collection, a questionnaire of duration 15-20 minutes will be administered to a knowledgeable, adult household member. Additional information on the MICS Plus methodology are available on the MICS website at <https://mics.unicef.org/mics-plus/methodology-and-use>.

Listed below are the main activities to be undertaken by this contract:

- ✓ **CATI/Data Entry Application.** Relevant data processing staff will be trained in customizing the MICS Plus CATI/data entry application. The application must be fully customized to reflect the Jamaica MICS Plus questionnaires. The CATI/data entry application is then piloted and finalized. The customization is supported by the UNICEF MICS Plus Data Processing Team and the National MICS Plus Coordinator. The Consultancy firm should include in the team an expert on CSPro with experience supporting data collection using tablets.
- ✓ **Data Collection Training and Pilot Study.** The selected firm will provide logistical support and required number of supervisors and interviewers for field staff training, including a pilot study. Once the CATI application has been finalized, when needed, the data collection staff will participate in a refresher training before starting data collection.
- ✓ **Data Collection and Quality Checks.** The data collection team will send out SMS notifications to selected households before making the interview calls. The interviewers will administer the questionnaire via telephone call and record the data on the tablet simultaneously, over a period of three weeks in the first wave and two weeks in subsequent waves. The MICS Plus process involves monitoring of data collection progress and quality by the UNICEF MICS Plus Team daily, with issues identified in the data being addressed immediately. The supervisors will listen to the interviews in real time and retrain interviewers as necessary, as well as listen to randomly selected recordings of interviews (with respondent's consent) to ensure the data is being recorded correctly. The submitted proposal should include details of proposed quality assurance activities.

Survey tools, include but are not limited to, questionnaires, instructions for interviewers, CATI applications for customization, etc., will be provided by UNICEF MICS Team.

Equipment/Supplies:

For more efficient use of resources UNICEF will:

- Provide Windows tablets with accessories compliant with MICS Plus standards in the indicated numbers:
 - Interviewer tablet and accessories (case, screen protector, spare stylus, SD Card; portable charger (1 per interviewer)): Total of 20
 - Supervisor tablet (case, screen protector, spare stylus, SD Card; portable charger (1 per supervisor)): Total of 2

The survey firm will be required to:

- supply all other equipment necessary for conducting the activities including call center equipment, telephones, headsets, stationery, and other equipment for field staff such as PPEs (facemasks, hand sanitizer) necessary to conduct the data collection.
- WIFI connection for data transfer
- procure training/data collection venue that meets the standard for telephone interviewing (adequate space/partitions between interviewers), accommodation and refreshment to support training and data collection exercises.

The Contractor is required to include the estimated cost of travel, both for attendance at training and data collection activities, in the financial proposal.

4. ETHICAL CONSIDERATIONS

Household surveys typically raise a number of ethical questions, particularly surveys that pertain to the health of children and other household members. Such questions relate to individual rights to privacy, the need for informed consent, and responsibilities that arise upon uncovering potential health problems in a survey.

Confidentiality of Data and MICS Plus Documents

All staff involved in data collection must respect the complete confidentiality of the MICS Plus data as well as any specific MICS Plus documents that will be produced throughout the Project. Documents and datasets should be used only for the tasks related to these Terms of Reference.

All information provided to the interviewers should be kept strictly confidential. Records should be securely stored. Before starting any recording, the interviewers must inform respondents and obtain his/her consent.

Compliance with ethical guidelines

To ensure that the key ethical principles for the conduct of evaluation involving human subjects are followed, each potential respondent will be given full information about the survey, including the purpose and potential benefits of the study, their rights, and how the information collected will be used. They will also be informed that all data will be kept confidential.

5. DELIVERABLES:

- Inception report detailing staff recruitment and training plan and updated timeline;
- CATI application: Final customized CATI application is produced for each wave of the data collection, with the guidance of the UNICEF Data Processing Team;
- Training of data collection staff and piloting of the questionnaire and data collection system completed and report on the exercise generated for each wave of the data collection – training will be supported by the MICS Plus Coordinator and UNICEF MICS Plus experts.
- Data collection is completed for each wave of the survey at approximately 2,000 household, with a response rate of at least 85 percent. A report on the activities should be generated at the end of each data collection wave, including a report on monitoring activities conducted and steps taken to ensure data quality.

6. PAYMENT SCHEDULE

Deliverables	Completion Dates	Amount Payable
Signing	December 12, 2022	10%
Inception report submitted, detailing training plan, timelines and recruitment plan	January 6, 2023	
CATI application for the first data collection customized, tested, piloted and finalized, and staff recruited	January 30, 2023	10%
Report submitted on the refresher training and completion of 1st wave of data collection	March 10, 2023	15%
CATI application updated, piloted and finalized as necessary for 2nd wave of data collection	March 30, 2023	10%
Report submitted on the CATI application update, training and completion of 2nd wave of data collection	May 5, 2023	
CATI application updated, piloted and finalized as necessary for 3rd wave of data collection	May 31, 2023	10%
Report submitted on the CATI application update, training and completion of 3rd wave of data collection	July 5, 2023	

CATI application updated, piloted and finalized as necessary for 4th wave of data collection	July 31, 2023	10%
Report submitted on the CATI application update, training and completion of 4th wave of data collection	September 5, 2023	
CATI application updated, piloted and finalized as necessary for 5th wave of data collection	September 30, 2023	10%
Report submitted on the CATI application update, training and completion of 5th wave of data collection	November 6, 2023	
CATI application updated, piloted and finalized as necessary for the 6th wave of data collection	November 30, 2023	25%
Report submitted on the CATI application update, training and completion of 6th wave of data collection	January 25, 2024	

7. QUALIFICATIONS, EXPERIENCE AND COMPETENCIES:

The desired firm should have a suitable infrastructure, workspace, staff cohort and necessary equipment to implement a survey of this modality and magnitude.

The team for this assignment should include:

- At least one team leader to coordinate the overall data collection operation;
- One to two team members with collective expertise in quantitative data collection and quality assurance;
- A data processing expert with experience programming CSPro and using tablets and telephones for data collection; and
- The ability to recruit and manage a complement of at least 20 data collection staff.

The successful firm must demonstrate the capacity to conduct the activities and show relevant experience in implementing quantitative surveys in Jamaica.

8. REQUIREMENTS FOR SUBMISSION OF PROPOSAL

The applicants must submit to the UNICEF JAMAICA office for review:

1) **A technical proposal** indicating:

- corporate profile – previous work experience (samples of similar work carried out and published), description of infrastructure, etc.;
 - ✓ Range and depth of experience with similar projects
 - ✓ Samples of previous work
 - ✓ References
 - ✓ Key personnel: relevant experience and qualifications of the proposed team for the assignment, list and profile of staff to be engaged in the implementation of the assignment (CVs included), and description of their responsibilities;
- proposed approach and methodology, including detailed proposal with main tasks, sound methodology to achieve key outputs, and data quality assurance plan.
- proposal should present a realistic implementation timeline; risk and mitigation measures, including adaptations for the covid-19 pandemic; ethical considerations and how the contractor will address these.

2) **Financial proposal:** specifying the total budget estimated in Jamaican Dollars (JMD) as well as a detailed breakdown of budget items as per the technical proposal, linked to deliverables. The price should be broken down for each component of the proposed work, based on an estimate of time taken which needs to be stated.

All cost implications required for completion of the assignment should be factored including meeting costs, transportation and accommodation.

The technical proposal should address all aspects and criteria outlined in this Request for Proposal and will be evaluated against the following elements

The Technical Proposals will be evaluated against the following:		
REF	CATEGORY	POINTS
1.	Overall response: <ul style="list-style-type: none"> • Completeness of response • Overall concord between RFP requirements and proposal 	5
2.	Company/key personnel/: <ul style="list-style-type: none"> • Range and depth of experience with similar projects • Existing infrastructure • Evidence of previous work • References • Key personnel: relevant experience and qualifications of the proposed team for the assignment 	35

3.	Proposed methodology and approach: <ul style="list-style-type: none"> Detailed proposal with main tasks, including sound methodology to achieve key outputs Proposal presents a realistic implementation timeline 	25
4.	Risk and mitigation measures are clearly explained	5
Total Technical		70
Only proposals which receive a minimum of 50 points will be considered further.		

PRICE PROPOSAL

The total amount of points allocated for the financial component is 30. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/institutions which obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price.

9. SUPERVISION

The selected contractor will be supervised by the UNICEF Monitoring and Evaluation Specialist and the MICS Plus Coordinator. They will evaluate performance and certify invoices for payment, in accordance with deliverables. Survey implementation will be supported by Technical and Steering Committees comprising representatives of the implementing and strategic partners.

Final approval of key deliverables will lie with the Regional and Global MICS Plus Teams.

10. REMUNERATION, TIMEFRAME AND DURATION

The consultancy will commence by January 2, 2023 and terminate on January 31, 2024 following approval of the final dataset. Contractors interested in applying for this consultancy will be asked to submit separate technical and financial proposals. Technical proposals should include a proposed design, methodology and company profile (with relevant CVs). Financial proposals should cover all aspects of the study. The ratio between the technical and financial criteria established will be 70/30 (technical/price), given the importance of the technical aspects of this assignment.

Payments will be made as indicated in Section 6, Payment Schedule, upon the satisfactory completion of tasks. Changes to the agreed dates for deliverables must be mutually agreed in writing by UNICEF and the selected firm. UNICEF reserves the right to impose a **penalty of payment** on the following conditions: a) unsatisfactory delivery; and b) unjustifiable late completion of deliverables (by five days or more), through a 10% deduction of the cost of the assignment.

The Contractor will be responsible for determining their tax liabilities and for the payment of any taxes and/or duties, in accordance with local or other applicable laws

OWNERSHIP OF OUTPUT:

All related deliverables and materials under the contract shall be owned by the Government of Jamaica and used by UNICEF, upon consultation with GOJ, for the benefit of the project.

11. HOW TO APPLY

Interested and suitable parties are invited to submit in separate emails, technical proposal and budget proposals on or before **23:59 Kingston Jamaica time, 28th November 2022**, to the following email address: jam-procurement@unicef.org

Detailed TOR will be posted on our website: <http://www.unicef.org/jamaica/>

Technical Proposals should be submitted titled “Technical Proposal – Jamaica MICS Plus Data Collection”

Financial Proposal should be submitted titled “Financial Proposal – Jamaica MICS Plus Data Collection”

Documents should be attached in PDF format only; no physical proposals will be accepted at the Office.

To apply, **click** on the Apply link provided. Submit the CV and the supporting documents that include the methodological note and the financial proposal and the 3 references. In case of doubts please send your queries to Charlene Buckley (cbuckley@unicef.org) at least 3 working days before the deadline.

Developed by:

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