

Annex A: Terms of Reference - Lot 1

Data collection for UNHCR Results Monitoring Survey (RMS) in Kazakhstan, Turkmenistan and Uzbekistan

Terms of Reference

Background

High-quality data is central to the success of UNHCR's efforts to safeguard the rights and well-being of persons of concern, and to achieving the vision of becoming, by 2025, a trusted leader on data and information related to refugees and other affected populations. The two main data sources for UNHCR are registration systems and household surveys. In 2020, UNHCR initiated a process to integrate and standardize UNHCR's survey landscape, while at the same time expanding it to accommodate survey-based indicators of its new corporate Results Based Management (RBM) framework.

UNHCR is developing the Results Monitoring Survey (RMS) to facilitate and streamline survey-based data collection and monitor impact and outcome level results as part of multi-year country strategies. The RMS can be implemented in any operational context and is to be representative of persons of concern (PoC) directly or indirectly assisted by UNHCR, including refugees and asylum seekers, internally displaced persons, returnees, stateless and others of concern. Monitoring progress towards results is vital to inform course correction in the operations' annual implementation plans and budgeting. A standard questionnaire has been developed for the RMS. The RMS can be conducted as a stand-alone survey or flexibly integrated with other data collection exercises.

Objectives of the assignment

This assignment focuses on the RMS in **Kazakhstan, Turkmenistan and Uzbekistan**.

The selected contractor will be responsible for implementing a cross-sectoral survey collecting quantitative data using face-to-face personal and phone-based data collection mode (approximately 10% of the total sampling size) in Kazakhstan, Turkmenistan and Uzbekistan. This will encompass around:

354 refugees and **7,831** stateless persons in Kazakhstan (major locations: Almaty, Chymkent);

15 refugees and **4,280** stateless persons in Turkmenistan (locations: Ashgabat, Turkmenabad, Turkmenbashi, Mary);

11 refugees and **37,993** stateless persons in Uzbekistan (Tashkent)

The survey will provide important new insights into the life and wellbeing of these populations of concern in Kazakhstan, Turkmenistan and Uzbekistan and will be an essential tool for the UNHCR country operation.

Description of the assignment

The survey implementation will be carried out by the contractor with support and oversight from the UNHCR survey team at the MCO (Multi-Country Office) Kazakhstan, Regional Bureau and Headquarters levels. Data collection will be based on computer assisted personal interviewing (CAPI) using Kobo Toolbox. UNHCR will provide the standardised advanced draft of the questionnaire to be used for the assignment. The standardised questionnaire will be provided in English. Provided questionnaires will also be pre-coded in Kobo Toolbox (XLSForm).

UNHCR will provide the contractor with a final selection of the sampled clusters/households to be included in the survey. Based on the results of the listing survey, if required, UNHCR will also carry out the final sampling step and provide the contractor with the list of households to be interviewed. The sampling design is currently provisional. For this proposal, and particularly for evaluation of budgeting, the following sampling design should be assumed that the survey will encompass the representative sample of:

- Approximately **185 refugees** (approximately 88 households) and **367 stateless persons** (approximately 105 households) in Kazakhstan
- **15 refugees** (13 households) and **353 stateless persons** (approximately 100 households) in Turkmenistan
- **11 refugees** (8 households) and **381 stateless persons** (approximately 109 households) in Uzbekistan

Based on these assumptions the contractor will be tasked to carry out the following activities:

- Design and implement a cognitive pre-test of the questionnaire (approximately 10-15 respondents)
- Prepare for fieldwork including:
 - Organise necessary permits and clearances in collaboration with UNHCR
 - Lead on the questionnaire translation into local languages (at least two main languages should be considered) in collaboration with UNHCR
- Recruit and train the interviewers
 - Organise recruitment of experienced interviewers which should include interviewers fluent in relevant languages to be used in interviews
 - Plan and conduct – in partnership with UNHCR the training of the field teams
- Implement the main data collection in the field
 - Coordinate and manage field activities
 - Provide continuous data management
 - Provide continuous briefings of field teams on quality of their work
 - Provide continuous briefings of UNHCR team on progress and quality of the fieldwork
 - Organise a final debrief at the end of fieldwork
 - Finalisation of the data according to pre-determined standards
- Provide quality assurance
 - Plan and conduct quality assurance activities in the field
 - Provide other approaches deemed appropriate to ensure high data quality

Deliverables

The following deliverables are expected to be submitted as part of the project activities

- Inception report;
- Final raw dataset, cleaning codes, and final dataset with documentation;
- Final report about survey activities including transcription and report on debriefing sessions (does not include any substantive analysis).

Qualification requirements of the contractor

- Demonstrated experience of at least 3 years in conducting computer assisted large scale household surveys in Kazakhstan, Turkmenistan and Uzbekistan (essential);
- Have access to experienced interviewers and field supervisors (essential);
- Fluency in written and spoken English and Russian (essential);
- Demonstrated experience in conducting listing surveys (desirable)
- Experience in conducting surveys on hard-to-reach populations and on refugees in particular (desirable)
- Prior experience of work with UNHCR (desirable).

Preparation of the proposal

The applicant should prepare a technical proposal for conducting the described survey, which should contain the general approach to conducting surveys and particular ways of dealing with challenges foreseen for the proposed survey. The proposal should also describe the approach to ensuring high quality of the collected data, which is of paramount importance for the success of the survey. The proposal should describe staffing and organisational setup of the project with detailed proposed timelines of activities. Description of relevant qualifications and experience should be accompanied by a list of relevant projects.

The financial proposal should provide the breakdown of the proposed budget by relevant major activities, accompanied by a narrative describing the rationale for the proposed activities and corresponding timeline. It is particularly important that the financial proposal contains a detailed description of the proposed fieldwork model including, size and composition of teams, means of transport as well as any assumptions on which the budget is based on. The budget should include clearly identified unit costs and quantities per activity.

MILESTONE PAYMENTS

1. Inception report acceptance - 25%
2. Main fieldwork training completed - 25%
3. All (100%) of field work completed - 25 %
4. Final data and final survey report submitted; assuming data quality is satisfactory and full sample size achieved (this payment is only made when UNHCR is satisfied that the data is to the standard expected) - 25%

EVALUATION CRITERIA

The submitted proposal will be evaluated according to the following criteria:

Category	Points
OVERALL RESPONSE Understanding of, and responsiveness to, UNHCR requirements; Understanding of scope, objectives and completeness of response; Overall concord between UNHCR requirements and the proposal.	10
METHODOLOGY AND APPROACH Quality of the proposed approach and methodology (15 points); Suitability: To what extent the methodology is designed in response to the needs of the TOR (15 points); Quality of proposed implementation plan, i.e. how will the applicant undertake each task (10 points).	40
RISK MANAGEMENT Risk assessment and risk management plan - recognition of the risks/peripheral problems and methods to prevent and manage risks/peripheral problems, troubleshoot issues in the field.	10
ORGANISATIONAL CAPACITY and PROPOSED TEAM Professional expertise of the firm/company/organization, knowledge and experience with similar projects, contracts, clients and consulting assignments (<i>Years of experience: 0-3 years – 0 points, 4-6 years – 10 points, 7+ years – 15 points</i>) Organization of the team and roles & responsibilities: Team leader: Relevant experience, qualifications, and position with firm (<i>at least 4 years of relevant experience – 5 points</i>); Key Team members - Relevant experience, skills & competencies (<i>at least 3 years of relevant experience – 2 points, 4+ years – 5 points</i>); Timelines proposed must be detailed and realistic (<i>4 months implementation – 8 points, 3 months or less – 15 points</i>)	40

The Technical Proposal has a total score of 100 points. Applicants must score minimum of 60 points to be considered technically compliant and in order, for the Financial Proposals to be opened. Financial proposal has a total score of 30 points.

Financial proposal will be judged against the overall proposed budget, but also on the basis of the proposed unit costs and feasibility of underlying field models.

The final selection of the applicant will be based on a quality and cost basis.