

Terms of Reference (ToR) to conduct a Special Cohort - Sauti za Wananchi Mobile Phone Survey for Twaweza East Africa between July and October 2023

Who we are:

Twaweza East Africa is a regional non-governmental organization registered in Tanzania with offices in Kenya, Tanzania, and Uganda. Twaweza works to ensure citizens are engaged and governments are more open and responsive to citizens' needs in Tanzania, Kenya, and Uganda. One of the initiatives undertaken at Twaweza to support effective public and policy engagement is Sauti za Wananchi (Voices of Citizens).

Background:

In a bid to have special interest groups' voices amplified, Twaweza is seeking to conduct a special cohort Sauti za Wananchi mobile phone survey targeting media professionals /journalists across Tanzania in the survey we are calling ***Sauti za Waandishi wa Habari***.

Objective:

Twaweza is looking for a competent and reputable research firm in Tanzania to support in undertaking the specific activities related to a mobile phone survey dubbed ***Sauti za Waandishi wa Habari***. Twaweza will provide a database of about 2000-2500 respondents including details such as name, gender, and region. Out of these, the research firm will constitute an ideal sample size of 1,500 respondents. Twaweza will provide the questionnaire that will be in English. This questionnaire to be fielded through the Computer Aided Telephonic Interviews (CATI) is estimated to take around 25 minutes.

Scope of Work:

The research firm that bids successfully will: **Run one Computer Aided Telephonic Interview (CATI) round with 1,500 respondents.**

The specific tasks expected to be undertaken under this assignment will be to:

1. Review and translate the survey questionnaire provided by Twaweza and submit the final English and (Swahili) survey questionnaires to Twaweza.
2. Train the call center team on the survey background, and phone interview etiquette to ensure a smooth, high-quality interview experience in readiness to undertake the interviews with the respondents provided by Twaweza.
3. Build a motivated workforce, able to do consistent checks and identify data quality problems during the survey.
4. Script and pilot the final approved questionnaire and share pilot data and report/feedback with Twaweza.
5. Run an efficient call center to undertake the interviews with the respondents and subsequently deliver responses from all the 1,500 respondents.

6. Two weeks upon the completion of the data collection, provide Twaweza with a complete data set in Stata and SPSS formats as well as a detailed implementation report including details such as how many respondents participated, how many did not, reasons for not participating etc.
7. Work within Twaweza data quality standards, relating to the consistent coding of numerical variables.
8. Punctually remunerate the workforce in the call center according to a fair and reasonable living wage.

Outputs:

1. A clean list of the 1,500 respondents out of 2,500 to be interviewed
2. Final approved questionnaires (Swahili and English)
3. Pilot stage dataset and implementation report
4. Actual data collection dataset and implementation report

Timelines:

This work is expected to take place between July and October 2023 as illustrated below:

Activity	Dates
1 Request for quotation (to select data collection firm) out	11-Jul-23
2 Deadline for incoming quotation	18-Jul-23
3 Selection of data collection firm	25-Jul-23
4 Contract drafting, reviewing, and signing	04-Aug-23
5 Call round survey -Training, Pilot, Data collection	25-Aug-23
6 Call round survey - Data cleaning, coding, field report writing and submission	31-Aug-23
7 Data set and field implementation report review	15-Sep-23
8 Payment on the delivery of the call round	30-Sep-23

Fees and costs Fees:

Fees and costs must be given in TZS, including any other taxes and fees. VAT should be stated separately where applicable. Note that Twaweza disburses against the successful delivery of outputs. The financial proposal should be separate from the technical proposal, but must be submitted together and within the set deadline.

Application:

Interested parties/organizations/candidates are invited to submit applications by email via jobs@twaweza.org with a copy to jkalemera@twaweza.org. Use " Sauti za Wananchi Mobile Phone Survey for Twaweza East Africa " as the subject line. The deadline for submitting proposals is July 18, 2023. In case you have questions or need clarification, please contact jkalemera@twaweza.org.



Selection:

Selection will take place based on taking into consideration the following aspects: Legal capacity (5), Integrity/Reputation (5), Technical capacity (30), Experience (30), and financial capacity (30). The financial and technical proposals should be prepared separately, but submitted at the same time.