UNHCR
The UN Refugee Agency

ANNEX A - Terms of Reference
CAI/RFQ/008/2023

Surveys for Monitoring Cash Based Interventions in Egypt

A) Background

UNHCR cash-based interventions (CBIs) seek to protect refugees by reducing the risks they face and to maintain their capacity to spend. CBIs are a more dignified form of assistance, giving refugees the ability to immediately prioritise and choose what they need. CBIs also directly benefit the local economy and can contribute to peaceful coexistence with host communities. There is significant scope for increasing the use of cash assistance by UNHCR and partners in displacement settings. Evaluations of CBIs have been largely positive, with benefits seen to include greater dignity (through choice) for recipients and a multiplier effect in local economies. However, there are still gaps in knowledge about the impacts of CBI, particularly with regards to how CBIs may affect individuals and communities beyond material considerations. Hence, the need to study CBIs' protection and gender benefits and risks for those assisted, as well as on the wider community.

UNHCR Egypt currently provides different types of cash-based interventions to refugees and asylum seekers coming from Syria, Sudan, South Sudan, Ethiopia, Eritrea, Somalia, Iraq, Yemen, etc.

UNHCR seeks to achieve two main objectives. First, to improve cash assistance programming by collecting information following distribution of the cash transfer on several aspects related to cash programing including efficiency of cash delivery, access to markets, unmet needs and coping strategies. The results feed back into the programme cycle in order to improve the way the cash assistance program are designed and delivered. The second objective is to contribute to building evidence on the impact of cash assistance and to identify practices that can be consolidated and others that can be introduced to strengthen results.

B) Objectives

More specifically, the consultancy aims at responding to the following research questions:

1. How is UNHCR cash assistance delivered and what are the experiences of beneficiaries regarding different aspects of the program including, access to the cash transfer, distribution efficiency, safe access to markets, communication preferences?

2. What measures can be taken in terms of the structuring cash assistance to achieve required outcomes (including recommendations relating to sizing of the cash transfer, using conditions or sequencing cash assistance with other complementary actions among others?

3. To what extent is the cash transfer provided to targeted refugees able to meet their most pressing needs and (if any) what are their unmet needs and coping strategies resorted to respond to any shortfalls?

4. In what ways does UNHCR cash assistance contribute to issues such as increased access to food with appropriate quantity and quality; enabling refugees to preserve and protect their productive assets as

well as meet their immediate consumption needs; enabling access to secure shelters where they can live in dignity, with fewer socio-economic vulnerabilities and improved quality of life; Ensuring that children and youth have sustainable access to education and lifelong learning; Reduced excess mortality and morbidity, maximized access to quality primary, emergency and referral health services; Improved psychosocial well-being; Reduced resort to harmful coping strategies to meet basic needs; School attendance/retention, prevention/mitigation of child labour, and early/forced marriage amongst other risk factors faced by refugee children; Marginalized individuals (persons with disabilities, elderly, chronically ill, etc.) to meet critical survival needs; Reduced gender-based violence, increased refugee empowerment and self-resilience; Mitigating effects of "negative" masculinity within a household? (E.g. domestic violence, diversion of cash, etc.); Reduced social jealousy and disharmony due to better targeting.

C) Scope of work

a. Desk research

- Prior to carrying out primary data collection, the entity will conduct a desk research and utilize reliable secondary data as and when available notwithstanding existing data from national and international practitioners.
- UNHCR will share material as and when the need arises for the entity to be acquainted with the needs, priorities and capacities of refugees and asylum seekers.

b. Data Collection and Analysis

- The entity will be required to carry out both quantitative and qualitative data collection. The sample sizes for qualitative surveys are to be calculated based on the number of cases on different cash assistance types ranging from a sample frame of 1,000 to approximately 14,000 refugee families.
- The households to be interviewed originate from different countries and many will not be Arabic speakers. The most common languages spoken (apart from Arabic) are English, Somali, Tigrinya, Amharic and Oromo.
- UNHCR's sampling approach for Post Distribution Monitoring (PDM) is: Confidence level = 95%; Confidence interval = 7 (in some surveys confidence interval may be 5) with 10% is added to sample size to account for error during data collection. Outcome monitoring surveys will follow a longitudinal methodology, where a cohort of respondents will be followed over time (baseline101]=, mid-line, and endline)
- Coverage: Majority of respondents reside in Greater Cairo, Alexandria and Damietta
- Survey Administration: mainly phone interviews, with the possibility for expanding to home-based/ office based interviews according to operational needs. Data collection should be completed within 2-3 weeks after receiving the necessary sampling frame. The entity needs to keep a call log that UNHCR can access if data verification is needed. The entity may also need to produce evidence of quality assurance of survey phone calls, if requested by UNHCR.
- Questionnaire Design: UNHCR will provide the data collection tools. The questionnaires have average from 90 to 300 questions to be administered per respondent. UNHCR is open to recommendations on the questionnaires design however questionnaire design is not required.
- Approximately 2,500 respondents will be surveyed in total per every year. This requirement can be increased or decreased as per the operational needs therefore in the financial offer form UNHCR requires from bidders to submit the unitary cost per survey within the data collection.
- For data related deliverables please refer to the Annex at the end of this document.

Data collection cycles estimation:

Survey Type	Frequency (per annum)	Respondents (per cycle)	Total Respondents annually
Post Distribution Monitoring (PDM) surveys for Multipurpose Cash Assistance	Twice	430	860
PDM for Winter Assistance	One Time	250	250
Other surveys for multipurpose cash assistance & other cash-based interventions (Education, cash for unaccompanied and separated children, Livelihoods, etc)	One time per each type	Varied # of respondents per survey type ranging from 150 to 250 per survey.	1,000
Outcome Monitoring (OM) for Multipurpose Cash Assistance	One Time	430	430

c. Reporting and Presentations Report generation and presentation of findings

- Inception report: This should include amongst others, the data collection and analysis methodologies, the selection of enumerators, tools proposed, and the respective timeline to achieve the objectives stated above. It should include descriptions of equipment to be employed, check lists, questionnaires and reporting formats.

- Reports and presentations: The consultancy will deliver an initial report with main findings and analysis of the collected data per each survey, disaggregated as required by UNHCR (i.e. by nationality, age and gender, etc.), within two weeks after the completion of data collection. In addition, it should also include at least one beneficiary case study. Following that, a presentation to UNHCR and its working group(s) with the aim of receiving feedback and further recommendations on main findings and preliminary conclusions is to be delivered. A final report is to be submitted within 10 days after feedback has been received. In addition, it should also include five beneficiary case studies. Final reports will need to include comparisons with the results of similar studies performed in previous year and description of the observed trends. All datasets produced during the course of the consultancy, should be provided in a CSV compatible file.

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Selection Criteria

- Staffing profile and lead consultant possess advanced degrees in fields such as economics, statistics and other related fields as well as long-standing expertise in carrying out research of this nature.
- Substantial and robust data quality assurance processes that ensures accurate data collection and data quality checks, starting from enumerators' recruitment ,and training until data cleaning and quality checks.
- Substantial and proven professional experience in conducting and/or managing strategic research and large scale-surveys at field or global levels in line with established norms and standards.
- Excellent qualitative research and analysis skills, with emphasis on the design and use of comparative analysis methods and tools.
- Excellent statistical and quantitative analysis skills
- Proven experience in the design and application of relevant mixed methods analytical tools and frameworks.
- Excellent English-language drafting and reporting skills and extensive experience conveying complex information clearly and compellingly through the use of visual media for a range of audiences (i.e. using data visualization tools).

The entity will be required to submit;

- a 10-page document (maximum) demonstrating how the Scope of Work will be completed successfully and in a timely manner
- Detailed description of quality assurance processes and technologies used for this purpose.
- Description of the team composition and management structure that will be dedicated to this agreement is also required substantiated with CVs.
- The technical and managerial expertise of the Research Coordinator/Team leader/Project lead who will also be the main contact point with UNHCR.
- A document with maximum three pages detailing similar work completed in the recent past, along with a list of clients
- Sample report(s) from previous assignments in the last 3 years
- Proof of authorization from dedicated national entities to conduct survey research/data collection in the country.
- Prior experience working on with UN agencies and/or refugee populations is preferred, though not required.

DATA RELATED DELIVERABLES

This is section that highlights data deliverables related to this project.

Data Collection and Delivery:
UNHCR has a corporate Kobo server which external parties can be granted access to for data collection. It is expected that data be collected and uploaded directly to the UNHCR server, giving UNHCR direct and continuous access to the data. Where this is not possible, UNHCR must be granted access to all data collected through project. Data includes raw datasets, as well as, cleaned and validated datasets collected or procured under these ToRs, and used in producing final deliverable outputs, such as, but not limited to: reports, tables, and visualizations. In case of surveys, the raw datasets must include actual microdata from respondents. Also,

in the event the UNHCR server is not used, raw data must be delivered regularly throughout the data collection process (e.g., weekly, or monthly, depending on the duration of the exercise). This is critical to identify data quality issues (such as missing observations, high attrition rates, high rates of refusal) whilst the data collection is ongoing, so that they may be corrected in real-time.

Machine-readable format: Datasets should be provided in electronic form, or in files which are in a machine-readable format.

Data Security while delivering data: Appropriate security protocols must be observed in the transfer or transmission of datasets to UNHCR.

UNHCR would be responsible for: (i) creating a dedicated project for the data, and, (ii) ensuring that only authorized collaborators (in the survey firm and UNHCR) are given access to the project repository.

The selected entity would be responsible for ensuring that all data generated under this project (contract) is deposited in the dedicated project repository.

Data Format: should be selected based on the data type (survey, geo-spatial, sensor, transit, etc.), Staff should choose the appropriate format from the choices below in which data should be delivered.

Survey dataset(s) may be provided in Rdata, STATA, SPSS, CSV, Excel, ASCII, etc. or any other suitable open format.

Geo-spatial dataset(s) may be provided in open format shape files which can be opened by a GIS application of choice. This data could also be provided in any other readily available formats such as CSV, XLS (97 and later), XLSX (2007 and later), TSV, or any other suitable open geo-spatial data format. Preferred formats are shapefiles for Vector[1] data, and GeoTiff for Raster[2] data.

Data Disposal at end of project: Once it has been used for its defined purpose, and all datasets are handled to UNHCR as the owner of data, the data will be disposed of at the date of the end of the contract. After consulting with UNHCR, the selected entity will take reasonable measures to erase or destroy all data in any form or format used during the project that is not returnable to UNHCR (e.g., information stored on computer hard drive).

Data Documentation (Metadata)

Survey dataset(s): Metadata necessary to understand the survey design, methodology, and the datasets must be provided. Data documentation provided must comply with international metadata standards such as the Data Documentation Initiative (DDI) (Codebook version) and the Dublin Core standards. All datasets must be

[1] Vector Data uses the simple geometric objects of points, lines, and areas (polygons) to represent spatial features

[2] Raster Data uses a grid to represent its geographic information. Points are represented by single cells, lines by sequences of neighboring cells, and areas by collection of grouping cells. Types of raster data include: satellite imagery, remotely sensed satellite data.

documented in compliance with these standards, which should foster compliance with the replication standard and guarantee the ease of use, quality control, and cataloguing of the dataset. Given below is a list of metadata documents.

i. Survey questionnaire (XLSform) in English and local languages which includes any/all changes from piloting;
ii. Questionnaire design;
iii. Interviewer manual;
iv. Completed household/community questionnaires for all households interviewed;
v. Concise, but complete description of the sample design;
vi. Sampling weights to be used in data analysis;
vii. Description of the basic field procedures and quality control techniques;
viii. Guidelines for using the data, including, but not limited to,
    a. Uniquely identifying observations, including the identification variable to be used,
    b. how to link the various parts of the survey,
    c. codes for any items not pre-coded in the questionnaire, and
    d. problems encountered in the data and the solutions taken;
ix. Documentation of constructed data sets that will be available in the public use files; e.g. price indices, and aggregates of household consumption or income;
x. Descriptions of the files, including contents and names of the data files mapped to the corresponding sections in the questionnaire; and,
xi. System of variable names and labels, data descriptions and dictionaries.

- Geo-spatial dataset(s): Given below is a suggested list of metadata.

xii. Title – name by which the dataset is known;
xiii. Description – brief summary including the purpose for which the dataset was developed;
xiv. Theme – common use word or phrase used to describe the subject of the dataset;
xv. Place – geographic name of the location covered by the dataset;
xvi. Data presentation format – this refers to the Vector or Raster formats used to represent the geo-spatial data, including any specific standard file format used;
xvii. Map projection –name of the map projection used;
xviii. Bounding Coordinates:
    a. Western-most coordinate of the limit of coverage expressed in longitude
    b. Eastern-most coordinate of the limit of coverage expressed in longitude
    c. Northern-most coordinate of the limit of coverage expressed in latitude
    d. Southern-most coordinate of the limit of coverage expressed in latitude.

Data Entry & Analysis Software
Unless there is an explicit and documented reason that would prevent it, the usage of UNHCR data collection server is strongly encouraged: http://kobo.unhcr.org.

Data Quality
The contracted firm's survey manager and fieldwork supervisors will record all phone interviews and will check all completed questionnaires for completeness and accuracy. The survey firm will conduct call hearing and matching with collected responses with at least 20 per cent of calls and will conduct a minimum of 10

percent of call backs to verify the accuracy of the data recorded and, where necessary, clarify with respondents any inconsistencies in their answers with that of the enumerator. The survey manager and fieldwork supervisors will randomly check interviewers and accompany them on some interviews. Representatives of UNHCR may also accompany some survey teams during pre-testing/piloting as well as during the survey to ensure quality, as well as provide on-site supervision of the data entry and database cleaning processes as a means of additional quality control. Upon the request of UNHCR, the survey entity may need to produce evidence of quality assurance.

The contracted survey firm will be considered to have failed to comply with this contract if, based on a random and representative sample, it is determined that either (i) it is shown that 1 percent or more of the questionnaires that are presented were filled without the Survey Firm having called the respondent, and (ii) it is shown that 1 percent or more of the questionnaire is inconsistently completed. In either of these situations, UNHCR will reserve the right to request a repetition of the work or the option of not paying for the work done (being reimbursed for any initial payment)."

Names, Locations, Mobile Contacts of Respondents

For both quantitative and qualitative approaches, UNHCR will need to have the contact information of survey respondents (names, locations or mobile numbers) to contact them for verifying/validating their responses.

Data Confidentiality, Ownership and Re-use

All data collected under these TORs including the documentation about the data and its collection methodology are confidential and are the property of UNHCR. The entity executing these TORs, must protect the confidentiality of responding establishments and individuals participating in the data collection at all stages as described in 'Policy on the Protection of Personal Data of Persons of Concern to UNHCR''[3]. The survey firm must ensure that data or the documentation referred to above, collected or compiled under these TORs, are not distributed for commercial or non-commercial purposes to third parties, nor will they be used by the firm, their staff and/or consultants, or their sub-contractors for purposes other than those expressly stated in these TORs, without the written approval of UNHCR prior to, during, or after completion of the assignments.

Training by UNHCR staff for Data Collection

Given UNHCR's specific mandate to refugees and asylum seekers, an orientation session on international protection and situation of refugees and asylum seekers in Egypt may need to be delivered to project, field staff and data collectors.

Ethical Provisions

The survey firm will comply with ethical standards of social science research that involves human subjects in every stage of the survey process. An informed consent by the survey respondent to participate in the interview is required. Efforts will be made by the survey firm to balance transparency of the survey and confidentiality of the respondent. Ethical provisions for data collection in use by national authorities should be adhered to.

[3] http://www.refworld.org/pdfid/55643c1d4.pdf