

Terms of Reference for firm to carry out phone surveys to assess the impact of the COVID-19 pandemic and the impact of the COVID-19 emergency project on the GMI beneficiaries and on the health workers and patients

I. Objective

The objective of this assignment is to collect and analyze data that will be collected through several rounds of phone panel to assess the impact of the COVID-19 pandemic on the recipients of Guaranteed Minimum Income (GMI) as well as on the beneficiaries' households, their needs arising from the pandemic as well as the benefits of the Government's response through the GMI. In addition, the survey will assess the ability of these beneficiaries to access health services during the pandemic and their satisfaction with the services received (COVID-19 related and other health services). A separate survey will be conducted to assess the health care workers' awareness of and satisfaction with the project activities.

More specifically, the aim is to assess:

- (i) The impacts of COVID-19 and the public health containment measures on GMI beneficiaries and their needs arising from these impacts;
- (ii) Experience of beneficiaries in applying to and receiving support from the GMI during the COVID-19 pandemic;
- (iii) The benefits (or not) of the support from the GMI, including the level of satisfaction with the support they received;
- (iv) Awareness of health workers of the support provided to the health system from COVID-19 emergency project and satisfaction with project activities;
- (v) The satisfaction of patients (who are defined as beneficiaries of the GMI) with the health services for diagnosis and treatment of COVID-19 and non-COVID-19 health needs during the pandemic and their satisfaction of the services at facilities that have benefited from the project.

II. Scope of Work

To deliver on the objective of the assignment, the selected firm will:

- (i) Design and field test the questionnaires;
- (ii) Design the sample frame;
- (iii) Carry-out Computer-Assisted Telephone Interviews (CATI) for a high frequency panel of beneficiaries, including quality control measures;
- (iv) Analyze the data and prepare reports.

The assessment will analyze data collected through several rounds of longitudinal phone surveys to beneficiaries of the GMI and emergency GMI, and health care workers. Three rounds of surveys will be carried out, as detailed below. These are envisioned to be conducted in intervals of six months. However, the exact timeline between the three rounds will be finalized during contract negotiations to ensure that these are completed prior to the closing date of the Project.

Questionnaire:

For each round of the survey, the questionnaire to beneficiaries of the GMI will be based on template that the Ministry of Labor and Social Protection (MLSP) will provide to the contracted firm, which will tailor the questionnaire, as needed, to the context in North Macedonia and the specific design features of the GMI. The questionnaires will be piloted and revised, as needed, based on the findings of the pilots. Once completed, the questionnaires will be translated into local languages.

The questionnaires to beneficiaries of the GMI will be divided into three segments. The first section will cover demographics of the respondent, as is needed depending on the actual variables available in the Cash Benefits Management Information System (CBMIS), and his or her household and impact of COVID-19 on relevant livelihood indicators such as employment, income, child education, and health seeking behavior. The second part will cover questions around experience of the respondent in accessing the benefit, how this benefit was used, and the satisfaction of the respondent with this support. The third part will cover their access to and satisfaction with the health services (COVID-19 related and other) if they used one during the pandemic. The location of the facility(ies) to be included. The total duration of this questionnaire will be a maximum 20 minutes.

The separate questionnaire to health workers will focus on their awareness and satisfaction with support from the project. The firm will refine and pilot this questionnaire based on templates that the Ministry of Health (MOH) will provide, based on inputs from the World Bank. The questionnaire will likely consist of four parts: demographics of the respondent; work environment; knowledge, attitudes, and practices related to COVID19; psychosocial support and stress management. The total duration of this questionnaire will be a maximum of 20 minutes.

The firm will be responsible for the translation of the final version of the questionnaires into local languages (including back translation into English for quality control), conversion into an adequate format for the relevant data collection platform (e.g., Survey CTO), piloting the questionnaires, and making any necessary adjustments following lessons learned from the pilots. Lessons learned from the first round of the survey will be incorporated into the second round.

Sample: The aim is to interview the following groups of responders from a representative sample:

- (i) Around 10 % of beneficiaries of the GMI (total number of GMI is app. 33.000);
- (ii) Around 10 % of GMI beneficiaries who were accepted into the GMI¹ in the period May 1, 2020 until February 28, 2021 (total number of GMI is app. 5.000);
- (iii) Up to 400 Health workers in facilities supported by the COVID-19 Emergency Project and facilities not supported by the Project (sample to be defined in collaboration with the MOH).

The firm will be given the list of names and telephone numbers of beneficiaries that are randomly drawn from CBMIS, and MOH/health system.

¹ Government of North Macedonia has adopted on April 24, 2020, a decree pertaining to the expansion of the Guaranteed Minimum Income (GMI).

The MOH will provide the firm with access to a database of health workers that will be the basis for drawing the random sample of respondents for group iii. On the other hand, the MLSP will provide the firm with access to a database (CBMIS) of GMI recipients that will be the basis for drawing the random sample of respondents for group i and ii. These samples will be based on the sample proposed by the firm and agreed to by MLSP for that of the GMI recipients and in consultation with MoH for the health staff. If needed, the firm will advise MLSP on how to ensure that the sample is drawn randomly to offer a representative sample of each of the three groups. The list will include the name of the applicant and their telephone number.

The firm will propose a methodology to replace respondents in the event of non-response by beneficiaries on the initial list provided by MLSP and MOH, to be approved by MLSP. Household replacement, in the event of nonparticipation, will take place only after a household refuses to participate, or is not contactable for five times in two consecutive days before replacement. The selected survey firm will follow up with households that drop out of the survey to identify the reason for non-participation, and the results of these follow ups will be shared with the MLSP. A similar approach will be used for the health workers survey.

Given the high likelihood that interviewers will conduct some of the interviews at home and in order to ensure quality control, the firm would also assign a quality controller who will make a random set of call-backs to ensure that data has not been omitted or falsified.

Interviews: The interviews will be carried-out by telephone. The estimated duration of the interviews is 20 minutes each.

The first survey will include the responders from the groups i and ii (beneficiaries of the GMI, and GMI beneficiaries who applied and were accepted into the GMI from May 1, 2020 till February 28, 2021). After the facilities supported under COVID-19 Emergency Project become fully operational, the phone survey shall be implemented for the responders from the group iii (Health workers in facilities supported by the COVID-19 Emergency Project and facilities not supported by the Project).

The firm will select and train skilled CATI interviewers and experienced CATI supervisor(s), who will then carry-out the surveys according to the agreed work plan. Prior to initiating the first round of the survey, the firm will propose to the MLSP the controls to be employed to ensure the quality of the survey data. The firm will monitor progress in data collection for each survey and report periodically to MLSP. Based on this monitoring, the Contractor will adjust the strategy as needed, in agreement of MLSP. The firm will validate and clean the data to produce the final data and descriptive analysis.

The second round of the survey will be fielded up to six months after the first survey. In the second survey, it is anticipated that a number of the questions will be replaced with new questions. The final list of questions will be determined during the inception phase for survey 2. The total duration of each interview is estimated to be 20 minutes, similar to the first round of the survey.

The third round of the survey will be fielded up to six months after the second survey. The total duration of each interview is estimated to be 20 minutes too.

The survey of beneficiaries and that of healthcare workers do not have to be necessarily synchronized and timing of these will be discussed with the MLSP, in consultation with MOH, to agree the final schedule.

III. Deliverables

The following deliverables are required for each of the three rounds of the phone survey:

- An inception report and work plan, including:
 - Methodology to guide the sample to be drawn by the MLSP from its CBMIS, and MOH/health system records and a protocol for replacing non-respondents. Beneficiary replacement, in the event of nonparticipation, can take place from the list provided to the survey firm
 - Draft questionnaire for the first survey
 - Contact protocols
 - Enumerator handbook or manual and training materials
 - Proposal for analyzing the data
- Pilot reports: Feedback report from a short pilot, including a discussion of methodology, findings and recommendations on how to improve the questionnaire and the process in general.
- Finalized questionnaires in English and local languages programmed for use in CATI, which must undergo testing from the MLSP, in coordination with MOH.
- Finalized high frequency questionnaires in local languages and English in Word format
- Training plan and guidelines to account for the unusual training circumstances
- A tracking sheet following each survey with number of calls made before reaching respondents, and remarks if interviews are not completed or if respondent is not reached. For unsuccessful interviews, the tracking sheet would describe the reasons thereof.
- Dataset:
 - Raw database in Excel, STATA, or SPSS file provided immediately following each survey.
 - Cleaned database in Excel, STATA, or SPSS file including the complete syntax and codebook and explanation used to clean the data within one week of completion of each survey.
 - Metadata for phone calls within one week after completion of the last interview for each survey.
- Prepare a report on the data collection for each survey detailing:
 - data processing, which should include documentation of data entry, data cleaning and logical check procedures, as well as cross tabulation on all the questions and weighting.
 - a brief description of the work performed, deliverables and any other information related to the overall organization and execution of the survey, data entry and on organization of the output files highlighting any notable difficulties, challenges and deviations from the original plan.

- Report analyzing the data and presenting the findings according to the research questions set out in these terms of reference.

All reports must be delivered in English and Macedonian.

IV. Confidentiality and Data Ownership

All the data and information collected or received for the purposes of phone survey will be kept strictly confidential and will be used exclusively to execute the ToR. The firm is also expected to secure verbal consent with the household representative(s) before proceeding to the interview.

The completed dataset will be the property of the Government of North Macedonia, MLSP, and MOH. The selected firm may not use the data for their own research purposes, nor license the data to be used by others, without the written consent of the MLSP. The MLSP exclusively owns all rights in and to any work created in connection with this agreement, including all data, documents, information, copyrights, patents, trademarks, trade secrets or other proprietary rights in and to the work. The selected firm is not allowed to post or publish (electronically or in print) any project-related information without the explicit permission of the MLSP.

As part of the proposal, the firm is expected to (i) describe how to ensure confidentiality of data; (ii) how personal data will be dealt with; and (iii) the firm's data protection rules and principles in handling data privacy requirements. The selected firm shall be provided with "Data Protection Guidance & Examples."

V. Payment schedule:

The consultant organizations will be paid in 5 tranches according to the following schedule:

- 5% upon submission of sampling and finalized questionnaires (after pilot)
- 30% upon submission of data and results of first round of survey
- 30% upon submission of data and results of second survey
- 30% upon submission of data and results of third survey
- 5% upon submission of final report

VI. QUALIFICATIONS

The minimum qualifications of the consultants' firm for this assignment are the following:

The consultant will:

- Have an experience of organizing at least 3 large scale surveys in over the past ten years. Experience of such surveys performed in the Republic of North Macedonia will be an advantage.

- The consultant shall have extensive experience at least 7 years with designing, managing, and analysing surveys. A track record of carrying-out surveys and research for government and/or development organizations in the field of social protection, health or related social sectors, is required.
- The consultant will have demonstrated experience in different methods of data collection (e.g.; quantitative, phone based, etc.) including in large-scale surveys and capacity to carry out the whole survey process (e.g. sampling, training, data collection, and analysis) within the stipulated timeframe and to a high quality.
- The consultant will demonstrate ability to provide a team of skilled CATI enumerators with proficiency in local languages, experienced CATI supervisors, and experienced questionnaire and data management specialist.
- The consultant will have demonstrated capacity to establish strong working relationships with government agencies, including providing recommendations and policy advice and guidance on complex programs in developing countries.

The requested Experience and Qualifications of Consultant's Staff are:

Consultant key staff

The team leader for this work will have:

- A minimum of bachelor degree or equivalent in a relevant subject (e.g. public policy, economics, development studies, etc.).
- Be a senior expert with over 15 years of experience leading research teams using quantitative research methods.
- Have extensive experience working in North Macedonia.
- Excellent knowledge of the Macedonian and English language.

VII. Additional requirements:

- The phone data collection will require the following equipment and infrastructure: (i) tablets or computers for enumerators with a sound CATI data entry software, (ii) a workspace for each enumerator away from other enumerators (i.e., at home), (iii) reliable internet connection for every enumerator in their workspace; and (iv) reliable phones with sufficient credit and a good reception. All equipment and infrastructure has to be readily available by the survey firm. It is essential for the survey firm to have the capacity to share data collection in real time using a cloud-based CATI system.

The survey firm is expected to adhere to the current restrictions of assembly and movement applicable to North Macedonia and ensure that training of enumerators and supervisors is undertaken remotely if needed with frequent follow-up and re-trainings of enumerators based on the evolving situation and data quality.

VIII. SELECTION METHOD AND CONTRACT

The selection method is “Consultant’s Qualifications Based Selection” and the contract shall be Lump Sum according to the World Bank Procurement Regulations for Investment Project Financing (IPF) Borrowers – Procurement in IPF of Goods, Works, Non-Consulting and Consulting Services, (Regulations) issued in July 2016, revised November 2017., www.worldbank.org.

IX. DURATION OF THE ASSIGNMENT

The Consultant will begin the data collection for each round of the survey within one week after receiving written the Client’s written consent. The contract duration shall be until December 31, 2022.

The contract shall be lump sum in accordance with the WB Guidelines for Selection and Employment of Consultants by World Bank Borrowers, dated May 2004, revised in October 2006, www.worldbank.org.