

REPUBLIC OF RWANDA



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TERMS OF REFERENCE

ASSIGNMENT TITLE: RECRUITMENT OF A NATIONAL INDIVIDUAL CONSULTANT TO CONDUCT THE 2014 USER SATISFACTION SURVEY FOR THE NATIONAL INSTITUTE OF STATISTICS OF RWANDA

REFERENCE NO: 050/REOI/2013-2014/NISR/NC UNIT/NSDS B F /USER SATISFACTION SURVEY

1. Introduction

The National Institute of Statistics of Rwanda (NISR) is implementing a 5 Year programme referred to as the "National Strategy for the Development of Statistics (NSDS 2009-2014)" in Rwanda with 2013/2014 being the last year of implementation. The main objective of elaborating and implementing NSDS or mission is to provide relevant, reliable, coherent, timely and accessible statistical information and services to various sectors of the society in a coordinated and sustainable manner within the National Statistical System (NSS), as well as to increase the capacity to formulate policies and make informed decisions for development by increased use of better statistics.

In Rwanda, to achieve this objective, a national strategy was developed and endorsed by the Government, with a stressed importance of the NSDS recognizing that it "will provide for key statistical indicators needed to monitor the Economic Development and Poverty Reduction Strategy (EDPRS) and the Millennium Development Goals (MDGs)".

The Goals of the NSS are:

1. To provide relevant, high quality statistical information to meet user needs
2. To improve accessibility of official statistics
3. To develop and promote strategic partnerships in improving the National Statistical System
4. To develop the statistical capacity of institutions



5. To ensure sustainability, cost efficiency, cost effectiveness, transparency and accountability in managing the resources of the National Statistical System.

For each goal, a program, policies, activities and projects were developed taking into consideration the international standards and principles such as the one formulated in the UN Fundamental Principles of Official Statistics and the UN Handbook of Statistical organizations. Specific objectives and activities for each program are outlined in the NSDS document.

The production of this costly information is justified unless it is used for evidence based decision making and for measuring the impact of Government policies, programs and projects. To this end, the focus is shifted from producers to users of statistics. Therefore, it is important to assess on a regular basis to what extent the NSDS outputs are meeting the needs of users and evaluate the level of use of official statistics for policy formulation and decision making in the Rwandan society.

The National Institute of Statistics of Rwanda (NISR) therefore wishes to recruit a national individual consultant to conduct the User Satisfaction Survey of 2014 to provide the level of users satisfaction with available statistical outputs as a result of NSDS1 implementation, improvement made based on the baseline provided the by User Satisfaction Survey of 2012.

2. Objectives

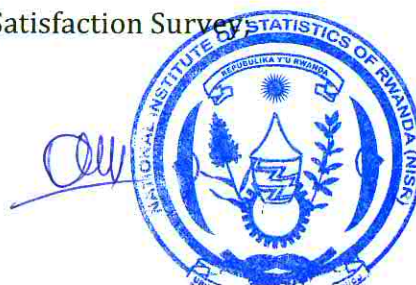
The 2014 User Satisfaction Survey's objectives include:

- a) To assess the extent to which official statistics are being used for informed policy and decision making and informed discussions and debates;
- b) To gauge to what extent official statistics satisfy the most urgent needs of the users at the time of the survey;
- c) To determine how easy or difficult it is to access official statistics and their metadata;
- d) To monitor changes in supply, quality, use and perceptions of official statistics over the life span of the NSDS1 implementation;
- e) To provide the level of users satisfaction with statistical outputs as a result of NSDS1 implementation, and baseline for NSDS2 implementation.

3. Scope of the assignment

The consultant who will undertake the review is expected to:

- a) Review the relevant NSDS1 documentation, including the 2012 User Satisfaction Survey report and meet with relevant stakeholders;
- b) Develop a survey methodology for meeting the requirements of the User Satisfaction Survey;
- c) Develop the sample design of the 2014 User Satisfaction Survey



- d) Design and customize the standard questionnaire of User Satisfaction Survey when necessary;
- e) Organize and undertake the interviews and data collection activities;
- f) Process and analyze the collected information;
- g) Provide the analytical report of findings with recommendations that will support the improvement of specific areas.

4. Key outputs and deliverables

The expected key outputs and deliverables from the assignment are:

- a) The survey methodological document that shows how the 2014 User Satisfaction will be implemented;
- b) The sample design of the survey, including a list of all selected organizations, and individuals to be interviewed as well as weighting procedures;
- c) The list of indicators that will be measured and their tabulation/analysis plan based on the designed questionnaire;
- d) The designed questionnaire;
- e) The data collection plan and structure;
- f) The data processing and editing procedures;
- g) The report of findings
- h) A well organized final dataset.

5. Specific Tasks/activities

The key tasks/activities for the consultant are summarized below:

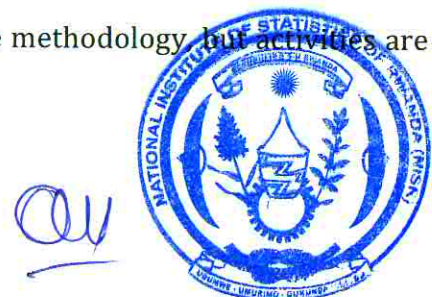
- a) Designing the 2014 User Satisfaction Survey;
- b) Measuring the level of users' satisfaction with available statistical outputs as a result of NSDS1 implementation.

Specifically the consultant shall perform the following:

- a) Review the NSDS1 documentation and annual reports;
- b) Design the survey including the sample design by following the best practices;
- c) Design the survey questionnaire;
- d) Recruit and training the enumerators/data collectors;
- e) Organize the appointments with selected organizations and individuals to be interviewed;
- f) Run the data entry and data processing;
- g) Analyze the data and produce the report of findings;
- h) Organize and avail the cleaned final dataset to NISR.

6. Methodology

- a) The consultant will determine the most appropriate methodology, but activities are expected to include (but not be limited to):



- b) A desk review of all relevant documentation, including quarterly and annual work plans, 2012 User Satisfaction survey report, NSDS1, and all other relevant documentation identified by NISR;
- c) Data collection/Interviews with selected stakeholders, including Ministries, Departments and Agencies (MDAs), Local Authorities, private sector, civil society, media, development partners to assess the level of satisfaction with statistical products as a result of NSDS1 implementation;

Note: The consultant will be responsible for making all necessary logistical arrangements and should not assume that NISR or its partners will provide logistical support or facilities.

7. Reporting arrangements and overall coordination

The primary point of contact for this assignment is, NISR's Director of in charge Statistical Methods, Research and Publication. The contact email is: dominique.habimana@statistics.gov.rw. Mr Habimana will provide necessary and timely information as well as coordinate the implementation of the survey. The consultant should discuss his/her planned approach with him before the implementation. However, the Directors of other respective NISR units will always be contacted and informed of what is taking place.

The consultant shall report all his deliverables to the Director General of NISR.

8. Timing

The assignment will commence as soon as possible upon signing of contract, and the final output shall be submitted to NISR as per agreement in accordance with a set time schedule. The assignment is expected to take a maximum of 90 input (Calendar) days. The consultant should build in sufficient time to consult key stakeholders on a draft report and reflect comments in a final version. The assignment should commence at the beginning of July 2014, subject to the consultant's availability and should end by end September 2014 at the latest.

9. Competencies and Qualifications

The consultant will need to have:

- An advanced university degree in statistics or economics, or a closely related discipline;
- At least 5 years of relevant experience in conducting similar surveys. In particular, the consultant must have working experience in developing countries preferably in Sub-Saharan Africa;
- A strong background in either statistics and/or capacity building of national statistical systems;
- Excellent English language skills (both written and oral).



10. Evaluation/ Selection Criteria

10.1. Competencies and qualification: 30 Marks

- a) An advanced University Degree in Statistics/Quantitative Economics (a Master's Degree or a PhD) or any other relevant discipline from a recognized University. A copy of university degree and CVs duly updated and signed by the consultant must be provided in the application; 15 marks;
- b) A strong background in either statistics and/or capacity building of government systems; 10 marks;
- c) Excellent English language skills (both written and oral). 5 marks;

10.2. Specific Experience: 70 Marks

- a) 5 years of relevant experience in conducting similar surveys. In particular, the consultant must have working experience preferably in developing countries but preference will be given to one with a longer experience/25 marks;
- b) 5 years' experience in developing the statistical capacity of institutions and sound experience in the national statistical system of developing African countries is also essential /25 marks;
- c) Experience in the design and implementation of data management strategies, providing high-quality statistical information for policy makers and planners/10 marks, etc;
- d) Experience in senior positions whether at home or other countries/10 marks;

Note: The Consultant must also show in the application, certificates of completion of similar assignments done or attestations of performance delivered by government institutions or academic institutions and other reputable institutions.

The desired individual consultants will be selected in accordance with the New Procurement Law n°05/2013 of 13/02/2013 modifying and completing the Law n°12/2007 of 27/03/2007 on Public Procurement and Ministerial Order N°001/14/10/TC of 19/02/2014 Establishing Regulations on Public Procurement, Standard Bidding Documents And Standard Contracts and procedures set out in the World Bank's Guidelines: Selection and Employment of Consultants by World Bank Borrowers, January 2011.

11. Application process

Interested persons meeting the above qualifications should express their Interest by submitting the following:

- Letter of motivation highlighting how they meet the requirements for the required Individual Consultant on position of their preference



- A Detailed CV, copies of academic qualifications, names of three references;
- Brief note/description of how the assignments described above will be done (Methodology/technical approach) (2-3 pages);
- At least three references where similar or related assignments have been conducted;
- Copies of Academic documents

Submission deadline for this Request for expression of Interest is **4th August 2014 at 11:00 hours, 8:00 GMT**. Completed applications should be addressed to the following address:

The Director General
National Institute Of Statistics of Rwanda (NISR)
Avenue de la Paix, former MINIPLAN Building, Muhima (Nyarugenge District)
P.O. Box 6139 Kigali

Electronic applications will also be accepted and may be sent through
info@statistics.gov.rw, sandra.rusagara@statistics.gov.rw,
alphonse.shumbusho@statistics.gov.rw

Only short listed candidate with the first score will be contacted to submit the financial proposal. The successful applicant will be expected to start working within the month of August 2014.

Note:

1. The envelope with Financial Proposal will be requested only from the individual consultant who obtains the first score.
2. A consultant shall be disqualified if his/her application does not meet the requirements as per the terms of reference or if he **does not obtain the minimum score required (80%)**.

For the detailed Terms of Reference for this assignment with specific objectives and scope of the tasks, Key deliverables, Timing, Competence and Qualifications and other requirements, please visit www.statistics.gov.rw, info@statistics.gov.rw, DG market website.

Done at Kigali, on 16th July 2014


Odette MBABAZI
Deputy Director General, Corporate Services

