

Baseline Data Collection on Client Satisfaction Rates for Service Provision by CSOs

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I. General information

I. Brief information on the project

“The Support to Human Rights, Gender Equality and Civil Society” – 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**). By employing a gender-transformative and multisectoral approach to ensure inclusion, respect for human rights and gender equality the project will contribute to the achievement of Ghana’s Medium National Term Development Policy Framework (2022-2025) through empowerment and promotion of women, girls and other marginalized groups participation in economic and social life.

II. Context

Advancing Gender Equality is key to achieving all the sustainable development goals and a cornerstone for state development. In Ghana, although gender equality is enshrined in the 1992 constitution, most women and girls find themselves in subordinated positions in practice, and most of them face disadvantages. Gender-based discrimination/violence is a crime in Ghana and is often reinforced by other dimensions, such as disabilities/impairment, age and social status (known as intersectional discrimination). In such cases, people are primarily stigmatized because they deviate from the prevailing social norm. According to the Global Pluralism Monitor 2023, exclusions based on gender across all dimensions are evident in Ghana, from political underrepresentation to socio-economic inequality.

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. Although state institutions spearhead and enforce legislations including interventions towards eliminating discrimination and SGBV, CSOs can play a significant role in complementing state efforts, in particular bridging the gap in inequalities that prevent access to services and reach for affected persons.

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.

- iii. GIZ shall hire the contractor for the anticipated contract term, **from 24th August 2026 to 31st March 2027.**

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).
- Data collected must be aggregated by the gender, age, differentiated by location, type of service and the dimensions of discrimination.

- 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 {In the Northern, Ashanti and Greater Accra Regions} 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 report.

III. Tender requirements

1. Qualifications of proposed staff

Expert 1:

1.1.1 General qualification

- Education: Specialization in Gender and Human Rights, Social and Behavior Change Communication, Public Health, Psychology and Gender -Based Violence is preferred.
- Professional experience: Have a minimum experience and proven expertise of 7 years in feminist research, monitoring and evaluation, as well as 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”.

1.1.2 Experience in the region/knowledge of the country

- 7 years in carrying out feminist Research Studies in Ghana.

1.1.3 Language skills:

- business fluency in English C2
- Fluent in at least 2 local languages

2. Quantitative requirements

Per-diem allowances are reimbursed as a lump sum up to the maximum amounts permissible under tax law for each country as set out in the country table in the

[German Federal Ministry of Finance – tax treatment of travel expenses and allowances for international business travel as of 1 January 2026 \(GERMAN ONLY\).](#)

Overnight accommodation allowances are reimbursed as set out in the specification of inputs below.

Reasonable accommodation costs above the specified amounts can also be reimbursed against evidence where specifically justified.

All travel activities must be agreed in advance with the staff member responsible for the project.

Fee days	Number of experts	Number of days per expert	Comments
Preparation/debriefing	1	1	
Implementation	1	19	Implementation will be done on site in the Ashanti, Northern and Greater Accra Regions of Ghana for 15 service users. The remaining 35 would be interviewed virtually/online.
Travel expenses	Number of experts	Number of days/nights per experts	Comments
Per-diem allowance in country of assignment	1	10	Lump sum rate for per-diem per day is GHS 450 .
Overnight allowance in country of assignment Note: In the case of an on-site assignment over a weekend, overnight accommodation allowances can be reimbursed on weekends between fee days	1	10	Lump sum rate for accommodation per day is GHS 550 .
Transportation Cost	1	-	GHS 5,140 is allocated for Vehicular cost for travels onsite across the three regions (Accra, Ashanti and Northern Regions)
Other travel costs: Communication items	1	-	GHS 14,754 is allocated for Printing, Data for calls and internet as well as incentives for clients.
Flights	Number of experts	Number of flights per experts	Comments
Domestic flights	1	2	2 return flights to the Northern and Ashanti Regions
Other costs	Number of experts	Amount per experts	Comments

Flexible remuneration			A budget of GHS 10,240 is foreseen for flexible remuneration. Please take this budget into account in your price schedule. Use of the flexible remuneration item requires prior written approval from GIZ.
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Calculate your financial bid exactly in line with the quantitative requirements of the specification of inputs above. There is no contractual right to use up the full days/travel or workshops or budgets. The number of days/travel/workshops and the budgets will be contractually agreed as **maximum amounts**. The regulations on pricing are contained in the price schedule.

IV. Requirements on the format of the tender

The CV submitted for each expert can have a maximum of four pages.