

SCOPE OF WORK

FIRM TO CONDUCT THE ENDLINE SURVEY VIA PHONE

1. Background

Skills to Succeed (S2S) program was launched in Vietnam in 2014. The project aims to supporting at-risk youth in Da Nang and Can Tho, two secondary cities where youth from nearby provinces migrate to earn a living or education. It targets at deprived youth including poor migrants, low-income and youth living in especially difficult situations with goals to provide marketable skills and network for deprived youth to access to stable jobs, and build up linkage among employers, training institutions, youth and government structures for better training quality and employment opportunities for youth.

S2S ensured that at least 100% target disadvantaged youth gain marketable skills; 50% of them placed in apprenticeship/internships or assisted with a business start-up; and 70% secured a safe and preferred job (wage or self-employment). Besides, in working closely with Employment Service Center, a government body responsible for job skill training and job linkage for youth, Vocational Schools where most youth from poor families in rural areas are enrolling to become skilled workers, and Youth Union, a mass organization taking care of youth development, the project advocated, built capacity and resources for these partners to mainstream employability training and job linkage into the current system to help youth meet market needs and improve job opportunities. Reaching all planned targets, S2S has contributed a significant part in raising both quality and quantity of training and employment for youth in a sustainable way.

In order to evaluate the impact of the study on enhancing the employability skills for deprived youths nationwide, the project will coordinate with consulting firm to conduct the endline survey.

2. Objectives of the Consultancy

- Objective 1. To conduct an endline survey via phone call to gather data on Skills to Succeed program participants' saving behaviors, job search strategies, and employment status after the program.
- Objective 2. To distribute incentives (talk time credit) to successful respondents.

Save the Children USA, in collaboration with Save the Children International – Vietnam Country Office, is conducting a research study to assess the benefit of incorporating a financial capability component into the Skills to Succeed (S2S) program (the “study”).

Save the Children aims to engage well-qualified consultant/firm who has a proven track record of quality work, and Save the Children expects all assignments to be professionally conducted. Save the Children will work with the selected consultant/firm to ensure that, as far as possible, all assignments are completed to a high standard. The primary responsibility for making sure a high standard is achieved, as agreed, rests with the consultant/firm herself/himself.

3. Consulting firm’s responsibilities

3.1 Privacy and Confidentiality

The selected consultant/firm is expected to complete the following tasks:

- The survey will ask the respondent if they consent to do the interview. The enumerator will read the informed consent language (Annex 1)
- Personal identifiable data (“PID”) will be shared with the consultant/firm to contact and verify the identity of S2S program participants for the endline survey. The PID contents (Annex 2) is Save the Children property. The selected consultant/firm not allow to use this for any purpose or disclose to enumerator.
- Once every two weeks, consultant/firm will provide the Skills to Succeed program contact at Save the Children International – Vietnam Country Office with a password protected list of respondents for whom endline survey data is available.
- Once a month, consultant/firm will provide the Skills to Succeed program contact at Save the Children International – Vietnam Country Office with password protected endline survey data records. All files will be shared with Save the Children Vietnam via a secure link.
- All data will be stored within a private content management system with limited user access and permission levels with authentication credentials when accessing the database. Only super users will be able to view PID. All super users at the consultancy will receive training on Save the Children’s code of conduct and asked to sign Save the Children’s code of conduct policy.

3.2. Survey

The selected consultant/firm is expected to complete the following tasks

- ***Training of interviewers:*** The consultant/firm will select and train enumerators on the endline form, and Save the Children's ethical protocols for data collection. The consultant/firm will arrange the training venue and all supplies and logistics associated with the training. The Research Team will be present during the training and will have the final decision on the interviewers conducting the survey. Save the Children requires that all interviewers sign the organization's Code of Conduct policy. (Annex 3)

- ***Pilot of survey instrument:*** The Firm will work with the Research Team to pilot the endline survey form. The Firm will provide written feedback to the Research Team and SC on the interview duration, poorly understood or misinterpreted questions, general smoothness, other observations, and suggestions for improvement. Expecting 2 weeks for pilot to collect data, adjust and re-test if necessary. N=30 minimum each round of piloting, gender balanced.

- ***Programming of final endline form to data entry system:*** The Firm will work with the Research Team to program the soft copy of the final endline form into the data entry system. All specifications on data coding, formatting of data points and export features should be agreed with the Research Team.

- ***Data collecting:*** The Firm will work with the Research Team to roll out the data collection in batches, to monitor attrition rates and verify rotation protocol for calls (varying days/times of the week) per interviewee. The Firm will suggest a rotation protocol for Research Team to review. The final rotation protocol for all 3 attempts per interviewee will be vetted by the Research Team. There will be at least 3 attempts to reach interviewees before classifying them as unreachable.

- ***Supervision of data collection:*** The Firm will be responsible for quality control of interviewers by audio recording 100% of the calls and will send to Research Team a random 5% (chosen by Research Team) of the recording for spot-checking. Youth might be more reachable in late afternoon/evening.

- ***Final report:*** The Firm will write report describing the data collection process.

- *Catalogue system for questionnaires:* The Firm will catalogue the questionnaires by school and random group assignment such that they are easy to find if Research Team needs to go back to the individual questionnaire at a later date.

3.3 Incentive distribution

The selected consultant/firm is expected to complete the following tasks

- Ask respondents during the survey call for how to send them a talk time credit, either send the credit code via SMS or via a link send to their phone.
- Send SMS to completed respondents with:
 - Either credit code or link to access to the credit code
 - Save the Children Research Team contact number: +84989388995
- Ask respondents to confirm either receive or not receive credit code to Save the Children Research Team above contact number
- Once per week send a report to Research Team about those respondent whom: 1) are sent the SMS to; 2) accessed/not accessed to the link sent to

4. Expected Deliverables/outputs:

- Piloting report (documentation of piloting process followed and adjustments made to form or data collection procedure, if any)
- Screenshots of data entry template and codebooks
- Audio recording in agreed format
- Dataset: 1) Accurate and complete datasets; 2) Codebook; 3) Separate list of missing/refusals respondents with documentation of contact moments for each.
- Report describing data collection, entry and cleaning process.

Questionnaires submitted to Research Team in a catalogued fashion, and the catalogue system explained in final report.

5. Duration/Timeframe:

Key milestones	Time frame- yr 2017		Note
	Start date	Ending date	
Training of interviewers	10-Apr	10-Apr	in Hue with SC staff participation. Hai to travel
Pilot of survey instrument + Finalize survey instrument	11-Apr	17-Apr	3 days pilot + 4 days to adjust if any

Data collection + incentive distribution	18-Apr	18-May	30 days as the latest for the last interview
Data (questionnaire and incentive distribution) submission	24-Apr	24-May	Every 100 respondents (either completed or not completed)
Final report	25-May	30-May	SC to send a bullet points format

6. Reporting line:

The Consultant/firm reports directly to Project Manager and MEAL Officer

7. Consulting Firm's Qualifications:

- Prior experience working with research, government and development institutions in Vietnam, especially by phone call survey method
- Experience working with international and national researchers will be an advantage.
- Experience with and/or exposure to research methods.
- Having the switchboard for phone call survey; database management system; voice record system

The dedicated involved staff

- Excellent communication and coordination skills.
- Ability to work independently, and pay close attention to detail.
- Survey ethic on privacy and confidentiality
- Good spoken and written English and Vietnamese.
- Commitment to Save the Children's values.

8. For public/advertisement:

The call is applied for firm/company only

8.1 Submission document: *Firm's profile and detailed quotation with stamp (gross rate including tax and related fee)*

8.2 Deadline of submission: *15 March, 2017*