AFRICAN DEVELOPMENT BANK

REQUEST FOR EXPRESSIONS OF INTEREST

RE-ADVERTISEMENT

International Consulting Firm to Conduct a Consultancy Assignment for a Public Service Delivery Perception Survey Across 54 African Countries

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AFRICAN DEVELOPMENT INSTITUTE
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1. Public service delivery remains a pressing issue throughout Africa due to slow progress in improving the quality of life of the African people. Public services have the power to improve people's quality of life, enhance their opportunities and ultimately accelerate the achievement of the development goals such as the Bank Group's Ten-Year Strategy, the Banks High 5s and African Agenda 2063 and the sustainable development goals (SDGs).

2. The measurement of public service delivery is often done in isolation focusing on a small number of attributes that can result in undesirable or even perverse outcomes. While there are wide-ranging governance indicators tracking election behaviours and other measures tracking progress in public service delivery in select sectors including the Mo Ibrahim Index of Governance (IIAG); The African Development Bank annual Country Policy and Institutional Assessment (CPIA) scores; the World Bank's Worldwide Governance Indicators (WGI); Transparency International's Corruption Perceptions Index (CPI); the UNDP's Human Development Index (HDI); the World Bank's World Development Index (WDI) and the Service Delivery Indicators on health, education; the Africa Development Bank Electricity Regulatory Index for Africa, African Infrastructure Development Index, and the Africa Regional Integration Index, there is no comprehensive index of public services delivery to monitor progress in public service delivery across all the key sectors including power, energy, agriculture, human capital, gender empowerment, industrialisation and trade competitiveness, regional integration, and human wellbeing such as access to clean water and sanitation, education, health and technology delivery services. Moreover, the widely used indexes are limited in coverage. Most have been criticised for being expert-based, primarily normative, encompassing policy preferences rather than measuring the satisfaction of citizen request priorities.

3. There is growing recognition that measuring inputs and outputs alone is not enough to understand how service delivery works in practice. Citizens have a direct experience of public services' efficiency, adequacy, accessibility, quality, and reliability. Therefore, capturing the citizens' perception and assessment of the quality of services is crucial as it provides valuable information that can help improve service delivery.
4. To this end, the African Development Institute hereby invites qualified International Consulting Firms to indicate their interest in the "Consultancy Assignment to Conduct a Public Service Delivery Perception Survey in 54 Africa Countries." The survey data is meant to contribute to the African Development Institute's current work on the development of a composite indicator – the Public Services Delivery Index (PSDI) that covers the full stream of public services across all sectors and across the Banks’ High 5s including power, energy, agriculture, human capital, gender empowerment, industrialisation and trade competitiveness, regional integration, and human wellbeing such as access to clean water and sanitation, education, health and technology delivery services. The PSDI combines service outcomes (a measure of the extent to which public programs meet the stated goals of countries) and service impacts (a measure of public perception of the quality of services by citizens and institutions). The PSDI will be a tool to enhance transparency and accountability in public service in Africa.

5. Under the direct supervision and guidance of the Senior Director of the African Development Institute, the Consulting Firm will undertake the following tasks:

(a) Conduct a household survey on public perception of the quality of services and service delivery in the 54 African countries among adults 18 years and above
(b) Produce cleaned country datasets of selected indicators of public service delivery.
(c) Produce country survey data reports, including descriptive for each variable/ indicator
(d) Produce a comprehensive comparative data report for all the countries.
(e) Work with the Institute and the Bank to finalise the combined household and perception survey questionnaire.
(f) Work with the Institute and the Bank in integrating the service impact data and the service outcome data towards generating the Index

The consulting firm is expected to submit an expression of interest with a draft survey plan that indicates the survey study approach, including the

i) The survey design structure of a sample of between (1500-2000) households per country, including the process of selecting respondents. The design structure should ensure the survey is nationally representative on a household level within each country and for selected analysis domains, i.e., rural /urban, gender in each country for the target population.

ii) Data collection methods -online and or offline, face-to-face, telephonic and whether it is a self-administered and or interviewer assisted survey or a hybrid of all processes depending on each country's context

iii) The number of key informants' interviews and focus group discussions in each country with public servants, government agencies in charge of public service delivery and the participants' recruitment process

iv) Survey team's recruitments, training, and supervision, including coordination with local authorities and approvals where necessary

v) Survey data management plan including the data management system(s) to be used, and the data quality checks and data cleaning.

vi) Survey data analysis plan for both the quantitative and qualitative data.
vii) Measures to ensure the privacy and confidentiality of those participating in both the surveys and the qualitative discussions

viii) Any other relevant information the firm proposes to ensure quality data for tracking public service delivery.

6. Essential Specialised Skills/Competence of the consulting team/ firm

The requisite skills and experience for team members to participate in undertaking this assignment include:

**Work Experience**

a. At least 10-year experience leading mixed methods study design and analysis for economic data collection, data management and analysis and production of data survey reports

b. At least five years’ experience developing and conducting multi-country large-scale surveys, including household surveys. A broad footprint in most African countries will be an added advantage

c. At least 5 years of experience in research data management, database design, including data structures, and access controls and production of summary data factsheets.

d. Experience with statistical packages, for example, SPSS, R, STATA, among others

e. Good understanding of the diversified development challenges in public service delivery in the 54 African countries

f. Team with excellent verbal and written communication skills in French or English, with a good working knowledge of other languages, including Portuguese and Arabic.

g. A history of successful ethics applications for household survey studies

h. Experience in working and managing relations with multiple stakeholders and working in a multicultural environment

i. Experience in the development of indexes

**Essential knowledge and skills required to meet the demands of the assignment**

a. At least a master's degree or higher in Social sciences (i.e., Economics, Statistics, International Development, Research Methods, Public Policy, or related field). A PhD will be an added Advantage

b. Project Management experience and the ability to meet deadlines are essential.

c. Excellent analytical and report writing skills.

d. Exceptional diplomacy and cross-cultural skills.

e. Facilitation & presentation skills.

f. Excellent command of infographics

g. Good written and oral communications skills

h. Be nationals of one of the member countries of the Bank

7. Deliverables

The selected consulting firm will produce:

- A detailed Study Plan for the assignment with clear timelines for execution.
- A Survey Launch report;
• Country data fact sheets and reports including descriptive for each variable/indicator on public services delivery perceptions survey;
• A comprehensive comparative survey data report for all the countries;
• Data and Research that will lay the foundation for producing the Public Service Delivery Index.

8. The African Development Institute invites qualified International Consulting Firms to indicate their interest in providing the above-described services. Interested consulting firms shall provide information on their team's qualifications and experience with any prior similar assignments, demonstrating their ability to undertake this assignment (CVs, documentation, references for similar services, experience in comparable assignments, etc.). The applicant should also highlight the draft implementation plan for the assignment. The EOI should not exceed ten (10) pages. Relevant CVs will be requested as part of the Request for Proposal (RFP) process. For any questions on technical aspects of the assignment, contact n.wabiri@afdb.org, copy to africandevelopmentinstitute@afdb.org

9. Consulting Firms are eligible if their statutes comply with the laws of the African Development Bank’s Member Country in which they are registered and in which they have their principal place of business.

10. The eligibility criteria, the establishment of a shortlist and the selection procedure shall conform with the Bank's Rules and Procedures for the Use of Corporate Consultants. Please note that interest expressed by a Consultancy Firm does not imply any obligation on the part of the Bank to include them in the shortlist.

11. The estimated duration of services is six (6) months after signing the contract.

12. Place of assignment: The assignment will be undertaken from the consulting firm's duty station. Presence in most African countries will be an added advantage.

13. Interested International Consulting Firms may obtain further information at the email address below.

14. Remuneration: The fees will be negotiated upon contract signature based on the financial proposal and considering the team members' requisite qualifications and the firm's experience.

15. Expressions of interest must be received at the email addresses below no later than 14 July 2022 at 17:00 local time (GMT) in HQ, Abidjan, Côte d'Ivoire, explicitly mentioning "Consultancy Assignment to Conduct a Public Service Delivery Perception Survey in 54 African Countries." Responses to the Expression of Interest should be sent to: africandevelopmentinstitute@afdb.org with copy to n.wabiri@afdb.org and n.sebutsoe@afdb.org
16. **Establishment of the Shortlist:** A shortlist of three to six consulting firms will be established at the end of the request of expressions of interest period. The criteria for consulting firms to make it to the shortlist will be judged based on the criteria below:

<table>
<thead>
<tr>
<th>No</th>
<th>Criteria</th>
<th>Score</th>
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<tbody>
<tr>
<td>1</td>
<td>General qualifications and experience in the areas of expertise</td>
<td>15</td>
</tr>
<tr>
<td>2</td>
<td>Consulting firm’s relevant experience with similar assignments</td>
<td>40</td>
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<tr>
<td>3</td>
<td>Availability of requisite skill mix within the personnel of the firm/company during the period planned for the execution of the contract</td>
<td>30</td>
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<tr>
<td>4</td>
<td>Experience working in developing regions, with emphasis on Africa</td>
<td>15</td>
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17. **Reservation of Rights:** The AfDB reserves the right to limit the number of qualified firms shortlisted for efficiency. Moreover, the AfDB reserves the right to verify any information provided or request additional information after the EOI applications have been received. Furthermore, the AfDB reserves the right to proceed or not to proceed with issuing an RFP. The AfDB also reserves the right to modify the scope of work for the RFP as necessary to meet the project’s requirements. All data and information received from the AfDB for the purpose of this assignment are to be treated confidentially and are only to be used in connection with the Terms of Reference (ToR) to this EOI. The contents of the written materials obtained and utilised during this assignment are not to be disclosed with any third parties without the expressed written notice of the AfDB.

18. As this is a re-advertisement of the EOI published on 21 April 2022, consulting firms who had already responded and submitted an EOI need not re-submit. The Institute will consider their earlier submissions. However, they are free to resubmit should they deem it fit.