

**L3605/G9191-MON: ENSURING INCLUSIVENESS AND SERVICE DELIVERY  
FOR PERSONS WITH DISABILITIES  
TERMS OF REFERENCE**

**LOCAL RESEARCH FIRM FOR A BASELINE, ENDLINE, ACCESSIBILITY  
AND AUDIENCE SURVEY  
(17 person-months, intermittent)**

**A. BACKGROUND INFORMATION**

Mongolia has received a Loan (Loan No. 3605) from the Asian Development Bank (ADB) to implement the Ensuring Inclusiveness and Service Delivery for Persons with Disabilities Project (the Project). The project will support the Government of Mongolia in addressing a major social and rights issue by ensuring inclusiveness and delivery of services for persons with disabilities (PWD) in Mongolia. The overall aim of the project is to ensure access to employment for PWDs to increase their autonomy and contribution to the economy and society in general. For detailed information about the project please visit <https://www.adb.org/sites/default/files/project-documents/48076/48076-002-rrp-en.pdf>

The Ministry of Labor and Social Protection (MLSP) of Mongolia is seeking a local research firm (the Consultant) to conduct project baseline and end-line data and conducting audience research. MLSP will select the local firm following ADB's Guidelines on the Use of Consultants.

**B. OBJECTIVES OF THE ASSIGNMENT**

1. The main objectives of the assignment are:
  - (1) to conduct baseline and end-line surveys to define the key performance indicators for monitoring the change in:
    - a. the satisfaction of PWD with public services, access, and barriers to public services, level of support needs and use of assistive devices;
    - b. compliance with legislation regarding employment of PWD in accordance with the Labor Code, and creating the inclusive business environment for PWD;
    - c. access to the physical environment, including access to information, infrastructure, and transportation.
  - (2) to conduct a media audience research to monitor the influence of social communication and media campaigns on public perception towards PWD.

**C. TASKS**

The Consultant should undertake the following tasks:

2. General:
  - Develop relevant survey methodologies, sample sizes, survey tools including a questionnaire, interview, focus group discussions and meetings, and detailed timetable for conducting the (i) satisfaction survey of PWD with public services, (ii) study on compliance of companies with legislation related to employment of PWD and creating business environment, (iii) study on access of PWD to physical environment, including access to information, infrastructure and transportation, and (iv) media audience research;
  - Obtain approvals from PIU and MLSP on survey methodology, sample size, survey tools and schedule for every study/surveys to be conducted;
  - Obtain approvals for conducting of study/survey from relevant committees, if necessary;
3. For each study/survey:
  - Conduct pretesting of the survey instruments and make necessary adjustments if needed;

- Provide training to survey team members in data collection including obtaining informed consent, taking questions from responders and facilitating group discussions, with a particular focus on specifics and ethics in communication with PWD;
  - Conduct the study consistently and provide regular updates on the implementation status of the surveys PIU;
  - Arrange meetings and conduct consultative discussions with relevant stakeholders if necessary, during the survey analysis;
  - Develop reports in both Mongolian and English languages and submit to PIU and MLSP for review and comments on a consistent manner;
  - Organize knowledge dissemination activities in relevance to surveys, and conduct workshops, meeting, and debates;
  - Finalize the reports and deliver study reports in a timely manner.
4. For the media audience study. In addition to above it is recommended to:
- Design and conduct the quantitative telephone (or using any other applicable tools) survey with PWD on a quarterly basis. The PWD panel for a quantitative telephone (or using any other applicable tools) survey should be selected randomly and comprise at least 150-200 PWD nationwide with access to a mobile telephone (or any other applicable tools);
  - Design and conduct a qualitative focus group discussions with PWD. Conduct at least 30 focus group discussions.

#### **D. QUALIFICATION REQUIREMENTS FOR THE LOCAL RESEARCH FIRM**

5. The Consultant shall meet the following requirements:
- At least 5 years of consultancy service experience in conducting survey, review and data analysis in the social protection sector.
  - Prior working experience with ADB and other international financial institutions would be an advantage.
6. The Consultant should have a research team consisting of the following members:
- a. Principal Investigator/ Team leader – 1 person
  - b. Data analyst and processor – 1 person
  - c. Data collectors and enumerators – 3 persons
7. The qualifications and detailed tasks for research team members

<b>Consultants and qualifications</b>	<b>Tasks</b>
<p><b>1. Principal Investigator – 1 person/8 person-months</b></p> <ul style="list-style-type: none"> <li>- Master’s degree in economics, statistics, quantitative studies, or related fields.</li> <li>- At least 10 years of experience managing large scale quantitative socio-economic surveys.</li> <li>- 5 years of proven experience with data quality assurance mechanisms (fieldwork management, data entry programming, etc.)</li> <li>- Ability to facilitate communication between different stakeholders, government, non-government, and academic institutions.</li> <li>- Good knowledge and understanding the disability issues in Mongolia.</li> </ul>	<p><b>The principal investigator will perform as a team leader:</b></p> <ul style="list-style-type: none"> <li>- Lead the research team during the period of consultancy service;</li> <li>- Lead preparation of a detailed work plan of the consultancy service and ensure its implementation;</li> <li>- Provide guidance, coordinate and supervise the inputs of each team members to ensure timely submission of the required outputs, progress reports and other deliverables;</li> <li>- Ensure quality of all deliverables and reports and timely submission of deliverables;</li> </ul> <p>Specific tasks:</p> <ul style="list-style-type: none"> <li>- Develop survey methodology, sample size, survey tools and timetable to conduct survey/research;</li> <li>- Obtain approvals from MLSP and other relevant organizations;</li> </ul>

<ul style="list-style-type: none"> <li>- Experience with electronic data collection platforms.</li> <li>- Ability to deploy surveys simultaneously in multiple geographic locations.</li> <li>- Excellent report writing and communication skills in English.</li> </ul>	<ul style="list-style-type: none"> <li>- Supervise the team to conduct survey/research and produce all relevant deliverables;</li> </ul>
<p><b>2. Data analyst and processor – 1 person/6 person-months</b></p> <ul style="list-style-type: none"> <li>- A university degree in education, statistics, economics, social sciences or a related field with a strong qualitative focus is essential.</li> <li>- A master’s degree in any one of the above disciplines.</li> <li>- 5 years of experience managing field-based survey in collecting quantitative and qualitative data</li> <li>- 5 years of experience with data quality assurance mechanisms (fieldwork management, data entry programming, etc.).</li> <li>- Experience in designing and conducting surveys using computer-assisted personal interviews would be an advantage.</li> <li>- Excellent report writing skills in English.</li> </ul>	<ul style="list-style-type: none"> <li>- Assist the principal investigator in completion of tasks under objective 1 and 2;</li> <li>- Analyze the collected data, interpret, draw conclusions, and discusses with the principal investigator and other relevant bodies.</li> <li>- Prepare draft reports containing descriptive, analytical, and evaluative content in line with ToR.</li> <li>- Prepare and offer IT Solutions, and prepare data exchange Platform with PIU as necessary and requested.</li> <li>- Train enumerators as per agreed data collection tools and guideline;</li> <li>- Provide logistical guidance in the field for data collectors;</li> <li>- Arrange daily/monthly/quarterly team meetings to ensure communication and quality control of data collection process;</li> <li>- Monitor data collection process to ensure field manual protocols and procedures are being followed;</li> <li>- Maintain data processing programs</li> <li>- Provide assistance to produce result tables for the report</li> </ul>
<p><b>3. Data collectors or enumerators - 3 persons/each person for 3 person-months</b></p> <ul style="list-style-type: none"> <li>- University degree in the field relevant to this assignment</li> <li>- Ability to conduct oneself professionally and to treat the survey respondents with respect regardless of their socioeconomic class, gender, ethnic group, religion, etc.</li> <li>- Ability to resolve issues related to the survey conducting and data collecting.</li> </ul>	<ul style="list-style-type: none"> <li>- Get instructions from data analyst to collect data as per agreed data collection tools and guideline;</li> <li>- Receive data collection tools and other required materials from principal investigator;</li> <li>- Collect and record data/responses as instructed and ensure the requirements necessary for conducting a successful interview;</li> <li>- Perform all data entry related tasks including sorting, proofing, updating and storing.</li> <li>- Compile, sort, verify and correct data to be entered.</li> <li>- Review collected data for completeness and accuracy.</li> <li>- Manage filing and routing of source documents after entry.</li> <li>- Maintain records of work completed.</li> <li>- Update data in appropriate databases in an accurate and timely manner to prevent backlogging.</li> <li>- Establish data naming standards and consistent data definitions to improve overall data quality.</li> <li>- Process and resolve data inquiries by searching for and reviewing the databases.</li> <li>- Keep the confidentiality of the collected data.</li> </ul>

## **E. EXPECTED DELIVERABLES AND TIME SCHEDULE**

Major Deliverables and Tentative schedule of deliverables

	<b>Deliverables</b>	<b>Expected time for completion</b>
<b>Satisfaction survey of PWD with public services</b>		
1	Baseline survey report with clearly defined indicators in line with DMF	Within two months after commencement
2	End-line survey report with clearly defined indicators in line with DMF	August 2022
3	Compiled report on Satisfaction of PWD with public services	Submitted at the end of the assignment
<b>Survey on compliance of companies and business environment for PWD</b>		
4	Baseline survey report with clearly defined indicators in line with DMF	Within two months after commencement
5	End-line survey report with clearly defined indicators in line with DMF	August 2022
6	Compiled report on compliance of companies and business environment for PWD	Submitted at the end of the assignment
<b>Study the access to the physical environment, including access to information, infrastructure, and transportation</b>		
7	Baseline survey report with clearly defined indicators in line with DMF	Within two months after commencement
8	End-line survey report with clearly defined indicators in line with DMF	August 2022
9	Compiled report on the access to the physical environment, including access to information, infrastructure, and transportation	Submitted at the end of the assignment
<b>Media audience research</b>		
10	Quarterly report of a quantitative telephone (or using any other applicable tools) survey	Every quarter
11	Annual reports including focus group discussion result	End of each year
12	Compiled report of quantitative and qualitative survey	August 2022

#### **F. REPORTING REQUIREMENTS:**

- (i) The Consultant will develop and present the deliverables in the format and process as agreed with the MLSP during the inception.
- (ii) The Consultant will support the MLSP in undertaking consultations and building a consensus with key stakeholders. The Consultant is responsible for revising and finalizing the documents based on comments by relevant agencies and stakeholders. The technical reports shall be presented at the meetings of technical working groups and other related stakeholders, if necessary.
- (iii) All reports should be prepared in two languages (Mongolian and English).

#### **G. CLIENT'S INPUT AND DUTY STATION**

##### 8. Client's inputs:

The Consultant will be provided with access to some databases such as the Household Information Integrated Database (PMT) and access to MLAC information system/ Medical and Labour Accreditation Committee/ and all other relevant information systems operated under MLSP administration.

The detailed survey cost estimate will be agreed to and approved by the Client and Consultant after the survey methodology is approved by the Client.

##### 9. The Consultant's inputs:

The Consultant will be responsible for office accommodation and equipment (computers, printers, photocopiers, telephone (or using any other applicable tools), fax, and software) to be used for this assignment.