TERMS OF REFERENCE

Data Collection Services
Middle East Regional Programme (MERE-P) – Lebanon Mission

CONTEXT
Programme context
HI is an independent international solidarity organization which works in situations of poverty or exclusion, conflict and natural disasters. Working alongside people with disabilities and people in vulnerable situations, the association takes action and speaks out in order to meet their essential needs and improve their living conditions. Since its creation, this international solidarity organization has set up development programs in over 60 countries and works in various emergency contexts.
HI has been operating in Lebanon since 1992, implementing several projects in the Palestinian refugee camps and clusters (rehabilitation and promoting the rights of people with disabilities, and mental health work). The association has since continued to provide emergency assistance in the crises that have rocked the country and region. This includes supporting people with disabilities campaigning for their rights (national level) and provide emergency care services (North of Lebanon and Bekaa), carrying out mine clearance operations in the North and Mount Lebanon, providing psychological and psychosocial support to refugee children and supports the inclusion of children with disability at school in the country.

Contracting department
The Regional MEAL Unit was founded in HI Middle East Regional Programme (MERE-P) beginning of 2020. The unit strategy and goals are according to HI Planning, Monitoring and Evaluation Policy – 2015. HI MERE-P wishes to systematise the use of mobile technology in order to collect data that is relevant for projects’ outputs, outcomes and impact.

Explanation of the reason for the mission
HI is seeking to select an experienced company in data collection, analysis and reporting of different stakeholders supported by various HI projects. Specifically, mobile data collection using SurveyCTO Software, and data analysis using Microsoft Excel, statistical approaches and SPSS. The company is expected to provide a technical and financial offer as explained below with specific details related length of surveys, modality of conducting data collection, delivery of clean data ready for analysis and analysis of primary and secondary data; keeping into consideration the protection of individual personal information, confidentiality of collected data, and full ownership of HI on the collected data. The services requested after selection shall be on ongoing basis and as per the request of HI, where the contracting company shall commit to deliver the different services as per the period of the contract.

DESCRIPTION OF THE EXPECTED SERVICE(S)
- Data collection, cleaning and analysis of beneficiaries, partners, authorities’ officials, training participants and/or other stakeholders quantitative and qualitative data through Surveys, Questionnaires, Key Informant Interviews, Observations, Focus Group Discussions and other modalities of data collection.
- Services requested:
  1. Data Collection:
     a. Quantitative Data Collection (must be using tablets or smart phones).
     b. Qualitative Data Collection
  2. Data cleaning
  3. Data analysis
4. Report writing
Specifically, for data collection services it could be requested to be done face-to-face through home visits and/or over the phone. Therefore, the prices given shall include transportation and/or communication costs.

All deliverables will be according to the Purchase Orders (PO) when selected.

The applying company is responsible of all the needed equipment for the data collection (except for SurveyCTO License), including tablets, printing papers (if any), laptops, cars, etc.

CONSULTANCY COMPANY PROFILE
1. The following are Mandatory for the consultancy company:
   a. At least 5 years of collective experience in data collection, analysis and reporting;
   b. Previous experience in conducting assessments and/or evaluations using quantitative and qualitative approaches;
   c. Registered in the country of application;
   d. Availability of tax registration or number;
   e. Availability of at least 4 employees with at least 1-year experience in data collection using quantitative and qualitative methods. As well as, proficiency in Arabic language (local Arabic);
   f. Availability of at least 1 employee with at least 2-years’ experience in managing and supervising data collection processes. Proficiency in English language preferred;
   g. Proficiency in English language for the main focal person of the company.
2. The following are Preferred for the consultancy company:
   a. Available branches in one or all of the following countries other than the one applying in (Jordan, Egypt, Occupied Palestinian Territories and Lebanon);
   b. Availability of at least 1 employee with at least 2-years’ experience in conducting data analysis and interpretation.

DURATION AND PLACE OF PERFORMANCE OF THE SERVICE
- Start date: January 1st, 2022 – first quarter of 2022
- End date: December 31st, 2022 with possibility of extension.
- The contract with the consultancy company will be for one year. However, services are on request basis.
- Consultancy company will commit to initiate the services requested (through POs) within 1 week of request detailing the timeline of each exercise requested.
- Place of performance:
  1. Akkar governorate;
  2. North Lebanon governorates;
  3. Baalbek-Hermel governorates;
  4. Mount Lebanon governorates;
  5. Beqaa governorates;
  6. South Lebanon governorates;

WORK PLAN
- Based on the proposed schedule included in these Terms of Reference, the consultancy company should establish a work plan for the completion of the services requested.
- The work plan should give a clear description of how the consultant intends to approach the activities necessary to the service’s completion
- The plan should indicate the rate of progress and/or level of completion of the service, including criteria and indicators for checking that it is proceeding as planned.
REPORT
➢ After finalising each data collection exercise, the consultancy company is expected to deliver a summary report (in English language) on the completed exercise including but not limited to the following:
  1. Introduction to data collection exercise.
  2. Methodology used (including, completed data collection figures, timeline, limitations, etc.)
  3. Summary findings;
  4. Recommendations for improving data collection process.
➢ Submission date: Summary report and clean data collected within maximum 5 days of finalising the data collection.

CONTACT PERSON
➢ During the performance of the service, the consultant will be required to work in liaison with HI teams, and notably with Regional MEAL Manager, in addition to Country MEAL Technical Officer (main contact person) and Country Information Management Officer.

ETHICAL CONSIDERATION
➢ The contracting company is expected to respect HI Safeguarding which includes (but not limited to) Code of Conduct, Child Protection Policy, Protection against Sexual Exploitation Abuse and Harassment Policy, and Anti-Fraud, Bribery and Corruption Policy.

Administrative and technical annexes
The following are the required documents to be submitted in order to be eligible candidate for the consultancy service:
I. Technical Offer that includes Methodological approach/work plan adopted for the service,
II. Previous sample of relevant work (data collection, assessments, evaluations, etc.),
III. Consultancy company cover letter that presents their relevant experience and competencies to the requested service,
IV. CVs of at least 4 data collectors and supervisor/lead of the data collection process,
V. company legal registration(s) in the country of application,
VI. company tax registration(s) in the country of application,
VII. Training material for data collector (if applicable)
VIII. Financial offer that specifies the different prices of services as per attached Excel file (in pdf and excel formats) with company's logo and stamp
N.B: the financial offer shall be valid for 180 days. As well as, the prices provided shall be included in the signed contract (if selected) and remain fixed for the period of the contract (1 year).