

**Republic of Liberia**  
**Liberia Electricity Regulatory Commission**  
**Behind Lonestar Cell MTN Headquarters**  
**Tubman Boulevard, Congo Town**  
**Monrovia, Liberia**



**REQUEST FOR EXPRESSIONS OF INTEREST**

**Issuance Date: February 28, 2024**

**Data Collection Firm**

**I. Background**

The 2015 Electricity Law of Liberia (ELL 2015) created the Liberia Electricity Regulatory Commission and establishes the regulatory and legal framework for engagement into all regulated activities.

The Customer Service and Quality of Supply Regulation (CS&QOS 7(d) mandates the licensed Service Provider to cooperate with an independent entity to be appointed by the LERC to conduct a customer satisfaction survey every two years. The LERC is now looking for a data collection firm to gather responses from customers about the performance of the three licensed/Permitted service providers- Liberia Electricity Corporation (LEC), Jungle Energy Power (JEP), and Totota Electric Cooperative (TEC).

The LERC hereby invites firms to submit an Expression of Interest to provide **Data Collection Services**.

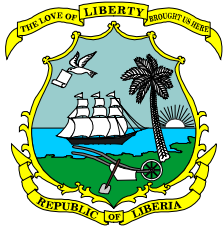
**II. Objective of the Assignment**

The objective of the assignment is to obtain responses from customers in different parts of Liberia about the quality of services from the different service providers. The Firm will carry out a sample survey based on a developed sampling strategy and obtain feedback from customer connected to electricity distribution services. Responses will be compiled to determine the satisfactoriness of each service provider's performance.

**III. Duties and Responsibilities**

Specifically, the Data Collection Firm will:

1. Develop and install electronic data collection questionnaire on tablets and the use of data collection cloud services like Survey CTO, ODK. (Configure the data intake questionnaire onto the tablets to enable electronic data collection)
2. Develop operational, recruitment, and supervision plans for the assignment.
3. Prepare staff training curriculum, materials, and guidelines for field staff, incorporating inputs from the LERC on the contents of the training.



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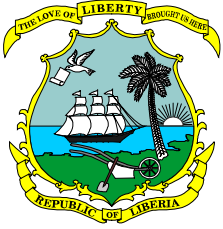
4. Recruit, contract, and pay the necessary staff for the collection of data and ensure timely and high-quality training for enumerators.
5. Develop enumeration or route maps for each community.
6. Collect Customer information and feedback by using the Tablet and software (such as ODK/Kobo) designed for those purposes. This includes the data intake questionnaire for all Customers.
7. Collect the responses/information/feedback from customers in (insert counties where data will be collected from)
8. Provide data connectivity solutions for transferring data from electronic devices (Tablets/Smart Phones) to owner-controlled storage servers and devices.
9. Perform data quality control, data aggregation, data synchronization, data deduplication and adjudication.
10. Ensure that Data are Cleaned and Analyzed before submission. Data should be submitted along with a report that rates performance of each service provider (rated according to customer's feedback).
11. Ensure that data are maintained and stored in a manner that is fully confidential so that no external individuals or institution can identify any specific personal or private information in the data.
12. Any other activities as may be necessary for the success of the process.

**IV Expected Output and Deliverables**

The Firm is expected to develop a questionnaire, collect responses from Customers in selected counties, collate the responses, and submit to the Client.

The data collection firm shall deliver the following outputs:

- 1) Inception Report including a logistics plan and data collection manual which will be submitted to LERC during the process planning phase.
- 2) Field staff training curriculum, materials, and guidelines for field staff.
- 3) Clean labelled dataset comprising of a total of all completed interviews in separate database files. The database will be in the Excel and STATA/SPSS electronic database format. The



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database will contain all variables included in the questionnaires, following the codes included in them

- 4) A second database including the location information of each interviewed Customer: photo, names, address, GPS coordinates, phone number, other contact information.
- 5) Weekly report on achievement of outputs, problems and issues related to implementation; proposed follow up and plan for next week.
- 6) Implementation of data collection report on how the data collection has been carried out, description of problems found in the field and how they were resolved etc. Descriptive statistics of the data
- 7) Delivery of final report relating to the overall organization and execution of the data collection and delivery of the final collected data including photos in a format readable by common statistical software (e.g., Excel and Stata/SPSS.).
- 8) A Full Performance Report of Each Service Provider based on responses from customers.

**V Duty Station**

The Data Collection Firm will work in **Nimba Distribution service area; Bong Distribution Service area; Cape Mount Distribution service area, Bomi Distribution service area, Mar-Gibi Distribution service area and Montserrado Distribution service area, respectively.**

**VI. Duration of Assignment**

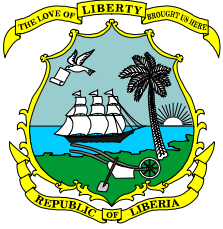
The Data Collection Firm will complete the assignment over a three-month period, starting from the date of the contract signing.

**VII. Qualifications**

**A. Firm Qualifications**

To be considered for this activity, the firm must demonstrate capacity and capabilities in the following:

- 1) Experience in implementing data collection of similar scope in Liberia over the past five (5) years. Experience should be demonstrated by providing at least three (3) Data Collection activities the firm has implemented. Stated experiences should be backed by official documentation by client worked for with letter/evidence of satisfactory completion.
- 2) A duly registered business entity and has been engaged in the business of providing consulting services that has not been declared ineligible to participate in any public tender in Liberia or elsewhere.



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- 3) Strong capacity and experience in planning and organizing data collection logistics, including the design and implementation of protocols to ensure high quality data.
- 4) Capacity to store and maintain data in a manner that protects respondent's identities.
- 5) Be ready to assume work as soon as possible.

**B. Qualification of Key Staff**

The Data Collection Firm must have a field team comprising of at least: Data Collection Coordinator, Supervisors and Enumerators. The firm must, as much as practicable, recruit and train field staff in the respective Counties or communities of the data collection assignment.

The firm should include the qualifications and skills for field staff indicated below; however, the firm's proposal should also include clear descriptions, which comprise the staff's experience and roles in the process along with the detailed CVs of the management team. It is expected that the selected firm will mobilize the field staff indicated in their technical proposal. If the firm wishes to substitute any member of the field staff, they must first obtain written permission from the LERC. It is recommended that each enumeration team should be composed of a maximum of ten enumerators per supervisor.

**Data Collection Coordinator**

The Data Collection Coordinator is responsible for the staff, logistics and training, as well as for operationalizing the data collection process on behalf of the Data Collection Firm. The Data Collection Coordinator should be a senior staff of the firm.

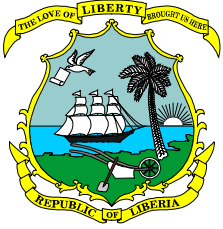
The specific responsibilities include:

- 1) Responsible for the overall timely and accurate implementation of the data collection process;
- 2) In-charge of training county coordinators, supervisors and enumerators;
- 3) Ensure the successful implementation of the entire data collection process according to the operational plan;
- 4) Ensure strict compliance with the methodologies and procedures established for data collection;
- 5) Provide technical guidance and troubleshooting services to county coordinators;
- 6) Regularly review the quality and quantity of data and ensure its accuracy;
- 7) Facilitate full completion of interviews by maintaining close contact with the Data Collection Supervisors, county authorities, community leaders of all data collection areas.

Qualifications: Master's Degree, with at least 3 years of experience in a similar role. Candidates must have strong interpersonal, communication and organizational skills.

**Supervisors**

The Supervisor is responsible for managing the planning and execution of the data collection in an enumeration area and providing technical support to the enumerators during fieldwork. S/he will report to the Data Collection Coordinator.



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Specific tasks to be carried out by the Supervisors are:

- 1) Participate in training workshops to be prepared by the firm and get well acquainted with the data collection process;
- 2) Undertake overall planning for the data collection in a specific enumeration area, as per the Logistics Plan of the firm;
- 3) Distribute the materials and hardware needed by the team;
- 4) Coordinate the logistics required;
- 5) Ensure the safety and proper handling of hardware;
- 6) Provide technical guidance to enumerators to ensure quality of the process;
- 7) Check the quality and completeness of the data collected by the enumerators;
- 8) Inform the Data Collection Coordinator about the implementation of the data collection process;
- 9) Maintain a close liaison with local community leaders, public representatives and government officials to ensure entry to communities and understanding of the purpose of data collection;
- 10) Organize and lead the daily debriefing meetings with the enumerators at the end of each day.

Qualifications: Candidates should have at least a Bachelor's and at least 3 years of experience in similar jobs requiring personnel supervision and teamwork. Candidates must have strong interpersonal, communication, and organizational skills. Good knowledge of the communities within the assigned enumeration areas. Experience on the use of CAPI is an advantage.

#### Enumerators

Enumerator will be responsible for the filling of data intake questionnaire with the use of tablet for data collection. They will interview Customers and work closely with their colleagues in the enumeration area. Every enumerator will report to his/her supervisor.

Specific tasks to be carried out by an Enumerator are to:

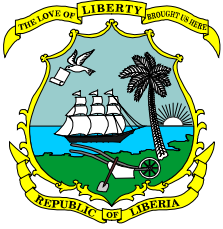
- a) Participate in training workshops and get well acquainted with the data collection process.
- b) Conduct interviews with customers and fill the data intake questionnaire.
- c) Assure quality work by filling the questionnaire as completely as possible, and without any errors.
- d) Discuss in detail the observations and follow the suggestions by the Supervisor, to ensure quality of the data collected.

Qualifications: Candidates should have a minimum of a secondary school education and have excellent verbal and written communication skills. Ability to write and read English is also necessary. Experience on the use of Tablet (ODK/Kobo, etc.) to collect data is an advantage.

#### **VIII. Required Documents to Submit along with Expression of Interest**

Interested Firms must submit the following documents along with their Expression of Interest:

- 1) Business Registration
- 2) Tax Clearance



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- 3) Signed CVs of Proposed Key Staff
- 4) Past Performance Records:
  - 4.1 List of at least 3 previous clients (with contact information)
  - 4.2 Nature of task executed.
  - 4.3 certificates of completion(optional)
  - 4.4 Field Manual(s) for Previous Data Collection Services performed.

**IX. Shortlisting Criteria and Applicable Guidelines**

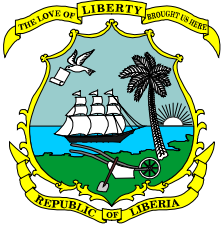
The Applicable procedure for this recruitment is the **Consultant Qualification Selection (CQS)** as outlined in **Regulation 40(7) of the Public Procurement and Concessions Amended Regulations, June 2014 of the Republic of Liberia.**

Firms that submit Expressions of Interest shall be evaluated and scored. The highest ranked firm shall be issued a Request for Proposal. For more details on the procedure for evaluation, you may read the afore-mentioned regulation (Selection based on Consultant's Qualifications).

**X How to Apply**

Interested Firms must deliver their Expression of Interest (with required documents attached), in a sealed envelope, to the Procurement Office, Liberia Electricity Regulatory Commission, Behind Lonestar Cell MTN, Congo Town, Monrovia. Firms must submit one original and three copies of the Expression of Interest. Firms must submit their Expressions of Interest on or before **2PM, Wednesday, March 20, 2024.** The address for clarity and submission is:

Procurement Officer  
Liberia Electricity Regulatory Commission  
Behind Lonestar Cell MTN  
Tubman Boulevard, Congo Town  
Cell #: 0777-471-572  
Email Address: onyah@lerc.gov.lr



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