

# Request for Proposal – ODK Based Client Exit Interview Questionnaire Development

- Issue date: January 25, 2019
- Closing date: February 4, 2019 @ 9:00 AM EST

Ipas invites interested parties to respond to a Request for Proposals for “ODK Based Client Exit Interview Questionnaire Development”

## **A. Statement of Purpose**

Ipas is requesting proposals from qualified vendors to provide services for the development of an ODK based Client Exit Interview Questionnaire. The objective of this request is to select an entity that is best qualified to provide the requested services.

## **B. Background Information**

Founded in 1973, Ipas is a global nongovernmental organization dedicated to ending preventable deaths and disabilities from unsafe abortion through local, national, and global partnerships. Ipas works to ensure that women can obtain safe, respectful and comprehensive abortion care. We aim to better understand the profile of women served at Ipas supported health facilities and measure the quality of abortion care women receive from the perspective of clients served at Ipas supported health facilities. The implementation of client exit interviews among a sample of women who receive abortion care at Ipas supported health facilities is a key tool for reaching this objective. We hope to better understand the women we serve and their experiences with abortion care so that we can improve our strategies and interventions in health facilities.

*Description of the questionnaire:* There are two versions of the Client Exit Interview questionnaire, one version to be used in Argentina, Bolivia and Mexico, and a second version to be used in Guatemala and El Salvador. While the two versions have some identical questions, there are differences in the ordering of questions and there are additional unique questions added to the Guatemala and El Salvador questionnaire. Each questionnaire includes approximately 150 predominantly close-ended questions that include dichotomous (yes/no), multiple choice, and scaled questions. Questionnaires also include skip patterns to questions depending on the answer provided by the respondent to a previous question.

## **C. Scope of Work, timeline and level of effort**

Timeline: February 2019 – May 2019

Number of estimated consultant workdays: 20 days.

Task 1: Development of an ODK based Client Exit Interview for use in Argentina, Bolivia and Mexico; February 2019

Meet (in person or virtually) with assigned Ipas technical staff for reaching common agreement on all tasks, timeline and deliverables. Review the Client Exit Interview Questionnaire and build ODK based version of the survey in both Spanish and English. Translation of questionnaire and instructions from English to Spanish will be provided by Ipas. ODK based survey must meet specifications provided by Ipas, such as assigned variable and value labels, the appropriate instructional text imbedded in the mobile questionnaire for data collectors, the appropriate skip patterns and sequencing of questions. The assigned Ipas technical staff will provide these detailed specifications. ODK based survey must connect to an Ipas secure server to ensure data security. Instructions to accessing the Ipas secure server will be provided by the assigned Ipas technical staff. This first ODK based version will be reviewed and tested by assigned Ipas technical staff and approved for piloting in the field.

Task 2: Development of instructional quick guides; February 2019

Develop clear and concise instructional guide for accessing ODK based Client Exit Interview Questionnaire on new devices used to collect data in the field provided to assigned Ipas technical staff for translation and sharing with the field teams in Argentina, Bolivia and Mexico. Develop clear and concise instructional guide for accessing and extracting collected data from ODK aggregate.

Task 3: Updating of ODK based Client Exit Interview Questionnaire after pilot results for use in Argentina, Bolivia & Mexico; March 2019

Assigned Ipas technical staff will provide a list of any needed edits to the questionnaire based on the piloting results in Bolivia, Argentina and Mexico. Finalizing of ODK based questionnaire with approval from assigned Ipas technical staff.

Task 4: Development of a second ODK based Client Exit Interview for use in Guatemala and El Salvador; March 2019

Meet (in person or virtually) with assigned Ipas technical staff for launching a second Client Exit Interview questionnaire. The Client Exit Interview Questionnaire for Guatemala and El Salvador will be a separate ODK form given the vast differences in the questionnaire for these two countries compared to the questionnaire to be applied in Argentina, Bolivia and Mexico. Build ODK based version of the survey in Spanish that meet specifications provided by Ipas, such as assigned variable and value labels, the appropriate instructional text imbedded in the mobile questionnaire for data collectors, the appropriate skip patterns and sequencing of questions. The assigned Ipas technical staff will provide these detailed specifications. ODK based survey must connect to an Ipas secure server to ensure data security. Instructions to accessing the Ipas secure server will be provided by the assigned Ipas technical staff. This first ODK based version will be reviewed and tested by assigned Ipas technical staff and approved for piloting in the field.

Task 5: Updating of ODK based Client Exit Interview Questionnaire after pilot results for Guatemala and El Salvador; April 2019

Assigned Ipas technical staff will provide a list of any needed edits to the questionnaire based on the piloting results in Guatemala and El Salvador. Finalizing of ODK based questionnaire with approval from assigned Ipas technical staff.

Task 6: Send all final ODK scripts and documentation of final surveys; March/April 2019

Send to assigned Ipas technical staff finalized ODK scripts of the two ODK based Client Exit interview questionnaires.

**D. Deliverables:** Two ODK based Client Exit Interview questionnaires, instructional guides and final scripts of questionnaires developed

#### **E. How to Submit a Proposal**

Consultant will be selected through a competitive bidding process.

Please submit a proposal detailing your experience and qualifications in the relevant area and propose an assignment fee. Fee should be fixed and quoted in US dollars.

Full proposal should include:

- A short cover letter that includes a statement of interest, your approach to the assignment and a summary of relevant experience (maximum 1 page).
- A résumé that highlights experience relevant to the assignment.
- Two references who can speak to your relevant experience.
- A project fee in USD.

Criteria for consultant selection:

1. Experience with ODK (50%).

2. Expression of interest and soundness of proposed approach (50%).
3. Fluency in Spanish is preferred but not required for this RFP

Proposals should be sent to Valerie Acre, [acrev@ipas.org](mailto:acrev@ipas.org) by February 4, 2019 by 9:00am EST to be considered. Candidates will be notified by February 8, 2019.