**Terms of Reference for sociologic company**

**Conduct Health Barometer Surveys (HBS) at national level, including selected rayons and villages**

1. **General background**

The Centre for Health Policies and Studies (PAS Center) received through the World Bank a grant from the Global Partnership for Social Accountability Multi-Donors Trust Fund (GPSA Trust Fund) for “Implementing Participatory Social Accountability for Better Health”.

The project aims to assist the Government’s effort to improve health governance, increase health sector development effectiveness and empower citizens through enabling the appropriate environment for social accountability interventions in Moldova. The project proposes to enforce the mechanisms of accountability, including efforts to enhance citizen knowledge and use of conventional mechanisms, through promoting transparency and civic engagement. The project aims at enhancing the citizens’ voice and establishing mechanisms for participatory monitoring, thus contributing to better informed policy design and improved service delivery. The project comprises a set of interventions, which will enable citizens and civil society organizations to hold the public authorities accountable. These include participatory performance monitoring, independent budget analysis, transparency portals and other tools.

The overall development objective of this project is to inform users of health care services in selected districts about the performance of hospitals and primary health care facilities within a certain radius of their residence so that they can use this information to make better decisions with respect to their choice of health care facility and the quality of care they demand within facilities.

The Ministry of Health and CNAM (and civil society in general) will have access to the data generated by the project, and insights from this project are expected to inform current reform activities in Moldova, such as the National Health Development Strategy for the years 2018-2027, hospital performance, ongoing development of pay-for-performance schemes in primary health care. The key components of this project (namely, the development of a hospital report card and audits of the primary health care pay-for-performance scheme) are not meant to substitute for these activities. Rather, they are meant to transfer and frame information about the accessibility, quality, and efficiency of medical care to citizens and service providers.

The Project consists of 4 components: (i) Promoting Citizen Monitoring of Hospital Performance, targeted at improving information flows about hospital performance by leveraging participatory monitoring and evaluation tools; (ii) Strengthening Performance-based Incentive Program in Family Medicine through Social Audits of Primary Healthcare Institutions, targeted at compiling and translating the administrative data generated by the current pay-for-performance scheme in primary health care into a format that citizens could understand for a sample of 72 facilities; (iii) Creating an Enabling Environment for Informed Public Dialogue in Health, for effective public participation including complementing existing evaluation processes, improving information flows and promoting opportunities for improve public dialogue; (iv) Facilitating Knowledge and Learning to Enhance Effectiveness of Social Accountability Interventions and Project Management, targeted at ensuring that mechanisms for learning and sharing are developed both to support social accountability practitioners in Moldova as well as ensure that lessons learned from the implementation of social accountability mechanisms are taken into account to increase awareness.

1. **Objective of the assignment**

With the aim to measure citizens’ opinion on the access to health services and the level of public awareness about key concepts of health care quality and performance, as well as satisfaction with health care, PAS Center is seeking to contract a qualified company to conduct two Health Barometer Survey (HBS) at national level, in 2017 and 2019, with mandatory inclusion of selected rayons (18), cities and villages within these rayons (54) (see Annex 1).

Under PAS Center guidance, the company will design the survey, collect data, analyze data and write the report. Note: PAS Center will provide the draft questionnaire for the survey.

1. **Scope of work**

Under the guidance and in collaboration with PAS Center, for each HBS - the company will be responsible for:

* Pre-testing the draft questionnaire received from the PAS Center and develop the final improved version in Romanian and Russian.
* Develop survey methodology and field work plan, including sampling, geographic spread in line with randomly selected territories as per Annex 1.
* Conduct the survey in the general population through randomized selection of individual households.
* Geographic spread: the survey will be conducted in Republic of Moldova (without Transnistria region). Territories where data collection is to be conducted will mandatory include the randomly selected policy experiment districts specified in Annex 1. Additional districts will be randomly selected to ensure representativeness.
* Target audience: (i) people aged 15 and over who have been hospitalized in the last 12 months and / or have sought primary health care services in the last 3 months, and (ii) people aged 15 and over whose children under 15 years were hospitalized in the last 12 months and / or have sought primary health care services and whom they visited daily.
* Questionnaire: the questionnaire will include around 50 questions and last for about 20 minutes.
* Data input and analysis using SPSS software, including validation of questionnaire quality and assurance of data entry quality.
* Carrying out general analysis on the entire sample and separately, the comparative analysis will be performed between the two groups of territories groups of territories (Group G and Group C, 9 raions each as specified in Annex 1).
* Develop the analytical survey report to include executive summary, research methodology, sampling parameters, data collection, quality assurance and ethical considerations, data analysis and results, conclusion and recommendations for actions.
* Summarize survey results into a power point presentation for public discussion.

1. **Expected outcomes**

The sociological company is expected to produce the following outputs for each HBS:

1. Survey methodology with field work planning and final questionnaire in two languages (Romanian and Russian) – in three weeks from contracts signing.
2. SPSS format database of raw data.
3. Tables with variables for entire country and comparative for two selected groups of territories (Group G and Group C, 9 raions each as specified in Annex 1).
4. Analytical survey report with the following sections:
   * An executive summary;
   * Methodology, including data collection, sampling method, number of interviews conducted and response rate;
   * Results: (i) General country analysis; (ii) Comparative analysis for the two selected groups of territories (Group G and Group C as specified in Annex 1);
   * Conclusions;
   * Recommendations for actions.
5. Public presentation on the research results.

All materials will be submitted to the PAS Center in electronic format.

**Confidentiality statement:** All data and information received from PAS Centre for the purpose of this assignment is to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to PAS Centre. The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advance written authorization of the PAS Centre.

1. **Qualification requirements and bases for evaluation**

The company must meet the following qualifications:

1. General qualifications – 30 points:

* At least five years of experience in conducting general population surveys;
* Financial capacity. Financial turnover for the year 2016 of at least 100,000 MDL.

1. Specific experience - 30 points:

* Previous experience in conducting surveys in health or social fields: minimum three assignments of similar nature (please provide a list of sociological surveys conducted at national level for the last three years with a brief description of the survey objectives);
* Experience in conducting at least one Health opinion surveys.

1. Professional experience, key personnel - 40 points:

* qualified staff with experience in conducting sociological survey at national level;
* minimum one key staff (sociologist) to be assigned for the requested tasks;
* staff experience in minimum two similar assignments in the past;
* developed network of qualified local interviewers;
* proven capacity to conduct fieldwork, research and quality reporting (please provide the list of local interviewers and the argumentation of their knowledge to conduct surveys or a description of how local interviewers will be trained in);
* ability to conduct interviews in Romanian and Russian.

1. **Duration of the assignment and estimated time**

This consultancy is expected to begin for first HBS in October 2017 and last over a period of 2,5 months for the first HBS. The research in the field will be conducted at the end of November - beginning of December and data analyses finalized by end of December 2017. Tentative period for the second HBS to be conducted in 2019 is Quarter 2, 2019.

The payment for each HBS will be divided in two instalments, as follows:

* 30% of the Contract – upon submission and approval of survey methodology with final pre-tested questionnaires in both languages (Romanian and Russian) as per TOR, Section IV (product 1);
* 70% of the Contract - upon presentation and approval of final survey report, SPSS data base, tables with variable and public presentation as per TOR, Section IV (products 2-5) and other documents) that may be required by PAS Center, according to the TOR.

**Annex 1. Randomly selected territories (two groups, 9 raions each)**

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Rayon and rayonal city | No. | Village |
| **Group T** | | | |
| 1 | Cahul | 1 | Giurgiulesti |
| 2 | CS Colibasi |
| 3 | CS Larga Noua |
| 4 | CS Moscovei |
| 2 | Cantemir | 5 | Cociulia |
| 6 | Baimaclia |
| 7 | Gotesti |
| 3 | Donduseni | 8 | Sudarca |
| 9 | Taul |
| 4 | Falesti | 10 | Chetris |
| 11 | Bocsa |
| 12 | Glinjeni |
| 5 | Glodeni | 13 | Limbenii Vechi |
| 14 | Hijdieni |
| 15 | Sturzovca |
| 6 | Nisporeni | 16 | Milestii Mici |
| 17 | Grozesti |
| 18 | Bolduresti |
| 7 | Orhei | 19 | Peresecina |
| 20 | Susleni |
| 21 | Cucuruzeni |
| 8 | Soldanesti | 22 | Räspopeni |
| 23 | Vadul-Rascov |
| 24 | Cotiujenii Mari |
| 9 | Taraclia | 25 | Tvardiţa |
| 26 | Valea Perjei |
| 27 | Corten |
| **Group C** | | | |
| 10 | Basarabeasca | 28 | Sadaclia |
| 29 | Bascalia |
| 11 | Causeni | 30 | Firladeni |
| 31 | Salcuta |
| 32 | Cainari |
| 33 | Tanatari |
| 12 | Cimislia | 34 | Javgur |
| 35 | Gura-Galbenei |
| 13 | Criuleni | 36 | Magdacesti |
| 37 | Dubasarii Vechi |
| 38 | Hrusova |
| 14 | Ocnita | 39 | Otaci |
| 40 | Frunza |
| 15 | Rezina | 41 | Pripiceni-Razesi |
| 42 | Ciniseuti |
| 43 | Ignatei |
| 16 | Riscani | 44 | Recea |
| 45 | Corlateni |
| 46 | Mihaileni |
| 47 | Saptebani |
| 17 | Soroca | 48 | Rudi |
| 49 | Slobozia-Cremene |
| 50 | Vasilcau |
| 51 | Vadeni |
| 18 | Straseni | 52 | Cojusna |
| 53 | Micauti |
| 54 | Codreanca |