

# Statement of Work- U.S Strategy to prevent conflict and promote stability (SPCPS), Baseline Assessment, Telephone data collection

*Haiti Evaluation and Survey Services Plus (ESS+) Activity  
10 Juvénat 4, Route du Canapé-Vert  
Pétion-Ville, Haïti  
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## **STATEMENT OF WORK- TELEPHONE SURVEY**

### ***U.S Strategy to prevent conflict and promote stability (SPCPS) - Baseline Assessment***

#### **I. Background**

In August 2022, The United States Agency for International Development (USAID) awarded International Business Initiatives Corp. (IBI) the Evaluation Survey Services Plus (ESS+) and its partner Social Impact (SI) contract to support USAID/Haiti and its partners with evaluations, survey and study support, capacity building and learning events, and in-country Third Party Monitoring.

USAID/Haiti has requested that the ESS+ Activity design and implement a baseline assessment study of the U.S Strategy to Prevent Conflict and Promote Stability (SPCPS) to inform strategic decision-making and ensuring the effective implementation of the 10-year plan objectives in Haiti.

The purpose of this baseline assessment is to collect (data on) primary and secondary quantitative and qualitative indicators from the Haiti USAID strategic MEL plan as an update to the previous situational analysis conducted in 2022 by the Mission. This assessment seeks to analyze the current conflict dynamics and pinpoint initial focal points for the SPCPS programming aligned with the 10-year plan. The deadline for the baseline report submission is November 30, 2024. Any delays in delivering the final report could potentially impact the development of SPCPS program activities.

The primary stakeholders for this baseline include U.S. Embassy in Port-au-Prince, USAID, State's Bureau Conflict Stabilization Operations (CSO), International Narcotics and Law (INL), and State and the Department of State (State) and The Department of Defense (DOD), the U.S Government.

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#### **THE BASELINE QUESTIONS**

In line with the stated purpose of this baseline, the following evaluation questions have been designed to help USAID/Haiti and partners better understand the needed approach:

Q1: What are the benchmark values for the key SPCPS Haiti indicators, among a sample of representative households in the five target communities on the one hand, and at national level on the other?

Q2: What are the baseline values for key SPCPS indicators related to the provision of quality basic public and protective services, such as services seeking to address psychological and physical trauma inflicted by violence, including healthcare, water and sanitation, among a sample of households representative of the SPCPS focus area?

Q3: How well is the Haitian National Police perceived by the population in terms of trust, as measured by public opinion surveys within the SPCPS framework?

Q4: How effectively does the Haitian National Police manage their resources, including personnel and equipment, to address community crime and violence, as assessed through budget allocation<sup>1</sup> analysis and operational efficiency<sup>2</sup> metrics?

Q5: What is the public perception of corruption within the Haitian National Police, and how does it impact their effectiveness in providing protective services, as gauged through surveys and investigative reports about accountability and transparency within law enforcement agencies?

## 2. PERIOD OF PERFORMANCE

ESS+ seeks to engage a data collection firm (hereinafter referred to as "subcontractor") to provide survey services for the SPCPS baseline assessment. The resulting subcontract will be a firm fixed-price contract with an expected period of performance from August to October 2024. Preparation will take place the second week of July and data collection training will take place the Second week of August 2024, with data collection ending on September 13, 2024.

This SOW describes the technical requirements necessary to complete the SPCPS baseline telephone survey.

A timetable of the work can be found below:

**Table I: Anticipated timeline**

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Task/Milestone	Week (est.)	Expected Approximate Due Dates
Work Plan	I	Three days upon contract award
Sampling plan	I	I week up contract award
Review and comment on instruments/Instrument Translation (creole and French)	I	I week after receiving the tools from ESS+
Instrument and tools pre-testing (conduct surveys to test instruments and provide pre-testing reports)	I	Within I one week receiving the final instruments from

<sup>1</sup> Budget allocation analysis refers to examining how funds are distributed within the Haitian National Police budget, ensuring that resources are allocated efficiently to support crime reduction efforts.

<sup>2</sup> Operational efficiency analysis involves assessing how effectively personnel and equipment are utilized in addressing community crime and violence, including response times, patrol coverage, and resource utilization rates.

		ESS+
Develop field manuals	1	1 week prior training
Data collection training, piloting	1	August 12-August 16, 2024
Data collection/operationalizing the survey (complete all surveys)-Upload survey in real team so Social Impact server Weekly data report submissions	3-4	August 19-September 13, 2024
First datasets with 50 surveys for review	1	August 19-22, 2024
Database preparation (Review and follow ESS+' Assessment Team Standard Stata database structure and guideline	1	August 12-August 16, 2024
Final complete datasets (Both raw and clean dataset) excel and Stata format	1	September 20
Final Report submission All data quality questions reconciled	1	September 27

### 3. ACTIVITIES

#### **Data Collection**

As described in more detail below, the subcontractor will be responsible for identifying and training call center supervisors and interviewers, planning and executing all tasks required for data collection, and operationalizing various quality assurance processes before, during and after data collection. The scope of work includes data collection activities for both a survey in five target communities in Port-au-Prince and a nationally representative survey. These activities are described below.

#### **Telephone Survey**

The subcontractor will conduct a telephone survey in the 10 geographical departments of Haiti and with data collection intensification in five specific communities in Port-au-Prince metropolitan area: Saint Martin, Fort National, Bel-Air, Croix-des-Bouquets and Cazeau.

#### **Sample Design**

There are two different target populations, sampling frames, and samples for this project. Both samples will receive the same instrument.

The first target population is the adult population of Haiti. The target sample size for this population is 3000 individuals, which would provide a margin of error of about 2 percentage points for binary outcomes. The Subcontract should propose a sampling approach for this population that comes as close as possible to representativeness, which coverage in all ten of

Haiti's Departments (North, Northeast, Northwest, Artibonite, South, South-East, West, Centre, Nippes, and Grand' Anse). The ESS+ team expects to use post-stratification weighting to ameliorate any remaining sample imbalances.

The second target population is the residents of five specific communities in Port-au-Prince: Saint Martin, Fort National, Bel Air, Croix-des-Bouquets and Cazeau. The target sample size for this population is 500. The subcontractor should propose a sampling approach for this geographic area, such as by partnering with telephone service providers to access phone numbers linked to nearby cell towers. ESS+ understands that it may be difficult to sample this population and is open to creative solutions proposed by the Subcontractor. If the Subcontractor believes it is not possible to sample at this level of geographic precision, ESS+ is willing to prioritize the N=3000, nationally-representative survey discussed above.

### **Instrumentation**

Subcontractor shall translate the instruments into Creole and French (in parallel, not sequentially). Subcontractor shall confirm accurate translation through double translation with adjudication. The subcontractor shall submit xls files with translations to ESS+ Assessment Team for review. Subcontractor shall deliver final English, French, and Creole versions of all questionnaires, reflecting all approved changes, two weeks before the survey starts. **The questionnaire shall not be changed once fieldwork begins.** The Subcontractor will also be responsible for programming the survey in SurveyCTO, with review by ESS+. Subcontractor shall use the Social Impact Survey CTO server to upload data from the field using android-based systems. The Subcontractor should make use of SurveyCTO's quality assurance tools, such as the GPS audits, audio audits, timestamps, speed limits, and other built-in tools. Quality assurance data should be reviewed by the Subcontractor in near-real time to catch and correct any threats to data security. ESS+ also reserves the right to review the quality assurance data. The Time estimated for the survey is **25 minutes**.

### **Planning tasks**

#### **Workplan:**

The subcontractor shall develop a detailed work plan and schedule within one week of signing the contract. The document will detail key aspects of technical and managerial approaches, including the expected duration and sequencing of tasks, logistics, staffing/team composition, team roles/responsibilities, respondent sampling, data collection, data quality assurance protocols, data analysis and reporting. Finally, the document shall outline any areas for which subcontractors require support from ESS+.

**Sampling:** The subcontractor shall develop a detailed sampling plan within two weeks of signing the contract for ESS+ review and approval. The Subcontractor should also outline this plan in their response to this proposal.

The Subcontractor will begin all interviews with a set of eligibility questions including commune/community of residence, age, and other relevant variables.

The subcontractor will use a quota system to ensure that the sample required for the telephone survey is distributed among the communes in proportion to their population size.

The Subcontractor shall weigh in on the design, mainly the sampling by providing comments and suggestion on the sample size and sampling scheme.

**Clearances:** The ESS+ Assessment Team will obtain institutional review board clearance for this activity; but requires one subcontractor employee to complete the Protecting Human Research Participants (PHRP) ethics training or equivalent.

**Planning:** Subcontractor is responsible for all aspects of data collection planning, including identifying and organizing validated cellphone and sampling plan. Note that data collection activities must be compliant with policies regarding local ethics. Any changes to the administration of the survey need to be communicated with ESS+ Baseline Team.

**Comment on data collection protocols:** Subcontractor shall review and provide feedback on ESS+ Baseline Team's data collection protocols, to ensure that they are properly contextualized, and to ensure that ESS+ Baseline Team has properly considered likely eventualities.

**Comment on instruments:** ESS+ Baseline Team will provide instruments to Subcontractor for review. The subcontractor will review and provide feedback on all instruments, suggesting revisions for context, flow, or other aspects.

**Pre-testing:** Subcontractor Shall conduct pre-testing for all data collection instruments prior to training. Pre-testing is focused on the flow, translation, and logic of the instrument. The subcontractor shall conduct a pre-test with a sample similar to but not part of the final sample, with an eye towards representation across urban and rural locations. The Subcontract should propose a sample size for the pretest; ESS+ thinks 50 to 100 would be sufficient. After completing the pre-test, Subcontractor shall hold debriefing sessions in which any difficulties or problems with the survey will be identified. The subcontractor shall communicate any proposed changes to ESS+ Assessment Team and after approval the questionnaire will be modified. Pre-testing must be completed by the Survey Coordinator or other senior staff.

**Training/Field Manual:** The subcontractor will develop a manual for supervisors and enumerators. These do not need to be over-engineered, but should contain basic information like i) background on the project, ii) enumeration best practices, iii) the instrument itself, iv) metadata and tracking protocols, etc. ESS+ will review the manual, ask clarification questions, make suggested revisions in tracked changes, and subcontractor share revised manual with ESS+ Baseline Team at least five business days prior to the start of training.

**Staff Training:** All supervisors and call center operators involved in the data collection are required to receive training prior to data collection from the data collection firm. The training shall be comprised of classroom (in-person) as well as practice sessions administering surveys. It is recommended that more supervisors and enumerators be trained than will be required for any data collection activity, so top performers can be selected, and a pool of backup supervisors and enumerators be ready in case of need. ESS+

staff and ESS+ Assessment Team representatives will assist with the training, may test supervisors and enumerators as needed and may require, at their discretion, replacement of supervisors and enumerators deemed to be performing inadequately in training or in the field.

**Piloting:** Piloting will be done as part of staff training and will focus on the entire data collection process. In this way, it is different from the pre-test which is specifically focused on the tools themselves. This is meant to be a “real-life” practice of data collection. Every enumerator that will participate in data collection will be required to adequately complete at least four interviews under the supervision of a supervisor. After completing the pilot, Subcontractor shall hold debriefing sessions in which any difficulties or problems with the survey will be identified. Following piloting, it is not expected that major changes to the tool will be needed. The subcontractor will communicate any proposed changes to ESS+ Assessment Team and after approval the questionnaire will be modified. The final version of the instruments will be produced, eventually integrating minor changes suggested during the pilot, and shared with ESS+ Assessment Team.

### **Fieldwork Tasks**

The Subcontractor must check all surveys carefully against documented minimum standards, and any cases that do not meet various quality control procedures (described below) will have to be removed from the final data file. Any interviews removed for non-compliance with protocols will be readministered by the Subcontractor with no additional compensation.

**Supervisors:** At all times during training and data collection, Subcontractor will maintain a minimum supervisor to call center operators ratio. One supervisor may not supervise more than ten call center operators.

**Callbacks:** In the event that a respondent is not available for an interview, enumerators must make at least three additional attempts before the respondent can be considered unavailable. Each of these four attempts must be at different times of the day and at least one should be made on a weekend. All attempts must be clearly documented.

**Response Rate:** Subcontractor shall calculate and communicate the response rate with ESS+ Baseline Team. This is important for the ESS+ baseline team to account for sampling bias.

**Completion Rate:** The Subcontractor shall provide statistics for completed surveys and those from abandoned ones.

**Communication:** Throughout the project, meetings will be held twice a week between the ESS+ baseline team and the subcontractor to discuss issues and the progress of the survey. It is the responsibility of the subcontractor to identify and communicate problems at all phases of engagement with ESS+. Minor problems should be corrected on site, as long as they do not alter the scope of services or increase costs. More significant problems should be reported to the ESS+ core team and discussed collaboratively before corrective action is taken, which may require an amendment to the subcontract.

## Quality Assurance

### Subcontractor

Data Quality Assurance processes are required in real-time during all phases of this engagement. The Subcontractor shall implement quality control measures to ensure a high level of enumerator performance. A full description of these measures and the results of the quality control must be included in the final technical report. Subcontractor shall ensure that every respondent can be matched to a questionnaire and a call center operator. For each verification conducted, a brief verification form should be completed. ESS+ Baseline Team may request to review these forms. Subcontractor shall describe how they will conduct quality control during data collection, at minimum, following the requirements listed below.

- Daily team debriefs: Subcontractor will schedule daily check-ins with supervisors, and call center operators to review any challenges faced, allow for questions and clarifications, and provide feedback to the wider group. These are especially important early in the data collection activity to ensure that proper interviewing habits are formed.
- Supervisor checks: Supervisors will check their teams' forms before they are submitted to the server, to ensure completeness and spot-check for errors.
- Accompaniment: Subcontractor Shall ensure that at least 5% of interviews are directly observed by the ESS+ Baseline Team. All interviewers should be directly observed at least once during the first week of data collection. Observations will be summarized in an accompaniment form developed by the ESS+ Baseline team.
- Back-checks: The Subcontractor shall conduct telephone back-checks for the telephone on 5% of the total sample. The sample for the set of backcheck will be provided by the ESS+ Baseline Team. Back-check will be administered using an instrument developed by the ESS+ Baseline Team. Back-check surveys should not be made available to enumerators. Back-checks should be conducted by separate teams from the enumerators.
- Logbook: Enumerators should always record relevant information on what happens during calls, such as contact and call-back details in a digital logbook (on tablet). ESS+ Baseline Team will approve the logbook before its use and data will be uploaded to the Social Impact server (as with interview data). The logbook should also contain all the information required for calculating response rates. This log should include information on all attempted contacts. Information needed for response rate calculation for the telephone survey includes total numbers of the following:
  - No contact (i.e., telephone numbers that were dialed a total of four times, but no response was obtained).
  - Subscriber that answers call refuses to answer eligibility questions.
  - Subscriber that answers call is not an eligible respondent.
  - Subscriber that is eligible does not consent to participate in survey.
  - Survey terminations (survey begins, but never completed)
  - Survey completions



- Audio audit: Subcontractor shall record the calls for auditing purposes. The subcontractor shall randomly audit 5% of the calls for each enumerator during the first week of data collection. Moreover, during the data collection ESS+ can require a set of audio samples to review and evaluate how enumerators administer the questionnaire. The Subcontractor will secure these files on a secure server with restricted access, password protected folders and files to ensure the voice data is secure at all times. The same secure procedures should be used for storing and handling the raw data containing personally-identifying information (PII).
- Supervisors must provide a weekly report based on the information included in the logbook to the Subcontractor for each of the communities they call. The Subcontractor will then relay this information to ESS+ Baseline Team in a weekly report.
- Piloting: The ESS+ Baseline Team requests the Subcontractor to submit a pilot dataset and short summary of issues prior to full data collection, through which issues will be resolved collaboratively.

### **ESS+ Baseline Team**

ESS+ will delegate a Program Manager (PM), a Team Leader (TL) and a Co-Team Leader (Co-TL) to oversee the overall evaluation process, including reviewing deliverables, providing guidance and support in the data collection process, and conducting quality assurances. ESS+ and Social Impact home office staff will perform independent Quality Assurance activities during the entire evaluation, including, at a minimum, the following actions:

- Survey programming quality control: ESS+ Baseline Team will program various quality control measures into the electronic survey. These may include speed limits, logic checks, or audio audits. The final set of quality control measures will be agreed upon by ESS+ Baseline Team and Provider during preparations for data collection and finalization of the instruments.
- Independent weekly quality checks of the data downloaded directly from the server, summarizing any questions or feedback for subcontractor from each check. Provider will be required to respond to these questions within 1-2 business days of receiving them.
- In-person supervision at call center during data collection by PM or other ESS+ baseline team member assigned. ESS+ shall be allowed access to the call center to perform both announced and unannounced spot visits to monitor operators and check on general progress.

### **Respondent Protection & Data Security**

The subcontractor is required to abide by ESS+ respondent protection and data security protocols (to be provided upon onboarding). The Subcontractor will be given an opportunity to comment on the protocol and provide feedback that allows the ESS+ Baseline Team to better contextualize the protocol (without modifying ESS+ “required minimums”). One senior

Subcontractor employee must complete an online 4-hour NIH, PHRP, or other reasonable ethics training approved by the ESS+ Baseline Team and submit this one week prior to the beginning of field work.

All telephone survey call center operators will be asked to sign a non-disclosure agreement (to be provided) signifying their understanding of ethical behavior in the field and proper handling of respondents' confidential and private information, including personally identifiable information (PII). The Subcontractor will ensure proper measures are taken to monitor supervisors and call center operators' behavior with respect to respondent protection and data security (including interviewing, handling of recording devices, etc.). The Subcontractor will also be responsible for ensuring that detailed summary notes and other documentation do not include PII.

#### **4. DELIVERABLES**

Subcontractor will be required to submit 10 main deliverables, namely a (1) Work Plan (2) Sampling plan, (3) Instrument revisions, (4) Pre-testing report; (5) Training Manuals, (6) Training and Pilot Report, (7) Weekly Status Reports, (8) real time of survey submission, (9) a complete survey database and (10) Final Report.

General guidance is provided below:

- **Work Plan:** Subcontractor is responsible for developing a detailed work plan and schedule within two weeks of subcontract award. The document will detail the following aspects of data collection approach: expected duration and sequencing of tasks, staffing/team composition, team roles/responsibilities, pre-testing approach, pilot approach, supervisor and enumerators training approach and data quality assurance protocols. The Work Plan should outline any areas for which Subcontractor requires support from the ESS+ Assessment Team.
- **Sampling Plan:** The Subcontractor is responsible for developing a detailed sampling plan to be submitted to ESS+ for review and approval within two weeks of signing the contract. See sampling section on p.5.
- **Instrument Revisions:** Subcontractor will submit feedback and suggested revisions on all instruments in keeping with the requirements detailed above. The Subcontractor will review the final wording of all data collection instrument translations to ensure that they are appropriate for the relevant respondent groups.
- **Pre-testing Report:** This report will describe the activities undertaken during the pre-testing of the instruments and identify problems, solutions, and the way forward.
- **Training/Field Manuals:** Subcontractor will submit training manuals in keeping with the requirements detailed above.
- **Training and Pilot Report/pilot database:** This report will describe the activities undertaken during the testing, training, and piloting, and identify problems, solutions, and the way forward. The subcontractor must also submit the pilot database in excel and Stata format.
- **Weekly Status Reports:** This report will cover activities undertaken during the period, progress made, challenges faced, strategies adopted to overcome such

challenges, programming of upcoming activities for the next reporting period, and any identified risks related to upcoming activities.

- **The Subcontractor shall upload the surveys in real time to Social Impact survey using survey CTO.**
- **Complete databases for the data collection activity (household survey)** in both **excel** and/or **STATA** format, with detailed data dictionary with English translation for the open questions answers. The final datasets will include all revisions required by ESS+ Assessment Team stemming from QA checks outlined above. Subcontractor will provide English translations of all text responses, especially for “other, specify” fields, which will be recoded into existing or new responses categories or left in the “other” category as appropriate and under the guidance of the ESS+ Assessment Team.
- **Final Report:** This report will describe the overall activities, limitations, challenges, any modifications to the data collection protocols, data quality process, identification of any data quality issues, results and lessons learned. The Subcontractor team is required to submit to ESS+ Assessment Team the data in electronic format together with the final report.

## **5. PERSONNEL REQUIREMENTS**

The Sub-contractor must hire a well-qualified operation coordinator with 5-10 years of relevant experience managing quantitative data collection and conducting large scale telephone surveys in Haiti. Furthermore, the Subcontractor should also propose an overall team structure, in addition to the key personnel to support the implementation of the Scope of Work. The team structure and proposed staff should be well versed and experienced in conducting large scale survey in Haiti, particularly telephone survey.

## **6. GEOGRAPHIC LOCATION**

Nation wide