

**SAINT VINCENT AND THE GRENADINES  
HUMAN DEVELOPMENT SERVICE DELIVERY PROJECT**

**Terms of Reference**

**Provision of Technical Assistance for the Transcription of Interviews for the Institutional  
Assessment component of the Enhanced Country Poverty Assessment (eCPA)  
SVG-HSDP-INDV-49**

**1. INTRODUCTION**

The Enhanced Country Poverty Assessment (eCPA), a comprehensive study of living conditions, was officially launched on February 13, 2018. Its main objective is to inform poverty reduction policies, programmes and strategies. The eCPA has five (5) components: a Survey of Living Conditions and Household Budgetary Survey (SLC/HBS); a Participatory Poverty Assessment (PPA); an Institutional Assessment (IA), a Macro-Social and Economic Analysis (MSEA) and Poverty and Vulnerability Mapping (PVM).

The eCPA is supported by finance from the World Bank under the Human Development Service Delivery Project (HSDP) at an estimated cost of US\$800,000. Technical support for the eCPA is also provided by the Caribbean Development Bank (CDB) through the Organization of Eastern Caribbean State (OECS) Commission.

The push towards reducing poverty and achieving sustainable development cannot depend only on an economic path, but also on leadership, policies and institutions. Institutions play a pivotal role in an economy and impact the lives of both the poor and non-poor. The work of institutions in the delivery of services can be transformative as they have a profound impact on people's lives especially the poor and vulnerable. The general objective of the IA is to obtain a clear understanding of the institutions. The IA also examines the performance of institutions in respect to the types and quality of social services delivered which are critical to improving living conditions and effecting poverty/vulnerability reduction in the target country.

**Specific objectives of IA are:**

1. Identify the key services provided by specific institutions and the efficiency of service delivery.
2. Assess the performance of institutions and their service delivery based on their policy framework, the implementation of their policy mandates, adequacy of staffing and administrative systems, their effectiveness and efficiency in programming and service delivery, how they address equity and inclusivity concerns, and deal with accountability.
3. Identify key service delivery gaps, issues and problems in the specific institutions and sectors relating to achieving improvement in living conditions and poverty and vulnerability reduction; and
4. Determine the relationship and structure of resource flows between government and public institutions on the one hand and to private and NGO provider institutions on the other.

The field work for the IA was completed at the end of October 2019. Accordingly, the Government of St. Vincent and the Grenadines is seeking the assistance of qualified individuals, hereinafter referred to as Transcriptionists to provide technical support to transcribe audio-recorded information of Interviews for sixty institutions.

## **2. OBJECTIVE**

To provide verbatim transcription services for IA assessment interview documentation. To listen to audio recordings and provide accurately typed transcriptions that are representative and naturalistic “in which every utterance is transcribed in as much detail as possible, for example, pauses, stutters and poor grammar.

## **3. SCOPE OF WORK:**

- The Transcriptionists will provide verbatim transcription of interviews recordings from the InstitutionalAssessment interviews.
- Transcripts must be completed in a timely manner. The Transcriptionists must make dictation available from the date of receipt of the recordings.
- Transcripts are to be provided in a paper copy and also forwarded electronically in Word format.
- The Transcriptionists may be required to meet at the request of the Economic Planning and Sustainable Division.
- Transcriptionists are to ensure that a quality service is being provided in an efficient manner.
- Transcriptions will be required to sign a confidentiality agreement upon being hired as the information is highly sensitive in nature.

## **4. Key Deliverables**

The consultant is expected to deliver the following outputs based on a time frame of two months.

1. Transcriptions for at least five interviews which are approximately three hours duration.
2. Transcripts are to be provided in a paper copy and also forwarded electronically in Word format.

## **5. QUALIFICATIONS**

The ideal candidates are expected to possess the following competencies:

- Excellent written communication and presentation skills
- Proficient in the MS Office
- Excellent knowledge of the English language, including spelling, grammar and vocabulary
- Proven experience in conducting quality audio transcriptions will be an asset

## **5.DURATION**

The expected duration of the consultancy is approximately two months.

## **6. REPORTING**

The Transcriptionists will report directly to the Supervisor of the IA.