NATIONAL COMPETITIVE TENDER

german cooperation
DEUTSCHE ZUSAMMENARBEIT

Implemented by:
giz Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

EXPRESSION OF INTEREST

CONSULTANT FOR BASELINE DATA COLLECTION ON CLIENT SATISFACTION RATES FOR SERVICE PROVISION BY CSOS

INDIVIDUAL CONSULTANT REQUIRED

1. Background

"The Support to Human Rights, Gender Equality and Civil Society" in Ghana project (S(HE) Project) aims to strengthen the competencies of Civil Society Organizations including women and youth organizations, and improve their range of services for responding to the needs of people affected by discrimination and those at risk of experiencing sexual and gender based violence **(SGBV)**.The project contributes to the quality characteristic of Gender Equality by focusing strongly on the relevant target groups and applying the tool of intersectionality in alignment with BMZ's Feminist Development Policy Strategy **(2023)** and the United Nations **(UN)** Guiding principles of "Leave No One Behind" **(LNOB)**.

While there are existing legal frameworks and support services such as the Domestic Violence Act and the Domestic Violence and Victims Support Unit respectively, such cases are usually underreported due to fear, stigma and lack of awareness on available support services for survivors. In addition, tackling discrimination and **SGBV** can be complex as it is often embedded in harmful social norms and unequal power relations occurring in both public and private spheres, thus it is important to ensure a multi-sectoral and coordinated approach which requires all stakeholders collaborating to end this menace.

However, CSOs are usually faced with financial and resource constraints such as inadequate structures and lack of technical know-how in responding to the needs of affected persons while there is also inadequate attention to the concept of intersectionality. Furthermore, there are gaps in creating referral pathways and integrating services encompassing psychological, medical, legal and financial support to meet the needs of survivors due to ineffective collaboration between CSOs and government partners in relation to combatting SGBV. Finally, support services such as shelters are few across the country.

It is against this backdrop that the S(HE) project requires the services of a national consultant to complement the effort of an initial baseline study conducted on the satisfaction rate of beneficiaries, regarding the integration of gender-transformative principles. An initial study was conducted in 2024 on 150 beneficiaries on the range of services offered by CSOs in Ghana and their satisfaction rates of the services received. However, after 2 years of implementation, the project would like to reassess client feedback and satisfaction after capacities of CSOs were built to provide services in line with gender transformative approaches for survivors of SGBV. Thus, to monitor and assess progress made and to realign CSOs technical capacities to meet their current needs to ensure services provided are gender transformative, the project team requires the services of a consultant to help achieve the stated objective by conducting data collection using standard survey questions to interview beneficiaries.

Therefore, this tender request is for a national consultant to conduct an additional baseline data collection with the aim of collecting data to monitor, assess progress and inform follow up training modules for CSOs to better provide services for affected survivors.

2. Deliverables of the assignment:

The contractor shall provide the following work/service:

- Conduct data collection survey on client satisfaction rates for 10 selected CSOs provided by GIZ. A detailed questionnaire or interview guide would be provided by GIZ for the data collection. 50 clients would have their satisfaction rates taken constituting 30 women (within the ages of 18-35 or above the given range) and 20 adolescents (between the ages of 18 and up to 35 years). Data must be collected by surveying users by means of standardised questionnaires exploring improvements in their level of satisfaction. Replies are rated on a scale of 1 (= does not apply), 2 (= applies in part) or 3 (= applies).

- The client satisfaction would be benchmarked against the following criteria:
  i. Prioritisation of the needs of affected people (survivor-based)
  ii. Safety
  iii. Respect for privacy and confidentiality
  iv. Non-discrimination
  v. Elements of intersectionality
  vi. Connect with other support providers (e.g. on economic empowerment)

- The method of data collection shall be conducted both virtual and onsite (15 persons service users/ clients onsite and the remaining 35 service users virtual/online). The onsite visits will be in the Greater Accra, Ashanti and Northern regions of Ghana.

- Collected data must be handed over to GIZ for further analysis together with the report.

3. Who we are looking for (eligibility)

The consultant must satisfy the following:

- Have a specialization in Gender and Human Rights, Monitoring and Evaluation, Psychology, Social and Behavior Change Communication, Public Health and Gender-Based Violence.
- Have a minimum experience and proven expertise of 7 years in feminist research and analytical work including data analysis and assessment in addressing discrimination and Sexual and Gender Based Violence.
- 7 years proficiency in employing survivor centered methodologies, behavioral change and prevention work in ending SGBV ensuring that survivors experiences and perspectives guide the assessment process.
- 7 years demonstrated experience of working with a variety of stakeholders and beneficiaries including Non-Governmental Organizations, community members and leaders, young women and men, and children in line with the principle of "Do No Harm".
- 7 years in carrying out feminist Research Studies in Ghana.
- Business fluency in English C2.
- Fluent in at least 2 local languages.

4. Duration

The assignment will take place from 24th August 2026 until 31st March 2027.

5. How to Apply

Please submit a bid by sending an official letter of interest (LoI) with the following **2 sets** of documents.

a. Letter of Interest + CV/portfolio of the consultant (indicating the relevant experience and qualifications) – Two (2) Copies

b. Financial Proposal – Two (2) Copies

NOTE:

ALL PROSPECTIVE BIDDERS ARE REQUIRED TO PERFORM THEIR TAX OBLIGATIONS IN GHANA.

THE CURRENCY OF YOUR OFFER SHOULD BE IN GHANA CEDIS

NOTE: Kindly Visit the link below for Terms of Reference and other documents to be used in preparing your Technical and Financial Proposals

Link- **https://www.giz.de/en/regions/africa/ghana/tenders**

The (a. Letter of Interest + CV) and (b. Financial Proposals) mentioned above should be sealed in Two (2) Separate Envelopes and enclosed in one Bigger envelop, marked as 7000017874/ G-012031-001/ " Consultant for Baseline Data Collection on Client Satisfaction rates for Service Provision by CSOs"

The three sealed envelopes should be sent to the following address:

The Procurement Unit
GIZ Ghana
No. 7 Volta Street, Airport Residential Area, Accra
P.O. Box KA 9698,
Accra.

To All Bidders:

- Bids must be submitted at the **GIZ Ghana Country Office Reception.**
- The deadline for submission is **31.07.2026 until 11:59 PM.**
- Documents should be submitted as early as possible before the deadline.
- Should the reception be closed, documents might exceptionally be dropped off at the guard's booth.
- The guards need to be told by the person submitting the documents that they are submitting tender documents.
- Always send a receipt with your documents stating the number of the tender.
- This receipt will be signed by the receptionist or a guard (in case of exceptional drop off at the guard's booth) to provide the bidder with proof of delivery / submission.

"Please note that participating in a tendering process of GIZ is free of charge for bidders.

At no phase of the process is the bidder required to make any payment to GIZ or to one of its employees.

Kindly Note by sending in your offer, you are agreeing to the GIZ General Terms and giving us the consent to process your company data.