

**Annex B - Terms of Reference**

**HCR/MYS/SUP/RFP/22/002**

*Household survey data collection for a comparative study of livelihood of refugees and host communities in Malaysia*

*Time Period: 1 April – 31 December 2022*

# 1 Introduction

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## 1.1 Background

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As of December 2021, there are 180,448 refugees and asylum-seekers registered with UNHCR Malaysia. The country is not a signatory to the 1951 Refugee Convention and its related 1967 protocol, and lacks a legal framework related to the management of refugees and asylum-seeking individuals. As a result of this, the population faces many challenges in securing stable, sustainable and affordable access to basic needs such as education, healthcare and other services. As access to legal work is also restricted, individuals have to resort towards participation in the informal work sector, resulting in an increased exposure to exploitative work practices such as forced labour.

86% of refugees and asylum seekers registered by UNHCR are from Myanmar, while the remaining hail from other countries such as Pakistan, Yemen, Syria, Somalia and Afghanistan. An urban refugee population, over 50% of persons registered with UNHCR reside in Selangor and Kuala Lumpur, accounting for the highest population density across Malaysia, followed by Penang, Johor and other states in Peninsular Malaysia.

UNHCR is seeking an experienced survey (data collection) firm (hereafter “the Firm”) to administer a face-to-face household survey of refugees and host communities in Malaysia during 2022.

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## 1.2 Statement of Purpose & Objectives

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This survey aims to collect evidence on labour market outcomes and prospects for refugees in Malaysia to inform policy reforms which would enhance socioeconomic inclusion and access to legal work, in line with the Global Compact on Refugees and the Sustainable Development Goals objectives of improving refugees’ self-reliance. The data collection will support the identification of opportunities for refugee participation in the labour market and might be used as a baseline for future surveys.

The study will include a comparative analysis of the socioeconomic and employability profiles of different groups of refugees with host communities in a comparable economic situation. The focus of comparisons between refugees and host communities will be on skills, labour market/employment status and economic wellbeing outcomes of refugees and Malaysians under the ‘Bottom 40%’ income classification to help understand (i) complementarities and differences between refugee and host groups in the labour market, and (ii) the comparative economic wellbeing of the two groups to assess needs for common or differentiated assistance.

## 2 Requirements

### 2.1 Survey Outline

The Firm will be responsible for preparing and administering the survey data collection. For the purpose of this proposal, the following details should serve as guidance for the Firm:

- The target **population** are refugees, asylum seekers and host communities in Selangor, Kuala Lumpur, Penang and Johor. The survey will target three distinct groups of the refugee population registered with UNHCR (Rohingya, Myanmar and other refugee groups) as well as the lower income host community as a separate population group, with the same interviews being conducted across all 4 groups.
- UNHCR's registration database will be utilized as the **sampling frame for refugee groups** and the survey will be representative of the refugee groups registered with UNHCR.
- The survey aims to include a **host population sample** in comparable economic situations living in the same area as (or close to) the refugee population in Selangor, Kuala Lumpur, Penang and Johor.
- **Face-to-face household surveys** will be conducted with a representative of the household using **Computer-Assisted Personal Interviews**. A pilot survey will also be implemented to test the relevance, comprehensibility, and flow of the survey questionnaire for final adjustments to be made before the launch of the survey.
- The survey will include several survey modules (ca. 10 modules) and take between 60-90 minutes to complete. The firm will be asked to translate the survey questionnaire in different languages spoken by refugees and host communities, such as Rohingya, Burmese, Arabic, Farsi and Somali.
- Main **indicators of interest** are economic well-being, employment and skill characteristics, education profiles and access to training, access to basic amenities and services, receipts of formal and informal transfers, perceptions of host/refugee communities, social networks and aspirations.
- The use of **UNHCR KoBo Toolbox** as the mobile data collection software is encouraged: <http://kobo.unhcr.org>.
- **Sampling approaches** will be determined together with the selected Firm. Estimated sample sizes are based on a **simple random sample** with a 95% confidence level, 5% margin of error.

The current proposal looks as follows:

**Table 1. Sampling proposal [status December 2021]**

Population Group	Total Population	Proposed sample size
Rohingya refugees	102,963	1,000
Myanmar (Non-Rohingya) refugees	51,903	1,000
Other refugee groups	24,689	800
Host community	8,288,600	1,320
<b>Total</b>	<b>8,467,430</b>	<b>4,120</b>

**Table 2. Specific tasks performed by the Firm**

<b>Tasks</b>
<b>A. Field interview preparation</b>
<p>A1. Obtain the list of refugees from UNHCR.</p> <p>A2. Finalize sampling strategies to identify refugee households and host communities.</p> <p>A3. Develop strategies to mitigate risks related to the implementation of fieldwork, in consultation with UNHCR.</p> <p>A4. Review and translate questionnaire provided by UNHCR.</p> <p>A5. Pretest survey instruments in different languages and provide comments on the use of the instruments and quality of data collected and advise changes to the interview instruments as needed, which shall be agreed with UNHCR.</p> <p>A6. Arrange recruitment of enumerators and interpreters who have experience in conducting face-to-face household surveys with refugees, as well as the necessary professional integrity to handle the scope of work; and conduct training for them to ensure that they fully understand the questions, can explain them clearly, and are aware of cultural and social sensitivities of the population.</p> <p>A7. Pilot the revised instruments with the trained enumerators and interpreters.</p> <p>A8. Draft a project plan and timetable for data collection and data entry and quality control and make it available to the UNHCR team for review and pre-approval.</p>
<b>B. Data Collection</b>
<p>B1. Arrange and conduct face-to-face interviews as needed, adhering to COVID-19 standard operating procedures (SOPs) such as social distancing and wearing masks. Each interview will have an enumerator and an interpreter present. Female respondents shall be interviewed by female interviewers.</p> <p>B2. Manage and store data, as agreed with UNHCR.</p> <p>B3. Fully abide with research ethics, principles, regulations, and policies which apply to research involving human subjects, including informed consent. Informed consent should include consent by the participants to have their comments published without attribution to them personally. In addition, fully abide with all safeguards for research of vulnerable groups such as socially-, economically- and educationally disadvantaged persons.</p> <p>B4. Collect confirmation that participants have provided informed consent and that the research has been conducted in compliance with applicable research ethics, principles, regulations, and policies which apply to research involving human subjects.</p> <p>B5. Manage all the fieldwork – including transport, communications, meal allowances, quality assurance, computers and software (CAPI), and other logistics for the field workers, with consideration of their health and safety.</p> <p>B6. The survey firm will send weekly updates to the UNHCR team on the status of data</p>

collection for the survey.

### ***C. Data entry and quality control***

- C1. Submit electronic versions of all relevant documents to UNHCR, in particular (i) raw data (in English) and (ii) all relevant documents and secondary data.
- C2. Plan and conduct quality assurance activities in the field using independent verifiers; Provide other approaches deemed appropriate to assure the high quality of the collected data
- C3. Prepare a concise field survey administrative report summarizing the methodology and data collection phase (including the organizational approach, problems encountered and solved, questions unanswered, and quality control measures).

### ***D. General***

- E1. Maintain regular communication with UNHCR regarding all aspects of the field mobilization, data collection, and data entry process.
- E2. Seek pre-approval from UNHCR on all key decisions likely to impact the scope and quality of the field work.
- E3. Provide timely feedback on all detailed assignments and instructions provided by UNHCR.
- E4. Notify and obtain clearance from UNHCR of any changes in personnel assigned to this project, including moderators, along with clear justifications.
- E5. To the extent possible, seek guidance from UNHCR before troubleshooting any sensitive/complex problems that arise during data collection and entry.
- E6. Strictly comply with all general confidentiality, and professional integrity codes. Seek advice from UNHCR when uncertain about requirements and expectations in this regard.
- E7. Permit UNHCR to monitor the collection of data (e.g. participating as an observer during the interviews).

## ***2.2 Other services, required for the performance of the key requirements***

- The firm shall be responsible for all travel related expenses to perform the duties.
- The firm shall be responsible for ensuring the safety and health of individuals involved in the data collection exercise.

## ***2.3 UNHCR's Responsibilities***

1. The **questionnaire** will be provided by UNHCR and build on international and UNHCR statistical standards and methods for survey questions.

2. UNHCR will provide a **list of refugee and asylum seeker respondents** and their contact information. UNHCR will further provide a **list of enumeration areas** for interviews with host community members.
3. UNHCR will provide **support** in the identification of interpreters to support data collection.
4. UNHCR will provide **support** in the sensitization of enumerators to ensure that they are aware of the cultural and social sensitivities of the population.
5. UNHCR will provide **advice and feedback** with regards to managing problems that may arise in the course of the work.

## 3 Content of the Technical Offer and Evaluation

The technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

### 3.1 *Company Qualifications, Proposed Services, Personnel qualifications and Evaluation*

#### Qualification requirements of the contractor

- Demonstrated experience of at least 5 years in conducting computer assisted large scale face-to-face household surveys in Malaysia (essential);
- Have access to experienced interviewers and field supervisors (essential);
- Demonstrated ability to source an experienced survey manager and data manager (essential);
- Fluency in written and spoken English (essential);
- In depth knowledge of local context across all geographies of Malaysia (essential);
- Experience in conducting surveys on hard-to-reach or vulnerable populations, and on refugees in particular (desirable)
- Prior experience of work with UNHCR (desirable)

#### Preparation of the proposal

The applicant should prepare a technical proposal for conducting the described survey, which should contain a general proposal for conducting surveys and particular ways of dealing with challenges foreseen for the proposed survey. The applicant should develop and elaborate on the proposed model of fieldwork including data management and central oversight. The proposal should also describe their approach to ensuring high quality of the collected data, which is of paramount importance for the success of the survey. The proposal should describe staffing and organisational setup of the project with detailed proposed timeline of activities. Description of relevant qualifications and experience should be accompanied by a list of relevant projects.

The financial proposal should follow the supplied format in terms or providing the breakdown of the proposed budget. The budget should be accompanied with a narrative describing the rationale for the proposed activities. It is particularly important that the financial proposal contains a detailed description of the proposed fieldwork model including, size and composition of teams, means of transport as well as any assumptions on which the budget is based on. The budget should include clearly identified unit costs and quantities per activity.

#### Evaluation criteria

The submitted proposal will be evaluated according to the following criteria:

Category	Points
<b>OVERALL RESPONSE</b>	<b>(10)</b>
<ul style="list-style-type: none"> <li>• Understanding of, and responsiveness to, UNHCR requirements;</li> <li>• Understanding of scope, objectives and completeness of response;</li> <li>• Overall concord between UNHCR requirements and the proposal.</li> </ul>	
<b>METHODOLOGY AND APPROACH</b>	<b>(40)</b>
<ul style="list-style-type: none"> <li>• Quality of the proposed approach and methodology;</li> <li>• Suitability: To what extent the methodology is designed in response to the needs of the TOR;</li> </ul>	

<ul style="list-style-type: none"> <li>Quality of proposed implementation plan, i.e. how will the applicant undertake each task.</li> </ul>	
<b>RISK MANAGEMENT</b>	<b>(15)</b>
<ul style="list-style-type: none"> <li>Risk assessment - recognition of the risks/peripheral problems and methods to prevent and manage risks/peripheral problems.</li> </ul>	
<b>ORGANISATIONAL CAPACITY and PROPOSED TEAM</b>	<b>(35)</b>
<ul style="list-style-type: none"> <li>Professional expertise of the firm/company/organization, knowledge and experience with similar projects, contracts, clients and consulting assignments</li> <li>Team leader: Relevant experience, qualifications, and position with firm;</li> <li>Team members - Relevant experience, skills &amp; competencies;</li> <li>Organization of the team and roles &amp; responsibilities;</li> <li>Timelines proposed must be detailed and realistic.</li> </ul>	

The Technical Proposal has a total score of **100 points**. Applicants must score minimum of 60 points to be considered technically compliant and in order, for the Financial Proposals to be opened.

#### Team Profiles

##### Project Manager

- Postgraduate degree in economics, or related discipline
- At least 5 years of experience in applied policy research
- Experience in management of teams in research projects
- Preferably experience in working in the Social Protection area in Asia/ Pacific
- Excellent oral and written English proficiency

The firm is invited to provide further elaboration on proposed team composition in their proposal.

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### **3.2 Vendor Registration Form**

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If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex C).

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### **3.3 Applicable General Conditions**

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Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex D) and including it in your submitted Technical Proposal.

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### **3.4 Data ownership, data confidentiality and data submission requirements**

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All the data and information collected or received for the purposes of this study will be kept strictly confidential and will be used exclusively to execute the Terms of Reference. The Firm should comply to all applicable data privacy, protection, security, data breach and related laws, regulations and directives as stipulated by UNHCR.

The completed dataset will be the property of UNHCR. 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 UNHCR. UNHCR 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 UNHCR.

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.

## 4 Deliverables, timeline, and payment schedule

Key deliverables and expected timeline are as follows:

1. Inception Report
2. Weekly short report on fieldwork activities; Weekly debrief transcripts and report
3. Raw data and final data and relevant data scripts and documentation
4. Final Methodology Report (does not include any substantive analysis)

<b>Milestone</b>	<b>Timeline</b>	<b>Responsibility</b>
<i>Data Collection</i> <ul style="list-style-type: none"> <li>• Phase 1: Piloting (ca. 1 week) and final questionnaire revisions (ca. 3 weeks)</li> <li>• Phase 2: Data collection (ca. 3-7 months)</li> </ul>	<i>April 2022 – December 2022</i> <ul style="list-style-type: none"> <li>• Depending on ongoing COVID-19 restrictions, data collection will take place within this time frame.</li> </ul>	<i>The Firm with supervision of UNHCR</i>
<i>Data Analysis</i> <ul style="list-style-type: none"> <li>• Data cleaning</li> <li>• Data analysis</li> </ul>	<i>January 2023 – April 2023</i> <ul style="list-style-type: none"> <li>• Data quality should be satisfactory and full sample size achieved</li> </ul>	<i>UNHCR in collaboration with the Firm</i>  <i>The Firm is asked to deliver a methodology report at the end of the data collection period</i>
<i>Finalization</i> <ul style="list-style-type: none"> <li>• Analysis report writing</li> </ul>	<i>May 2023 – August 2023</i> <ul style="list-style-type: none"> <li>• Project finalization starts once all data is collected and validated with the Firm.</li> </ul>	<i>UNHCR</i>

Payment schedule will be established based on joint discussion between UNHCR and the selected contractor, taking into consideration logistical arrangements and timeline for key deliverables.

## 5 Key Performance Indicators

### 5.1 Performance Evaluation

UNHCR expects to monitor the performance of the selected supplier.

- Timely submission of outputs as per detailed workplan [100% compliance required]. Extensions of deadlines may be granted in advance by UNHCR on an exceptional basis
- All deliverables will all be provided in English without requirement for substantial editing / proofreading by UNHCR.