



Islamic Republic of Afghanistan
Ministry of Communication and Information Technology

Asan Khedmat
(One-stop shop for public services)
Transparency | Efficiency | Innovation

Terms of Reference (TOR)

Lot-Audit/Monitoring and evaluation Services for Asan Khedmat

Mobile Salary Payment (MSP)

Background

Asan Khedmat is collecting information from all MoE employees in the eleven provinces of kandahar, Nangarhar, Parwan, Herat, Balkh, Badakhshan, Paktia, Takhar, Khost Laghman and Kabul According to payroll data, the total number of MoE employees currently working in these eleven provinces are approximately 148,000 These employees are distributed across schools and other MoE facilities (including approximately 7,549 schools, 11 provincial offices and 173 districts offices). The information gathered during collection will be used by mobile network operators contracted by the government to issue mobile salary payments to Ministry of Education (MoE) employees.

Audit Service Provider proposes to audit the initial data collection conducted Asan Khedmat and its partners. The audit service provider will return to a selection of the sites, do monitoring and evaluations including the information, at three different steps of MoE employees who have already been visited by Asan Khedmat or its partners. Specifically, the audit service provider will observe, survey and reports the data collected by Asan Khedmat and its partners:

- 1) Collected information about registration Observation, disbursement observation and satisfactory assessment included:
- 2) Twenty Open-ended and close-ended questionnaires, Photos, Global Positioning System (GPS) and phone number.

Objective of the assignment

1. **Auditing:** Auditing activities will occur in a representative and randomly selected sample of at least 10% of schools at districts level with appropriate sampling for direct observation of registration process, 10% of schools at districts level with appropriate sampling for disbursement process and 10% of schools at districts level with appropriate sampling for satisfactory assessment where collections takes place. Auditing should occur at random and unannounced times, with auditors not necessarily identifying themselves as such. This will allow auditors to observe the collection process as it exists in sit.

The activities carried out by the auditors will be of three types:

- 1) **Observation of Registrations:** Auditors will observe and record how the collection takes place and will determine whether the quality of the collection process is satisfactory or not.
- 2) **Observation of disbursement:** Auditors will observe and record how the disbursement takes place and will determine whether the quality of the disbursement process is satisfactory or not.
- 3) **Satisfactory assessment:** Auditors will take satisfactory assessment from the 10% of schools after two months of disbursement in the area.

Services required

The auditing shall be conducted at 3 levels.

- 1) First, the audit service provider will observe and record how the collection takes place, and will determine whether the quality of the registration process is satisfactory or not by

observing partners of Asan Khedmat during the initial collection period (ca. 10%) of schools at districts level with appropriate sampling.

- 2) Second, Audit: Audit service provider will observe and record how the disbursement takes place, and will determine whether the quality of the disbursement process is satisfactory or not by observing partners of Asan Khedmat during disbursement period (ca. 10%) of schools at districts level with appropriate sampling.
- 3) The audit service provider shall systematically conduct the satisfactory assessment and randomly selected sample of at least 10% of schools at districts level with appropriate sampling of the schools where collection takes place.

Key Staff

- Required Key persons for eligible audit company
- Senior Researcher
- Monitoring and evaluation expert
- Field monitor
- Senior auditors
- Database specialist
- Reporting officer
- Operation manager

Methodology

The immediate counterparts for the auditors will be MOE provincial Directorates and Asan Khedmat shall provide full support and assistance to the auditors. The monitoring and audit of the partners of Asan Khedmat will be accomplished on 3 levels:

1. Direct Observation of registration

- The Audit Service Provider will send auditors to observe the initial data collection at 10% of schools at districts level with appropriate sampling in the locations where original data collection is occurring in kandahar, Nangarhar, Parwan, Herat, Balkh, Badakhshan, Paktia, Takhar, Khost, Laghman and Kabul Asan Khedmat will provide a list of locations to the Audit Service Provider and a calendar when data collection takes place.

2. Direct Observation of registration

The Audit Service Provider will send auditors to observe disbursement at 10% of schools at districts level with appropriate sampling in the locations where original disbursement is occurring, in Kandahar, Nangarhar, Parwan, Herat, Balkh, Badakhshan, Paktia, Takhar, Khost, Laghman and Kabul. Asan Khedmat will provide a list of locations to the Audit Service Provider and a calendar when data collection takes place.

3. Satisfactory assessment

- The Audit Service Provider will take the survey of employees satisfactory in in kandahar, Nangarhar, Parwan, Herat, Balkh, Badakhshan, Paktia, Takhar, Khost ,Laghman and Kabul. Asan Khedmat 10% of schools at districts level with appropriate sampling of the locations where the schools are located and the data will be collected electronically.

Deliverables

- In the first case, the audit service provider is expected to deliver a comprehensive daily report from registration, daily report from disbursement ad hoc report of situation. Qualitative and quantitative reports of Assessment after survey is finished in the 11 provinces, provided to the government in an acceptable format (.xls, csv, dta,.doc).

The data will include the following information:

- First Name, Last Name, school name, location.
- Twenty open end and close ended questions.
- Photos, Global Positioning System (GPS) and phone number.

Facilities Provided by Asan Khedmat will provide the following:

- List of sites and dates where the partner of Asan Khedmat are conducting original data collection so that Audit Service provider auditors may visit the sites to observe the collection process.
- Coordination with Audit Service provider to select (about 10% of schools at districts level with appropriate sampling) for complete Observation of data collection of schools at districts level with appropriate sampling.
- Asan Khedmat/MOE will announce to each of the school principals (or other person responsible for the MoE facility) the upcoming collection activities, and ask the principal to explain to all employees the purpose of these activities. Specifically, the employees will be told that in order to continue receiving payment from MoE in the future, they will need to go through the collection process and comply with the request of audit service provider.
- Asan Khedmat/MOE will make sure that the school principal will provide space in each of the school where Audit Service provider can conduct the collection activities.
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- Asan Khedmat/MOE will provide details to Audit Service provider on the location of each of the school or other MoE facilities where the collection will take place.

Price Schedule

The Audit Service Provider will be paid lump sum.

Payment Terms

The Service Provider will be paid as follows:

- 15% of the total sum will advance payment.
- 30% of the total sum will be paid after completed one third of assignment and quality of check by Asan Khedmat.
- 30% of the total sum will be paid after two third of assignment.
- 25% of the sum on completion of the assignment.

Reporting format

The audit report must include:

- Objectives, nature, time period covered by the audit, and scope of the audit, including any limitations;
- Professional standards used;
- Description of the program or activity that was audited;
- Findings (inputs, outputs, results, impact);
- Recommendations to guide corrective action;
- Conclusions.

Time schedule

The duration of the assignment will be ca. 9 months.

Location

The consultancy will be carried out in the eleven provinces kandahar, Nangarhar, Parwan, Herat, Balkh, Badakhshan, Paktia, Takhar, Khost, Laghman and Kabul.

Method of Selection

Consultants Quality-Based Selection (QCBS)

Required Documents and Experience of the Bidder

- 1) Business License
- 2) At least one references for implementation of similar projects from the past clients involving collection of data in the field from at least 2,000 respondents;
- 3) Provide evidence that the bidder is able to collect data using both paper and pencil and computer, tablets, or mobile phones devices. Specifically, the bidder should provide evidence of successfully completing a prior data collection effort on a similar scale.
- 4) If not present already, proven ability to include assessment and field monitoring;
- 5) Presence of team of at least 5 collectors/surveyors with prior experience at least one survey, in each of the three provinces;
- 6) Provide evidence that the bidder is able to ensure privacy and protection of the individuals' data. Specifically, the bidder should provide evidence of successfully completing a prior data collection effort on a similar scale with no issues related to privacy or protection of individuals' data.