REQUEST FOR PROPOSALS

RFP SOLICITATION NUMBER: RFP-2019-6024-001

Data Collection and Logistical/Translation Services to support an evaluation of a USAID/Jordan-funded health project

DATE OF ISSUE: April 11, 2019

CLOSING DATE AND TIME FOR PROPOSALS:
Wednesday, April 24, 2019
5:00 PM (EST)

Proposals must be emailed to: heard@urc-chs.com
Deadline for Questions: Monday, April 15, 2019, 5:00 PM (EST)
Questions by email ONLY to: heard@urc-chs.com
Contact Person: Dinara Iunusalieva

Issuance of this RFP does not constitute a contractual commitment on the part of URC, nor does it commit URC/HEARD or the US government to pay for costs incurred in the preparation and submission of an application. All costs of the Offeror in the preparation and submission of an offer shall be borne by that Offeror. URC may reject any submission that does not fully comply with requirements of the RFP. URC reserves the right to reject any and all proposals and to make no award at all, or to make an award without further discussion or negotiations if it is considered to be in the best interests of the project and URC.
# Table of Contents

Table of Contents ........................................................................................................................................... 1

1. Purpose of the RFP ......................................................................................................................................... 1

2. Successful Applicants ................................................................................................................................. 1

3. Background .................................................................................................................................................. 1

4. Overall Objectives ....................................................................................................................................... 2

5. Time Frame .................................................................................................................................................. 2

6. Expected Activities ....................................................................................................................................... 3

7. Instructions for Responses .......................................................................................................................... 4

   7.1 Eligibility Criteria ....................................................................................................................................... 4

   7.2 General Instructions ................................................................................................................................. 5

   7.3 Content of Technical Proposal ............................................................................................................... 5

   7.4 Format Requirements for Technical Proposal ....................................................................................... 6

   7.5 Cost Proposal Instructions ..................................................................................................................... 6

8. Review and Notification Process .............................................................................................................. 7

   8.1 Technical Review ....................................................................................................................................... 7

   8.2 Review Criteria for Technical and Cost Proposals .................................................................................. 7

   8.3 Notification Process .................................................................................................................................. 8

1. **Purpose of the RFP**

University Research Co (URC) is looking to procure the services of a local firm to provide **data collection** and **logistical/translation services** that will be required for conducting an evaluation of a USAID-funded health project in Jordan. URC intends to issue a Firm Fixed Price subcontract to the successful offeror.

2. **Successful Applicants**

Successful Offeror will be a local Jordanian firm with a specific skill set and organizational capacity expected to include:

- Capacity and experience in conducting maternal and child health service data collection activities at selected sites (to be determined) within the country, as well as experience in conducting qualitative data (i.e. in-depth interviews, focus group discussions) with identified key stakeholders.

- Availability of an appropriate team leader with a high-level of knowledge and proficiency in conducting quantitative and qualitative data collection in various parts of Jordan.

- Capacity to assemble a qualified team of data collectors capable of collecting the required information from sites spread throughout the country using an already developed and approved questionnaire and facility observation and record review protocol.

- Capacity to transcribe and enter collected information into an electronic database and the skills to collate, clean and possibly support preliminary analysis of the data as guided by the HEARD evaluation team.

- Experience in providing logistical services: organizing meetings, notes takings, coordinating travel (arranging ground transportation and lodging in Amman and other areas on Jordan).

- Experience in providing translation (oral and written) services (Arabic-English) in health sector.

- Previous experience working with USAID-funded programs and knowledge of USAID programs preferred

- Demonstrated managerial, technical, and institutional capacities to achieve the results outlined in this RFP; and

- Strong institutional financial and management capacities.

3. **Background**

The United States Agency for International Development (USAID)’s Health Evaluation and Applied Research Development (HEARD) Project will conduct a mid-term performance evaluation of a USAID/Jordan-funded health activity. The evaluation will determine the (a) effectiveness/extent of achievement, half-way through the implementation period, of the activity’s overarching objectives of improving access to quality services through expanding health networks, promoting the integration of key reproductive, maternal, newborn and child health (RMNCH) interventions, and fostering community ownership to increase health facility accountability. The evaluation will also (b) identify good practices as well as lessons learned in the aspects of strengthening local institutions, engagement of the public and private sectors, and effectiveness of grant provision; (c) highlight factors which can reinforce sustainability, (d) provide recommendations to sustain progress of the activity’s implementation in its
remaining years, and (e) share ideas/suggestions for a possible follow-on activity. The main objectives of the assistance are to (a) expand availability of and access to integrated RMNCH services; and (b) improve the quality of integrated RMNCH service provision. Designed to have nationwide impact, the activity works to improve service delivery in specific catchment areas where 70% of the population reside, especially Jordanians and vulnerable communities hosting Syrian refugees who are living in heavily populated, urban, and poor areas.

As indicated in USAID Jordan’s Country Development Cooperation Strategy (CDCS)\(^1\), USAID is the largest international donor to the health sector in Jordan, and investments it has made over the years have contributed to significant improvements in healthcare. By the 2012 DHS, Jordan appeared well on its way towards achieving some of its Millennium Development Goals, based on improvements in maternal and child health indicators. However, the demographics in Jordan are dramatically changing and taxing already strained public services and resources. Coupled with the additional burden of the Syrian refugee crisis, the health landscape in Jordan has begun to shift, as the strains on the health system are now beginning to threaten previous achievements in the health sector.

The project to be evaluated directly supports USAID/Jordan’s CDCS Results Framework Intermediate Result 3.1 (Health Status Improved) by expanding access to and availability of integrated health services and improving the quality of these services where the sub-results are complementary to one another and feed into both results. The Activity works in the public, non-governmental, and private sectors in its geographic focus areas to improve the quality of RMNCH+ services. In addition to the CDCS, the activity likewise supports and reinforces many of the themes and objectives of the Ministry of Health (MOH) Five-Year Strategic Plan\(^2\), and the Jordan Response Plan\(^3\).

4. **Overall Objectives**

The objective of this effort is to review a USAID-funded project performance, with the aim of understanding project effectiveness against the results framework, including identification and documentation of lessons learned, best practices, and factors affecting post-investment sustainability of service delivery processes and outcomes. The evaluation will enable project implementers and managers to understand how best to improve the implementation of the project, including key areas of focus and potential improvement strategies; and will equip USAID and its implementing partners with an understanding of project successes and challenges to determine implications for future USAID support to RMNCH programming in Jordan and elsewhere.

5. **Time Frame**

Activities are anticipated to be implemented in mid-May 2019 (scoping phase: 1 week) and June-July (data collection phase: 3 weeks).

For the purposes of responding to this RFP, offerors should follow the illustrative timeline below with the understanding that the timeline may shift during implementation.

---


Tentative schedule for key tasks

<table>
<thead>
<tr>
<th>Key Tasks</th>
<th>May</th>
<th>June</th>
<th>July</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scoping visit</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training of data collectors</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Conducting data collection in selected sites/facilities</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Entering, cleaning, and supporting preliminary analysis datasets</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

6. **Expected Activities**

It is anticipated that the activities to be carried out by the successful applicant will include the following:

A. **Data Collection**

A.1 Pre-Data Collection

a. In close collaboration with the HEARD evaluation team, test (and translate) data collection tools and interview guides.

b. Development of appropriate electronic means of storage in which collected information will be kept.
   a. An Excel spreadsheet to store site-level quantitative data
   b. An appropriate database in which to store and analyze qualitative data.

c. In close collaboration with the evaluation team develop an operational plan and team coverage plan that identifies:
   a. Team composition including information on how actual data collectors will be identified and appropriately trained. The appropriate team should include 4-5 interviewers with qualitative data collection experience (one of whom would serve as a team lead); and 4-8 (depending on site sample size, TBD) surveyors with the clinical training required to review and assess cases in medical records and perform health facility observations.
   b. Deployment plan for the data collection exercise when sites for assessment have been identified.
   c. Timeframe for the data exercise

d. Development of a data collection, entry, cleaning, and quality assurance plan for both the quantitative and qualitative data.

A.2 Data Collection

a. Deliver introductory letters to each facility to be assessed if determined to be applicable;

b. Collect qualitative and quantitative data at site level and conduct interviews with the key informants, with electronic quantitative data collection using tablets desired;
c. Conduct some focus group discussions (FGDs) with groups of cadres at facility if determined to be applicable

d. Carry out interviews with a sample of health care providers and clients receiving health services through the different models implemented at site;

e. Ensure that all required site-level data is collected as accurately as possible before departing each site;

f. Transcribe (and translate from Arabic to English) all qualitative interviews

A.3 Post-Data Collection

a. Upload quantitative data from completed questionnaires into Excel database that has been approved by the HEARD evaluation team;

b. Upload qualitative data from interview guides into database that has been approved by the HEARD evaluation team;

c. Work with the evaluation team to do data cleaning, quality assurance, and preliminary data analysis (it is mainly the qualitative data for which preliminary analysis support will be needed);

d. Compile a report on the data collection exercise.

B. Logistical and Translation Services:

a. Assist HEARD evaluation team with organizing meetings with identified stakeholders;

b. Assist with arranging ground transportation services and hotel accommodations throughout Jordan;

c. Take notes during meetings, compile and share actionable meeting notes with the team;

d. Provide interpretation services during meetings and during data collection activities in the field;

e. Translate evaluation protocol from English into Arabic for IRB approval, if necessary;

f. Translate questionnaires and other written data collection tools from English into Arabic, as requested;

g. Translate completed questionnaires and interview transcripts from Arabic into English.

7. INSTRUCTIONS FOR RESPONSES

7.1 ELIGIBILITY CRITERIA

Firms that are interested in participating in this RFP should meet the following requirements:

- Must be a firm based in Jordan with experience in carrying out similar work in Jordan, particularly in the area of maternal and child health services and systems
- Demonstrated expertise in data collection, data analysis, and reporting
- Sufficient level of trained and experienced professionals committed to the work outlined in Activities (Section 6)
- Experience serving USAID-funded programs and knowledge of USAID programs preferred

Responses from organizations that do not meet the above eligibility criteria will not be reviewed and evaluated.
7.2 GENERAL INSTRUCTIONS

Key Information

- Questions about the RFP must be written in English and emailed heard@urc-chs.com and copy Dinara Iunusalieva at diunusalieva@urc-chs.com by April 15, 2019, 5:00 PM (EST).
- Technical and Cost Proposals must be submitted in English and emailed to heard@urc-chs.com and copy Dinara Iunusalieva at diunusalieva@urc-chs.com by April 24, 2019, 5:00 PM (EST).
- The subject line of the email must be: RFP-2019-6024-001: Proposal for Data Collection/Logistics Services in Jordan
- Number of award(s) expected: one
- The proposal must be divided into two parts, the Technical Proposal and the Cost Proposal. The two parts should be electronically submitted at the same time.
- Maximum page length of technical proposal: 5 (five) pages maximum (not including Cover Page, Annexes)
- Language for technical and cost proposals: English only

All responses received by the deadline will be reviewed for responsiveness to the specifications outlined in Section. Applications may be judged as nonresponsive if they do not follow the instructions in the RFP. Section 8 addresses the technical evaluation procedures and criteria for the responses. Applicants are advised to carefully read the instructions.

Modifications to the RFP may be made at any time prior to the Proposal submission deadline. Deadline for submission may be extended depending on the scope of a modification. Modifications after the deadline for proposals will be communicated only to those Offerors who submitted proposals.

7.3 CONTENT OF TECHNICAL PROPOSAL

The technical proposal must be specific, complete, and presented concisely, demonstrating the applicant’s Organizational Capabilities and Technical Expertise with respect to achieving the activities described in the RFP. The applicant’s statement of Organizational Capabilities and Technical Expertise must include the following areas:

Section 1: Previous experience and current expertise in implementing data collection activities of similar size and scope, highlighting maternal and child health services/systems experience and USAID or other donor-funded experience (limit 2 pages).

Section 2: Previous experience and current capacity related to providing in-country logistical and translation service to evaluation teams (limit 1 page).

Section 3: Personnel experience and capability (limit 1 page):
   a. The Offeror should propose 1 senior level team member to function as the team lead and summarize his/her specific training, role, and relevant experience in organizing and leading data collection activities.
   b. The Offeror will propose a team with specific roles, responsibilities and qualifications of each member. Each team member will have a thorough understanding and demonstrated experience conducting similar assignments.

Section 4: Institutional capacity to coordinate and implement the above-mentioned activities; including technical, financial, and administrative management capacity (limit 1 page).
7.4 FORMAT REQUIREMENTS FOR TECHNICAL PROPOSAL

a. The technical proposal should be:
   - Written in English
   - Typed in a Microsoft Word compatible program, single-spaced with a 12-point font and one-inch margins
   - Saved and submitted as one document in pdf or Word format, with all sections and appendices put together
   - Labeled with page numbers, the RFP number (RFP-2019-6024-001) and the name of the offeror organization on every page
   - Limited to five (5) pages not including cover page and annexes

b. The technical application should have Cover Page (not included in the page limit) with the following information:
   - Program/Project title;
   - RFP reference number;
   - Name of organization applying to the RFP;
   - Contact person, telephone number, fax number, address, and types name(s) and title(s) of person(s), who prepared the application, and corresponding signatures.

c. Curricula Vitae (CVs) of proposed team lead and other personnel will be included in Annex.

7.5 COST PROPOSAL INSTRUCTIONS

Since the locations of data collection, and number of surveys are being further discussed the cost proposal asks for unit prices, based on current assumption of a 3-week data collection throughout Jordan. The final data sampling frame will be determined after the award.

a. The Cost Proposal must be submitted in a separate document at the same time the technical proposal is submitted.

b. The Cost Proposal should consist of a budget with budget narrative

c. Detailed budget should be submitted in Microsoft Excel format (with formulas) broken down by data collections services and logistical/translation services

d. Budget narrative describing the cost assumptions made, if any, for each item listed in the proposed price so that each cost element is fully explained.

e. A copy of Tax ID Registration, corporate business registration or operating license.

f. The anticipated range for this award is $25,000 – $35,000. However, URC will consider the best value for money from Offerors. The Cost Proposal should be submitted in United States Dollars.

What can be funded

URC will reimburse the vendor for expenses and charges that are reasonable, allowable, allocable and eligible. Examples of types of cost that will be allowed under the anticipated Subcontract:

1. Staff time specifically related to the scope of work
2. Expenses for meetings required for assignment purposes, including: data collector training, production or printing of documents
3. Lodging, Meals and Incidental (M&IE) expenses for data collection team whilst in the field
4. Local travel costs associated with the data collection
5. Telecommunications related to the data collection
6. Other expenses that are directly related to the assignment.

Examples of what cannot be funded:

1. Salary supplements or stipends
2. Transportation of interviewees/respondents for data collection
3. Purchase of computers or other equipment
4. Purchase of vehicles
5. Rent for office space

This list is not all-inclusive, and additional questions on eligibility of items and costs should be addressed to heard@urc-chs.com prior to the deadline for questions noted on the cover page of this RFP.

8. REVIEW AND NOTIFICATION PROCESS

8.1 TECHNICAL REVIEW
A Technical Review Committee will evaluate the Offerors’ Organizational Capacity and Technical Expertise Statements taking into account the eligibility criteria (Section 7.1) and the technical review criteria (Section 8.2) found in this RFP.

8.2 REVIEW CRITERIA FOR TECHNICAL AND COST PROPOSALS
Technical responses will be reviewed and evaluated against the following criteria:

1. Organizational Capacity/Past Performance
   a. Strong capability and experience of the Offeror to successfully conduct all aspects of the data collection and analysis as determined by past successful implementation of similar activities.
   b. Experience and current expertise related to providing in-country logistical and translation service to evaluation teams
   c. Demonstrated Institutional capacity to coordinate and implement the activities in the SOW; including technical, financial, and administrative management capacity.

2. Qualifications of Proposed Team
   a. Proposed team leader has demonstrated leadership, expertise and experience carrying out data collection activities, including site-level assessment, training and facilitation in Jordan
   b. Proposed data collection team has demonstrated expertise and experience in the area of data collection in public health sector in Jordan.
   c. Proposed Experience and qualifications of logistics coordinator and translator(s).

3. Evaluation of Cost Proposal
a. After the Technical Proposal is evaluated by the technical review panel, HEARD will review the Cost Proposal. HEARD will assess whether the proposed budget is realistic and feasible given the items and activities described. HEARD may contact Offerors to revise budgets if any issues or questions are identified.

8.3 Notification Process

URC will review and select proposal submitted in accordance with the criteria set forth in this RFP. URC reserves the right to disregard any proposals that do not meet the requirements. URC is not obligated to issue a financial instrument or award as a result of this RFP.
ANNEX I: HEALTH, EVALUATION AND APPLIED RESEARCH (HEARD) PROJECT

The purpose of the HEARD Project is to undertake research and evaluation efforts to accelerate progress towards achieving USAID’s global health and development goals, including Ending Preventable Child and Maternal Death, achieving an AIDS Free Generation, and Protecting Communities from Infectious Diseases Initiatives, including the Global Health Security Agenda. The HEARD Project will focus on evaluative and targeted research that accelerates research-to-use processes.

The HEARD Project is engaged with building a partnership around IS through the creation of the Implementation Science Collaborative (ISC). The ISC is comprised of organizations that work to advance global health goals as implementation support organizations, regional health bodies, policy advocacy groups, civil society based evidence advocates, research organizations, and academic institutions. This strategic mix of partners will help to inform which research questions are prioritized in different contexts, to generate and analyze evidence, and to better package and move evidence through channels which render it more accessible to inform policy and practice.

The HEARD Project and the ISC will seek to:

- Effectively respond to evaluation and research-to-use global health priorities: developing the study designs and issue-specific partnerships required to navigate a complex effort along a strategic research-to-use pathway;
- Actively engage national, regional, and global-level stakeholders for the development of those priorities: engaging and supporting a growing community of interested implementers, policy makers, and investigators in shaping and promoting a more relevant research-to-use agenda and capacity; and by
- Strengthening and connecting the institutional applied research capacities required to sustain a vigorous implementation science agenda in support of global health goals, emerging threats and new opportunities.

Our approach is illustrated in Figure 1, below. Emphasizing effective stakeholder engagement and knowledge management throughout, the four main strategies of the HEARD Project are: (1) partnership and agenda development; (2) data liberation and evidence strengthening; (3) research and evaluation study design and implementation; and (4) the acceleration of evidence-to-use processes.

*Figure 1. Key strategies for accelerating research-to-use*