

UNITED NATIONS DEVELOPMENT PROGRAMME



TERMS OF REFERENCE

Survey Firm Research on the Socioeconomic Impacts of COVID-19 in Urban Informal Sector in Maputo

1. BACKGROUND

The World Health Organization (WHO) declared a novel coronavirus disease (COVID-19) a pandemic on 11 March 2020. The disease was identified first in Wuhan, China, in December 2019 and as of 11 May 2020, the virus has been detected in 187 countries with 4 103 136 confirmed cases of COVID-19, including 282,727 deaths (WHO). In Mozambique, the first case was detected on 22 March 2020, and, as of 8 May 2020, 82 cases had been confirmed, with no deaths registered so far.

Like in many other countries, in Mozambique, the primary strategy has been to limit transmission through social distancing measures and support health systems to manage a surge of patients. To this end, the President of Mozambique, declared the State of Emergency on 30th of March 2020, limiting mobility and economic activity. The State of Emergency has already been extended twice after that. While difficult to quantify, these measures are likely to have considerable socioeconomic impacts in Mozambique. Recent projections by the World Bank have the Mozambican economy growing at only 1% in 2020, the lowest growth rate in more than two decades. And while these projections are being made, the impact of COVID-19 in Mozambique is already been felt in people's lives in Mozambique. Small businesses are closing down, hundreds of workers are being fired and lockdown measures are resulting in reduced mobility, school closures, etc.

One thing is almost certain, the impact on employment and income generation opportunities is likely to be very important. The expected slump in export-growth, together with reduced investment and the possible disruption of global value chains will severely affect economic and commercial activity across the country and, consequently, impact employment. On the other hand, social distancing and lockdown measures to contain the spread of the coronavirus, may affect people's ability to work and earn a living and could further affect employment and income generation prospects in the country.

This is particularly concerning for Mozambique's informal sector, which accounts for about 80% of the labor force, especially in urban and peri-urban areas where informal workers' livelihoods are often precarious and safety nets limited (with social security covering only 6% of the labor force). Women and youth, who are disproportionately employed in insecure labor in the form of informal sector, are likely to be hit severely by impact of the pandemic.

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Given that informal workers depend on their daily earning to survive as self-employed, wage workers, casual day labourers or dependent contractors, these restrictions negatively impact their livelihoods and reduce business and income generating opportunities, thus posing a risk of informal workers falling into extreme poverty as a result of confinement measures.

It is therefore important to understand the extent and nature of the impacts of COVID-19 on the informal sector in Mozambique in order to propose multi-faceted approaches to prevent economic and social disruptions and protect informal workers and their livelihoods from the pandemic. Proposed measures should be inclusive and adequate to respond to the structural realities of the informal economy, which often remain overlooked.

2. OBJECTIVE OF THE STUDY

Against this background, UNDP is planning to carry a phone survey on the socioeconomic impacts of COVID-19 and confinement-related measures on the lives and livelihoods of informal sector workers in Maputo. The overall objective of the survey is to provide regular information about the socioeconomic impacts of COVID-19 on informal sector workers, in order to inform response and recovery interventions of development partners and government authorities, to better target immediate and long-term support to informal sector in Mozambique. The information generated will also serve to feed the general public debate about the socioeconomic impacts of COVID-19 in the country.

In particular, the survey will look at the current situation faced by informal workers and focus on their needs, tracking key indicators repeatedly over time among participants.

Specific objectives of the survey include:

1. Provide regular information to monitor how COVID-19 and related state of emergency measures, as well as measures to relief the socioeconomic effects of the crisis are impacting the informal sector workers, and to do so over time.
2. Identify informal workers' needs and coping mechanisms to deal with the crisis as it unfolds in Mozambique.
3. Help identify areas in which informal workers can be further assisted in order to mitigate the impact of the COVID-19 crisis on their livelihoods.

UNDP, is therefore, looking to hire a Survey Firm to **implement the survey on the socioeconomic impacts of COVID-19 on the urban informal sector in Maputo**. This is will consist in carrying out telephone interviews for data collection followed by data cleaning and analysis.

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3. METHODOLOGY

3.1 Study Design

The study design is comprised of a quantitative longitudinal survey to be conducted on a monthly basis to collect information about the socioeconomic impacts of COVID-19 and confinement-related measures on the livelihoods of urban informal sector workers in Maputo, and about their needs and coping mechanisms, and to do so over time. This will be a multi-phased monthly survey in the sense that the first wave of the survey will provide information for the baseline, generating a rich set of information on the situation of informal workers and on the impact of COVID-19 is having on this sector. Subsequent monthly waves will focus on tracing a subset of indicators that are likely to have high variability over time, that can help monitor how the socioeconomic situation of urban informal workers is evolving and how are they responding.

More specifically, the survey will collect information on the following aspects:

- Respondent personal and background information
- Attitudes towards COVID-19
- Business profile
- Overall impact of COVID-19 on business
- Supply constraints
- Workforce (if any)
- Financial Situation
- Overall impact of COVID-19 on family and community
- Coping mechanisms
- Government response to COVID-19

3.2 Sampling Method and Sampling Size

The study will use a database from ASSOTSI of around 5,000 registered street vendors in Maputo, from which a random sample will be selected, to reach out to informal workers. The study will consider a sample size of 500 respondents.

Although the study won't allow for inferences about the population as a whole, it will provide insights on the effects, coping mechanisms and behavior of vulnerable informal workers affected by the COVID-19 epidemic and social distancing policies.

While it is expected that drop-out rates will be kept to a minimum, it is possible that some respondents may refuse or be unable to participate in subsequent waves of the survey. In order to avoid high dropout rates that could jeopardize the sample size and the success of the survey, special attention should be put into designing and implementing protocols to deal with nonresponse and replacements.

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3.3 Data collection

Data collection will be done on a monthly basis via telephone in order to adapt to the country's social distancing recommendations, although other technology-driven option (e.g. WhatsApp, SMS) may be considered, particularly for subsequent waves of the survey. Questionnaires will be conducted in Portuguese. A plan will be prepared, following the first set of data collection, for physical visits to be made to the businesses for gathering additional information.

3.4 Participants

The study participants will be informal sector workers from different categories included in ASSOTSI's database, whose livelihoods have been impacted by COVID-19 and subsequent confinement related measures.

To avoid situations of distrust and increase the survey response rate, a notification SMS on behalf of ASSOTSI should be sent in advance to inform the initial random sample of the database about the survey. Survey participants will be given an incentive of 50 MZN of phone credit as a gratification for taking part in the survey.

3.5 Questionnaires, Training and Piloting

The questionnaires (baseline and subsequent questionnaire) will be designed by UNDP research manager and will be discussed with the survey firm. It is intended that before beginning the work, all parties, including UNDP and the survey firm, should be confident that the survey will achieve the objectives and be feasible within the timeline.

Training will be provided by UNDP research manager, who will ensure supervisors, data collectors and data entry staff are trained on the questionnaire and survey procedures. Supervisors and enumerators should have previous experience in survey implementation, should be available throughout the entire duration of the survey work, and ideally have some knowledge and familiarity with the topics of the survey to facilitate detection of inconsistencies.

Immediately after the training and before the survey is launched, the research consultancy must pilot the questionnaires on a selection of 15-20 respondents. The purpose of piloting is to ensure questions are appropriately phrased for local environment and time the interviews to ascertain the length of implementing the questionnaire. The pilot will also serve to test data entry system and pilot the survey script. The survey firm must report to UNDP research manager any issues that may arise as a result of piloting.

All modifications to the questionnaires, instructions and sampling procedures structure that may be suggested from the piloting exercise must be approved by UNDP research manager before the survey is implemented.

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4. DUTIES AND RESPONSABILITIES

The Survey Firm will work in close consultation and under the supervision of the UNDP contracted Research Manager to conduct the implementation of the survey, including data collection, data cleaning and analysis, ensuring quality standards are met.

Specifically, the Survey Firm will perform the following activities:

- In coordination with the UNDP research manager, produce final study design including review of the objectives, methodology, sampling and data collection tools to ensure that questions produce the data required for the indicators according to the objectives and expected results;
- Provide local contextual and background information, as needed;
- Immediately after the training and before the survey is launched, conduct pilot implementation of the telephone survey, and adjust methodology and/or data collection tools, if needed;
- Conduct survey implementation, including but not limited to:
 - Screen and hire data collectors and supervisors with appropriate expertise in conducting surveys, quantitative studies as well as quantitative data management;
 - Provide all required logistics to support UNDP Research Manager to conduct training of data collectors;
 - Provide the necessary tablets where UNDP Research Manager will install the data collection software, Survey CTO;
 - Ensure data monthly collection is in accordance with the approved study protocol and using approved study instrument;
 - In collaboration with the UNDP research manager, develop or review the tabulation plan to ensure that the indicators will be produced from the search results/data;
 - Conduct the monthly data collection and carry out methodology, according to the final study design and protocol;
 - Monitor the data collection to ensure that study adheres to the sampling plan;
 - Provide protocols for dealing with non-respondents and replacements;
 - Ensure data collectors clearly document drop status/reason in a logbook that is regularly shared with UNDP research manager;
 - Ensure all participants have gone through the consent process and have given consent prior to starting the interview. Ensure that data collector keep all data confidential and secure and only discuss the study with study staff, UNDP research manager and UNDP;
 - Set up procedures for uploading completed surveys to the Survey CTO server on a daily basis;
 - Perform routine communication with UNDP research manager, providing weekly brief reports of survey progress, including any delays/obstacles to the timely

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completion of the survey. Report immediately any adverse event or unanticipated problem;

- Perform data quality control measures by developing and implementing a quality assurance process to ensure the collection of valid and reliable information;
- Ensure and carry out regular basic data cleaning and quality checks;
- Perform preliminary data analysis, in collaboration with UNDP research manager and provide preliminary report and discuss the main findings with UNDP officials;
- Provide a final report detailing main findings of the study. This report should also provide a description of any changes that were made to the survey plan and the reasons for those changes;
- Submit the final report in English and Portuguese (electronic and printed version) to UNDP no later than 10 December 2020. This report should be accompanied by the database, data exported to excel sheet, and data exported to word narrative document.

The UNDP contracted research manager will supervise and work with the firm with the specific responsibilities detailed below:

- Prepare data collection tools (questionnaires):
- Plan and conduct training of data collectors including theoretical and role play sessions on how to conduct the interviews, discussion of the section of the questionnaire, promote understanding of data collection process and methods and instructions for the completion of questionnaires and quality of interviews;
- Programme the questionnaire in Survey CTO, the data collection software;
- Discuss study design and questionnaires with other UN Agencies, development partners, Government authorities and ASSOTSI;
- Ensure there is clarity of the survey firm regarding the objective, design and methodology of the study;
- Provide technical assistance as needed in any/all areas of the study and analysis;
- Organize regular/weekly supervision meetings to oversee data collection and data cleaning;
- Produce monthly data update reports on the basis of the data made available and updated continuously by the survey firm;
- Provide inputs to draft preliminary report and final report.

5. EXPECTED DELIVERABLES AND PAYMENTS

The Survey Company is expected to provide the following deliverables:

- Inception Report detailing study design, methodology and team of enumerators, to be submitted to UNDP no later than 30th of July 2020;
- Mid-Term Report together with copies of original and cleaned data sets (in STATA), and data exported to excel sheet, submitted to UNDP no later than 15th of September 2020;

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- Final Report in Portuguese and English, together with PowerPoint presentation and copies of original and cleaned data sets (in STATA), and data exported to excel sheet, submitted to UNDP no later than 10 December 2020;

On the basis of the above, payments will be issued in three tranches taking into account no longer than 5 working days for technical validation and approval by UNDP of the submitted deliverables.

- Payment of the first tranche will be issued upon signature of the contract, for a total not exceeding 20% of the total amount, taking into account preparatory work required for training and surveying;
- Payment of the second tranche not exceeding 40% of the total amount of the consultancy will be issued following the finalization and validation by the UNDP of the Mid-term report.
- Payment of the last tranche, for the 40% remaining under the terms of the contract, will be issued based on submission and validation by UNDP of the Final Report.

6. DURATION OF THE WORK

The study is expected to start on 15 July 2020 and is planned to be completed by 30 December 2020.

7. EXPERIENCE

The Survey Firm should have previous experience in carrying out similar work in the country and should have the following experience:

- Demonstrated experience in implementing and managing a significant number of research studies, surveys and impact assessments in Mozambique;
- Expertise in survey design, questionnaire development, sampling, survey implementation, data management, coding and analysis, report and writing, preferably for international organizations and development partners, and proven experience with quantitative methods;
- Proven experience with household and community data collection;
- Proven experience in hiring experienced data collectors;
- Proven experience and commitment for handling with strict confidentiality, data bases and all sort of information on his/her responsibility.
- Proven ability to produce reports and communicate in Portuguese and English

8. TECHNICAL AND FINANCIAL PROPOSAL

8.1 Technical Proposal

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The technical proposal should indicate in detail how the work will be carried out. The proposal should clearly demonstrate the relevance of the proposed work plan to the ToR as well as indicating a clear demonstration of the interpretation of the ToR in line with the project deliverables. It must include a detailed work plan including but not limited to:

- A schedule of activities and deliverables. This schedule should be aligned with the timeframes outlined by this ToR;
- Details of the work to be performed including the study design, methodology, sampling size and methods and quality assurance processes;
- A list of the core project team and each member's CV. The core project team should contain at least:
 - One full-time Team leader with at least 7 years of relevant experience who would be the official contact for contractual purposes;
 - Two survey supervisors;
- Each project team member's role and responsibilities must be clearly outlined in the project plan;
- Reference of related work undertaken in the previous 5 years;
- Describe the process of recruiting enumerators;
- Describe in detail the steps the firm will take to ensure high quality and accurate data in this assignment;
- Describe in detail the steps the firm will propose to take to minimize non-response rates and replacements protocols;

The proposal should be organized according to the outline below:

- **Cover Page:** the cover page should include the name of the applicant, proposed activity name, name of team leader and contact information;
- **Executive Summary:** A maximum of two pages, the executive summary should clearly state the applicant's understanding of UNDP's needs identified in this ToR, and the proposed strategy to fulfill those needs. This should include an outline of the study methodology, management approach, implementation plan and expected results;
- **Technical Approach:** The Technical approach should describe the proposed sampling and recruitment strategy, details on planning and implementation methodology for telephone interviews and quality control approaches. This section should comprehensively address how the applicant will achieve the objective outline in the ToR and provide a concise description of the approach. The technical approach shall include particular approaches, methods, or techniques that the applicant proposes to use for efficiently delivering this scope of work and expected support for UNDP;
- **Monitoring and Evaluation Section:** The M&E Section should describe how progress will be measured and what benchmarks will be used to measure progress. The applicant should demonstrate their ability to reach stated project objectives within the required time of performance by including illustrative timelines for the effective implementation of project components.

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- **Personnel:** Curriculum vitae of key personnel and a matrix that charts the skills and expertise to be brought to bear in delivering the scope of work should be provided;
- **Management Approaches:** The applicant must provide a clear, brief description of how the activity will be managed, including the approach to addressing potential problems and process for communication with the UNDP team.

8.2 Financial Proposal

The applicant shall submit a summary cost performance-based proposal for the 6 months operating period. The following minimum cost breakdown should be provided: salary and wages with details of time commitment, consultants (if needed), travel, transportation, equipment and supplies, training, overhead, and any other indirect or direct costs.

The budget shall be supported by information in enough detail to allow a complete analysis of cost.

Specifically, a budget narrative must be included that provides details of the cost element as well as the basis of estimate for each budget line item. The applicant must propose costs that are realistic and reasonable and propose an efficient and effective budget to achieve the project objectives and targets.

9. EVALUTATION CRITERIA

The evaluation criteria are listed below:

- Technical quality of the proposal, including understand of the work, methodology and approach for undertaking the scope of work/achieving the deliverables, implementation plan, quality assurance processes, monitoring indicators (50%);
- Demonstrated technical experience in similar work undertaken in Mozambique including in survey design, questionnaire development, sampling, survey implementation, data management, coding and analysis, report and writing, preferably for international organizations and development partners (15%);
- Experience and qualification of proposed management team and data collection team composition (15%);
- Cost effective and cost efficient, including substantiation of the proposed budget, reasonableness of requested items and amounts, evidence of quality of financial and organizational management (20%).

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This TOR have been approved by:

Alex Warren-Rodriguez

UNDP Senior Economist

A handwritten signature in black ink, appearing to read 'Narjess Saidane', is positioned above a horizontal line.

Narjess Saidane

UNDP Resident Representative

Maputo, 9th of July 2020