TERMS OF REFERENCE
PROFESSIONAL SERVICE CONTRACT (FIRM)
(RFP_007_2022)

Ref#: RPS_246_2022

<table>
<thead>
<tr>
<th>Name of service:</th>
<th>In-person Research on VAW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project:</td>
<td>Joint Project on Prevention and Elimination of Violence Against Women for Mainstreaming Gender into the National Development Agenda in the Lao PDR (Khan Hom Project)</td>
</tr>
<tr>
<td>Reporting to:</td>
<td>Head of Governance Unit</td>
</tr>
<tr>
<td>Duty Station:</td>
<td>Vientiane</td>
</tr>
<tr>
<td>Travel Required:</td>
<td>Yes</td>
</tr>
<tr>
<td>Duration of Service:</td>
<td>6 months</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Professional Service Contract (Firm)</td>
</tr>
<tr>
<td>Submission Deadline:</td>
<td>18 September 2022</td>
</tr>
<tr>
<td>Start Date:</td>
<td>1 October 2022</td>
</tr>
<tr>
<td>End Date:</td>
<td>31 March 2023</td>
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</tbody>
</table>

Women, Persons with disabilities, persons from ethnic groups and people from other diverse groups are encouraged to apply

I. BACKGROUND & PROJECT DESCRIPTION

The 2030 Agenda for Sustainable Development includes 17 Sustainable Development Goals (SDGs), of which SDG16 seeks to “promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels”. Under the Joint Project on Prevention and Elimination of Violence Against Women for Mainstreaming Gender into the National Development Agenda in the Lao PDR (Khan Hom Project) supported by the Korea International Cooperation Agency (KOICA), the United Nations Development Programme (UNDP) is providing support to develop capacity of the Justice and Policing sector and the United Nations Population Fund (UNFPA) is supporting the health and social sectors, to cooperate for and coordinate the delivery consistent, quality justice services to survivors of violence, specifically gender-based violence.

Violence against women cannot be effectively eliminated without reliable data and in Lao PDR, data is scarce. One of the main challenges to collecting data, particularly on issues of violence, is the culture of silence and stigma around it. Survivors of violence may fear speaking out at the risk of being subjected to further violence, of being exposed and risking ostracization from their communities, and of being blamed for the violence. Due to the sensitive nature of the subject, data collection raises critical ethical and safety challenges and therefore, must be conducted in line with data protection procedures and principles of ethics, safety, and confidentiality.
Without reliable data, there is no way to know whether the interventions carried out to reduce the violence, especially violence against women, are effective. Therefore, to ensure effective monitoring and evaluation of the Khan Hom Project, UNDP is seeking an experienced research firm to carry out the Second National Survey on Women’s Health and Life Experiences through collection of quantitative and qualitative data on violence against women in Lao PDR. The survey is expected to include a sample size of at least 5,000 women (50% ever-partnered), from 10 provinces in the country including Vientiane Capital. The survey is anticipated to begin in October 2022 and be completed by March 2023.

II. OBJECTIVE

The objective of this research is to conduct the Second National Survey on Women’s Health and Life Experiences through collection of quantitative and qualitative data. The research should also explore factors that increase women’s vulnerability (e.g., gender norms, stereotypes, roles) or protect them from violence (e.g., economic opportunities), and identify mitigation and coping strategies of women such as the support services that women seek out. Overall, this research should increase capacity of national service providers, especially to collect, analyse and use the VAW data.

III. SCOPE OF WORK

The selected firm will be responsible for conducting the Second National Survey on Women’s Health and Life Experiences. All data must be disaggregated by age, gender, marital status, and disability. The selected firm will be expected to follow international ethical and safety protocols for collection of data on violence to complete the following tasks:

- UNDP will compile questionnaire forms in English in cooperation with LWU and partners; the selected firm will be required to modify and localize them into the format that can be easily understood in Lao language while keeping the original intention unchanged. Final versions of questionnaires to be agreed by UNDP, LWU, and partners involved.
- The firm is required to provide final data outputs in SPSS and STATA format and provide analysis following UN guidance for measuring SDG indicators.
- The firm is required to comply by government’s regulation during the data collection procedure; where necessary, the firm will liaise with relevant government agency and local authority such as village chiefs to ensure smooth implementation of the project.
- The firm is required to comply by international ethical and safety protocols for collection of data on violence such as protecting personal data, confidentiality, and respect.
- The company will provide training to the enumerators and collect the data using CAPI.
- The company will provide quality control of the data collection, and data cleaning and ensure that they meet international standards.
- In-person interviews and field mission are subject to guidance from the government.

Task 1: Obtain approval for a detailed work plan and research methodology
- Deliver a detailed work plan and research methodology, including statistical tool to ensure random selection of the sample, to be used for the surveys.
- Submit the workplan and methodology to UNDP and partners for review and approval.

Task 2: Localize questionnaires for research and training enumerators
- Undergo training provided by UN agencies on conducting a National Survey on Women’s Health and Life Experiences.
- Follow international ethical and safety protocols to support the revision, translation and localization of survey. All data must be disaggregated by age, gender, marital status, and disability.
- UNDP will prepare questionnaire forms in English; the selected firm will be required to modify and localize them into the format that can be easily understood in Lao language while keeping the original intention unchanged. Final versions of questionnaires to be agreed by UNDP, LWU, and partners.
- The firm must provide training to the enumerators, including international ethical and safety protocols, to collect data using CAPI.

Task 3: Conduct survey
- From 10 provinces selected by UNDP, LWU, and partners (Vientiane Capital, 3 Northern, 3 Southern, 3 Central regions across urban, rural, and remote areas), conduct surveys of at least 500 samples from each region (total 5,000). The firm must ensure that all necessary data are captured:
  - Village sample: the sampling villages will be randomly drawn from the list of the latest LECS sampling frame from preselected provinces with an appropriate sampling technique to ensure a
good representation of the villages from 1) urban, 2) rural and 3) remote areas be covered in selected provinces. The categorization of urban and rural villages is predetermined as per the categorization in the latest census.

- Individual sample: once the sampling villages are identified, enumerators will randomly visit households to conduct face to face interviews with women above 15 years (50% ever-partnered). If she is away, enumerators can collect household background information and move to the next households by skipping 2 households.

- The firm is required to comply by government’s regulation during the data collection procedure; where necessary, the firm will liaise with relevant government agency and local authority such as village chiefs to ensure smooth implementation of the project.
- The firm is required to comply by international ethical and safety protocols for collection of data on violence such as protecting personal data, confidentiality, and respect.
- In-person interviews and field mission are subject to guidance from the government.

**Task 4: Prepare and provide data outputs in SPSS and STATA formats**
- The firm is required to provide data outputs in SPSS and STATA formats.

**Task 5: Produce a report on findings**
- The firm is required to produce a report on the findings, including analysis following UN guidance for measuring SDG indicators.

### IV. DELIVERABLES & IMPLEMENTATION TIMELINE

<table>
<thead>
<tr>
<th>No.</th>
<th>Deliverable</th>
<th>Estimated days to complete</th>
<th>Target due date</th>
<th>Payment Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Prepare draft work plan and research methodology for UNDP to review</td>
<td>5 days</td>
<td>17 October 2022</td>
<td>40%</td>
</tr>
<tr>
<td>2</td>
<td>Support in revision, translation, and localization of questionnaires</td>
<td>5 days</td>
<td>14 November 2022</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Conduct survey</td>
<td>32 days</td>
<td>20 January 2023</td>
<td>40%</td>
</tr>
<tr>
<td>4</td>
<td>Prepare and provide preliminary results</td>
<td>2 days</td>
<td>13 February 2022</td>
<td>20%</td>
</tr>
<tr>
<td>5</td>
<td>Provide final data outputs in SPSS and STATA format in six provinces covering 120 villages</td>
<td>2 days</td>
<td>31 March 2022</td>
<td></td>
</tr>
</tbody>
</table>

### V. DURATION OF ASSIGNMENT, DUTY STATION & EXPECTED PLACES OF TRAVEL

- **Estimated number of working days:** 46 working days from 1 October 2022 to 31 March 2023.
- **Duty station:** Vientiane
- **Expected places of travel:** 3 Northern, 3 Southern, 3 Central provinces to be confirmed

### VI. PROVISION OF MONITORING & PROGRESS CONTROL

- The firm shall report to the Governance Team Lead and Programme Officers on the deliverables of their work regarding a work-plan, deadlines and verification of activities. Payments will be made upon submission of relevant deliverables through certification of payment form and acceptance and confirmation by the supervisor. The firm will report to the UNDP Governance Team against the deliverable progress for administrative purposes, and regular check-ins will be organized.
VII. ADMINISTRATIVE SUPPORT & REFERENCE DOCUMENTS

UNDP will provide support to the selected candidate to liaise and coordinate with relevant stakeholders and partners to be able to deliver on the expectations of this consultancy.

Administrative Support

The firm is responsible for providing their own laptop computers, mobile phones, reliable internet connection, and other devices required to conduct the survey and complete this assignment. The firm will be given access to relevant information for execution of the tasks under this assignment.

Reference Documents

- Lao National Survey on Women’s Health and Life Experiences (2014)
- ASEAN Regional Guidelines on Violence Against Women and Girls Data Collection and Use (2020)

VIII. DEGREE OF EXPERTISE OF FIRMS

<table>
<thead>
<tr>
<th>Years’ Experience</th>
<th>• 7 years of experience in administering large scale survey projects at the national level in Lao PDR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevant Technical Experience of Firm</td>
<td>• Past experience in administering large scale survey projects, preferably national surveys or victimisation surveys, at the national level in Lao PDR</td>
</tr>
<tr>
<td></td>
<td>• Experience in providing data collection services for International Organization, World Bank, UN agencies, or other development partners</td>
</tr>
<tr>
<td>Relevant Technical Experience of Team Leader and Team Members</td>
<td>• Must have a team of experienced one Project Manager as team leader, one Data Manager, and a team of experienced enumerators ready to start working immediately beginning October 2022</td>
</tr>
<tr>
<td>Other Desired Skills/Experience</td>
<td>• Must have offices, or network of enumerators or volunteers, operating in key provinces: north, central and south of Laos</td>
</tr>
</tbody>
</table>

IX. MINIMUM QUALIFICATIONS OF THE FIRM

UNDP wishes to contract a consulting firm/service provider who can bring in their expertise and knowledge for conducting a national survey on violence against women in Lao PDR. The consulting firm may be an international firm or a local firm (registered business entity in Lao PDR).

• Minimum of seven (7) years of experience in administering large scale survey projects at the national level in Lao PDR;
• Past experience in administering large scale survey projects, preferably national, prevalence, or victimization surveys, at the national level in Lao PDR;
• Must have a team of experienced members including one Project Manager as team leader, one Data Manager, and a team of experienced enumerators ready to start working;
• Must have offices or network of enumerators or volunteers operating in key provinces: north, central and south of Lao PDR. If not, must have capacity to deploy enumerators or volunteers;
• Experience working with UN Agencies, similar multilateral agencies and government entities would be considered an asset;
• Prior experience in Lao PDR and/or Southeast Asia is desirable.

Important Note:

The firm shall propose a team comprising of at minimum one team leader, one technical expert, plus any additional support staff the consultancy deems necessary to deliver the assignment. As noted above, the consulting firm/service provider is encouraged to utilize local staff, where appropriate.
1. Team Leader

**Duties and responsibilities:** The Team Leader shall be responsible for planning and conducting the survey. S/he shall be the main representative of the service provider firm that will coordinate and communicate with the team including LWU and UNDP team.

**Education:** A postgraduate degree in a related field, i.e., statistics, economics, management, or development studies.

**Work Experience:** A seasoned professional with at least 7 years of relevant knowledge and experience in conducting large-scale national surveys. Experience and/or knowledge in gender-based violence and/or violence against women is desirable. Experience of working with Governments/UN agencies or international development organizations is desirable. Experience of working in developing countries will be an added advantage.

**Language:** Proficiency in English while working knowledge of Lao will be an added advantage.

2. Data Manager

**Duties and responsibilities:** The Digital Manager shall be responsible for planning and conducting the survey, including coordinating the enumerators and/or volunteers for data collection, and providing analysis of the results. S/he shall be the main representative of the service provider firm that will coordinate and communicate with the LWU and UNDP team, as well as other relevant partners.

**Education:** A postgraduate degree in a related field, i.e., statistics, economics, management, or development studies.

**Work Experience:** At least 3 years of relevant professional experience, conducting research, preferably national surveys. Experience and/or knowledge in gender-based violence and/or violence against women is desirable. Experience of working with Governments/UN agencies or international development organizations is desirable. Experience of working in developing countries will be an added advantage.

**Language:** Proficiency in English and Lao required.

X. EVALUATION CRITERIA

1. Form A: Technical Proposal Submission Form
2. Form B: Bidder Information Form
3. Form E: Technical Proposal Format (with CVs of Key Personnel)
4. Form G: Financial Proposal (with protected password)

The following criteria shall serve as basis for evaluating offers:

<table>
<thead>
<tr>
<th>Summary of Technical Proposal Evaluation Forms</th>
<th>Points Obtainable</th>
<th>Points Awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Bidder’s qualification, capacity, and experience</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>2. Proposed Methodology, Approach and Implementation Plan</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>3. Management Structure and Key Personnel</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>70</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section 1. Bidder’s qualification, capacity and experience</th>
<th>Points obtainable</th>
<th>Points Awarded</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Reputation of Firm or Consultant</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>1.2 Past experience in administering large scale survey projects, preferably victimisation surveys, at the national level in Lao PDR</td>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>
1.3 Experience in providing data collection services for International Organization, World Bank, UN agencies, or other Development partners 5

1.4 Must have offices operating in key provinces: north, central and south of Laos 5

Total Section 1 25

Section 2. Proposed Methodology, Approach and Implementation Plan Points obtainable Points Awarded

2.1 Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another? 8

2.2 Description of the Offeror’s approach and methodology for meeting or exceeding the requirements of the Terms of Reference 6

2.3 Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic 8

2.4 Quality assurance procedures and risk mitigation measures 3

Total Section 2 25

Section 3. Management Structure and Key Personnel Points obtainable Points Awarded

3.1 Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services? 10

3.2 Qualifications of Team Leader 10
- General Experience 6
- Specific Experience relevant to the assignment 3
- Regional/International experience 1

Total Section 3 20

Combined Scoring Method:

- Where the Technical Proposal will be weighted a maximum of 70% and combined with the price offer which will be weighted a maximum of 30%

Technical Evaluation of Proposals:

- All Technical Proposals comprising the information/documentation provided will be evaluated to ascertain the suitability of the bidders/firm to carry out the assignment. The bidders/Firms who obtain a minimum of 49 points of the full mark (70 points) will be considered technically compliant, and the “password” for opening their Financial Proposal will be asked. Then, their Financial Proposals will be evaluated thereafter.

Financial Evaluation of Proposals:

- The Financial Proposals of all bidders/firms who pass the technical evaluation will be scored. The maximum 30 points will be allotted to the lowest financial bid, and all other bids shall receive points in inverse proportion to the lowest fee e.g. [30 Points x USD lowest] / [USD other] = points for other proposer’s fees. The contract shall be awarded to the applicant who receives the highest cumulative score.