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Project Fiduciary Management Unit –  
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**GOVERNMENT OF SIERRA LEONE**

## **REQUEST FOR EXPRESSIONS OF INTEREST (CONSULTING SERVICES – FIRMS SELECTION)**

Sierra Leone  
Sierra Leone Skills Development Project  
Loan No.: P163723

**Issue date: 19<sup>th</sup> July 2023**

**Assignment Title: Consultancy Services to Undertake Beneficiary Satisfaction Survey**

**Reference No.: SL-MOFED-367478--CS-CQS**

The Government of Sierra Leone has received financing from the World Bank toward the cost of the Sierra Leone Skills Development Project and intends to apply part of the proceeds for consulting services.

### **PROJECT BACKGROUND**

The labor market in Sierra Leone is characterized by relatively high participation and low unemployment, as well as high underemployment and informality. In 2014, the labor force participation rate was 65 percent with only 2.8 percent unemployment. However, the low unemployment rate, particularly in rural areas, is misleading: while 90 percent of the workforce is self-employed, the majority are concentrated in small-scale agriculture (59 percent) and over 35 percent of wage employment and 88 percent of nonagricultural self-employment is in the informal sector. The youth unemployment rate is two times higher than the average among working-age adults. While the differences in labor market outcomes by gender are small, there are substantial differences in labor market outcomes between urban and rural populations and among individuals with different levels of education.

The Sierra Leone Skills Development Project (SDP), which is led by the Ministry of Technical and Higher Education (MTHE) and financed by the Government of Sierra Leone and the World bank, is mainly aimed at enhancing the current TVET system to produce skilled youth who can be readily absorbed by the labour market or become successful entrepreneurs.

The Project Development Objective (PDO) is to increase access to demand-led skills training and building the foundations for a demand-led skills development system in Sierra Leone.

The Skills Development Fund (SDF), Component 1 of the SDP, is a challenge fund for support to labor market relevant skills training. An important element of the initiative is to facilitate collaboration between training providers and industry to promote demand driven skills development with special attention to innovative modes of training. So far, the grantees under the SDF have completed training

for 14,181 trainees. Data collected by SDF Secretariat show that 6,202 graduates are in formal or self-employment.

The SDP is seeking the services of a consultancy firm to undertake a survey to measure the satisfaction rating of the SDF graduates and the employers where these graduates have been employed.

## **OBJECTIVES OF THE ASSIGNMENT AND SCOPE OF WORK**

### **Objective**

The assignment's general objective is to inform different stakeholders on the quality and satisfaction levels of the SDF training. The different stakeholders include; Ministry of Technical and Higher Education, NCTVA, Private industry/employers, and World Bank.

### **Scope of Work**

The firm/training service provider is expected to undertake the following specific tasks:

- Determine the level of satisfaction of beneficiaries (trainees, instructors and employers) with the SDF training activities
- To identify lessons learned and good practices from the training activities and employment facilitation
- Review the methodology and reports as well as databases of the pilot tracer study that was completed in 2022. The consultant shall only review for purposes of having a better understanding of earlier studies made
- Prepare Inception report for the survey including key timelines and key staff to be involved in the activity
- Develop survey instruments for data collection in line with acceptable methodologies agreed upon between the SDP team and the consultant. The instruments and methodology shall be agreed upon with SDP and any other stakeholder as may be agreeable for clearance. The instruments shall clearly have quality assurance mechanisms all the way as per best industry practice or standards.
- Conduct surveys in all 16 administrative districts on the direct beneficiaries/graduates of the 147 grantees as well as sector employers to measure their rating of the SDF training.

### **Targeted beneficiary groups**

- (i) Trainees: (a) Formal and non-formal window 1 trainees (appropriately sampled including certificate, national diploma higher national diploma), and (b) Trainees/staff grantee businesses (Window 2)
- (ii) Instructors/Trainers
- (iii) Employers: Government and non-government agencies, private companies, firms, NGOs academic institutions (schools, campuses and training centers), industries, and informal sector.

### **Coverage of Trainees Satisfaction Survey**

The survey should cover, among others, the following areas:

- Enrolment management, including entry assessments if applicable
- Adherence to academic/training calendar/schedule
- Regularity of instructional activities
- Trainee centered pedagogical practices
- Learning environment in classrooms, ICT facilities, instructional materials, field work and others including quality of instructors, teaching facilities and equipment
- Curriculum (labour market relevance)
- Monitoring of trainees' progress
- Assessment system – classroom and final examinations
- Trainees career counseling and placement
- Physical facilities, including buildings, drinking water, toilets and outdoor facilities
- Transparency and accountability
- Academic integrity of examination
- Training/mentoring about academic integrity, research ethics and safety issues
- Grievance redressal and feedback system

### **Coverage of Faculty Satisfaction Survey**

The survey should cover, among others, the following areas:

- Academic calendar
- Career development opportunities
- Instructors mentoring
- Office space
- Physical facilities, including buildings, drinking water, toilets and outdoor facilities
- Enforcement of academic calendar and academic rules
- Enrolment management, including entry assessment if applicable
- Learning environment in classrooms, library, ICT facilities, instructional materials, field work and others including quality of trainees and equipment
- Relevance of curriculum, curriculum revision and new programs
- Key stakeholders' participation in curriculum design
- Trainees pass rates
- Trainees counseling and placement
- Attitude of trainees towards studies
- Transparency and accountability
- Academic integrity

### **Coverage of Employer Satisfaction Survey**

The survey should cover, among others, the following areas:

- Communication skills – verbal and written
- Interpersonal skills

- Leadership skills
- Teamwork
- Attitude, respect for diversity
- Moral and ethical character, discipline
- Commitment, honesty and determination
- Taking Initiative
- Ability to learn and adapt
- Competence in subject matter: theoretical and practical aspects
- Performance on the job
- Participation in curriculum design/revision

### Survey Locations

The survey will be carried out in all sixteen districts of Sierra Leone.

### EXPECTED OUTPUTS AND DELIVERABLES

#	Task	Estimated Duration (Weeks)	Details
1	Inception Report	2 weeks	Submission of an acceptable Inception Report including study methodology, survey details such as sampling methods, calendar for the field survey, data entry and reports, arrangements made for supervision and validation of data collected, data entry related tasks, and report writing. Also include strategies for enumeration.
2	Sampling	1 week	Selection of representative samples from each of the groups described. Disaggregation for males and females should be adequately considered. Additionally, all vulnerable groups including persons with disabilities should be reflected. Appropriate sampling weights must be provided.
3	Questionnaire design	1 week	Separate questionnaire for each of the groups. To be developed in English and administered in English or in local languages
4	Pilot survey	1 week	Pilot survey to test questionnaires. The results of pilot survey should be shared.
5	Field Survey	4 weeks	Including training of enumerators and fielding of the main survey. In addition to the administration of questionnaires, focus group discussions should be

			held to give more perspective and interpretation of the data collected.
6	Data Analyses and Report writing	2 weeks	Clean and usable data to be provided in Excel. Report according to structure agreed with SDP. Draft and Final report based on comments received.
7	Communicate Results to Beneficiary Institutions	1 Week	The results of the survey should be submitted to beneficiary institutions for future reference and to guide future efforts.

### **INSTITUTIONAL ARRANGEMENTS**

The selected firm will work under overall supervision of SDFS/MTHE and the direct supervision of the Assignment Manager. The project team will coordinate and provide contacts of relevant grantee institutions and other stakeholders involved for consultations. The firm should use their own computer/laptop for the assignment, the office will provide access to internet (only during working hours to facilitate communication. Other logistical costs (local transport, communication, lodging, etc. must be included as part of the financial proposal of the firm).

### **Responsibilities of the SDP**

The SDP will:

- i. Oversee the whole survey process;
- ii. Make suggestions on technical aspects and issues;
- iii. Participate in finalization of the sample;
- iv. Write letter to grantee institutions and assist the enumerators to get enough cooperation from the institutions; and
- v. Suggest way out in unforeseeable condition experienced by the consultant

### **DURATION OF THE WORK**

The assignment is to span for approximately 90 effective calendar days, exactly 3 (three) months all in-country. The assignment should start by 1<sup>st</sup> July 2023, and implementation should be completed no later than 30<sup>th</sup> September 2023.

### **DUTY STATION**

The staff of the firm will be based in Freetown with frequent and extensive visits to the provinces. Arrangement for such visits will be coordinated by the firm with the project team based on project work plan/schedule.

### **QUALIFICATIONS AND EXPERIENCE**

The consultancy firm is expected to be a renowned firm or a consortium of firms with extensive experience in research and surveys. The applicants must provide evidence registration and other related documents including evidence of the following:

- At least 5 years' experience and track records on conducting the similar survey;

- general experience of surveys, research or data collection of at least seven years.;
- Specific experience of the firm in conducting education related surveys either on quality of higher education tracer studies or employability of graduates in the past five years. Added advantage if survey/data collection included TVET and or industry;
- The firm should indicate technical and managerial capability for the assignment;
- Experience in working with key industries and employers;
- Knowledge of the TVET system in Sierra Leone

## **Experience and Qualifications of Key Experts**

### **I. Team Leader/Manager (1 person)**

#### Education:

- Master's degree in business administration, Economics, Commerce, Accounting or Finance or other fields relevant to the assignment.

#### Professional Experience:

- At least 10 years of professional experiences in management consultancy, research, survey and or related positions.
- Relevant experiences in business management and financial planning
- Demonstrate ability to effectively build and strengthen partnerships with key stakeholders, including government, civil society, local community, private sector and development partners
- Ability to work effectively with MS Office

#### Language Requirements:

- Proficiency in written and spoken English is a must;
- Knowledge and ability to communicate in Krio and any of the other local Sierra Leone dialects is an advantage.

#### Other Competencies:

- Excellent interpersonal and networking skills, including the ability to liaise effectively at senior levels;
- High business planning, modelling, and analytical skills;
- Ability to communicate and function effectively in an international, multicultural environment;

- Ability to work effectively in a team.

## **II. Statistician (1 person)**

### Education:

- Bachelor's degree in statistics from a recognized university. A Masters in the same or Economics will be added advantage
- Professional Experience:  
Working experience as Statistician or Data Analyst preferably at minimum of supervisor level for at least five years
- Experience of data collection for policy formulation is highly desired
- Experience in data collection related to quality of higher education will be added advantage
- Ability to work effectively with MS Office and other statistical software

### Language Requirements:

- Proficiency in written and spoken English is a must;
- Knowledge and ability to communicate in Krio and any of the other local Sierra Leone dialects is an advantage.

### Other Competencies:

- Excellent interpersonal and networking skills, including the ability to liaise effectively at senior levels;
- Ability to communicate and function effectively in an international, multicultural environment;
- Ability to work effectively in a team;
- Ability to make logistical arrangements to facilitate trainings to for high number of participants including online participation where necessary.

### Non-Key Expert

Enumerators: The consultant firm may appoint required number of enumerators experienced in data collection, scrutiny and analysis.

## **CRITERIA FOR SELECTION OF THE CONSULTANCY FIRM**

The Firm will be selected under the Consultant Qualification Selection (CQS) method as indicated in the World Bank Procurement regulation November 2020. The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" November 2020 ("Procurement

Regulations”), setting forth the World Bank’s policy on conflict of interest. as per paragraph 3.17 of the Procurement Regulations.

The agreed criteria for evaluation and scores are as follows:

<b>Criteria</b>	<b>Maximum Scores Allocated</b>
<b>FIRM QUALIFICATION 30</b>	
Should have the required team composition (Team Leader/ and Statistician)	<b>30</b>
<b>FIRM EXPERIENCE 70</b>	
Firm’s Experience in labour market development issues, knowledge of the TVET sector and working with employers ( <i>max 15 points (10 points allocated for similar assignments; + 3 points for knowledge in TVET; + up to 2 points for working with employers).</i> )	<b>20</b>
Evidence of completion of at least 2 assignments on large survey/census with Government and/or its Multi-lateral Development Partners	<b>15</b>
Demonstrate ability to effectively collect data, clean, analyse and report to various stakeholders	<b>10</b>
Experience undertaking surveys related to higher education/TVET	<b>15</b>
Working experience with the Government of Sierra Leone or its affiliated organizations	<b>10</b>
<b>TOTAL SCORES</b>	<b>100</b>

#### **LANGUAGE OF ASSIGNMENT**

All reports and official communication of the assignment shall be in English.

#### **REPORTING COMMUNICATION & COORDINATION**

The firm shall report directly to the Assignment Manager, SDFS - MTHE.

The Project now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required relevant qualifications and relevant experience to perform the Services.

A Consultant will be selected in accordance with the Consultant Qualification Selection (CQS) method set out in the Procurement Regulations November 2020.

Further information can be obtained at the address below during office hours 0900 to 1700 hours.

Expressions of interest must be delivered in a written form to the address below (in person)

**Project Management Unit**

**The Project Fiduciary Management Unit**

**13 Howe Street**

**Freetown**

**Attn: Head of Procurement / Procurement Management Specialist**



**Tel: +232 78 509884, +23276 416427 and +232 78 585818  
OR**

by e-mail to : [info@sdf.gov.sl](mailto:info@sdf.gov.sl)

When submitting, please indicate *clearly in the sealed envelope* or *email subject* heading ‘**EOI FOR CONSULTANCY SERVICE TO UNDERTAKE BENEFICIARY SATISFACTION SURVEY**’. **SUBMISSION WILL BE ACCEPTED** for this assignment by **26<sup>th</sup> July 2023**.