

## TERMS OF REFERENCE (TOR)

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### **Professional service provider to conduct qualitative research with multi-stakeholders to inform policy recommendations for more decent work opportunities through digital labor platforms in the care economy**

#### **1. Background Project**

UN Women, grounded in the vision of equality enshrined in the Charter of the United Nations, works for the elimination of discrimination against women and girls; the empowerment of women; and the achievement of equality between women and men as partners and beneficiaries of development, human rights, humanitarian action and peace and security.

UN Women Regional Office for Asia and the Pacific (ROAP) migration and women's economic empowerment programme works to protect and promote the rights of women in the region's economies and labour markets as well as working to provide decent work and sustainable development for all women, including women migrant workers.

Domestic and care work is essential to people's life. It is a cornerstone of economic growth considering it is the work that is done before any other work can be done. Domestic and care work includes both paid and unpaid labour involving cleaning, cooking, washing and ironing, taking care of family members, including children, the elderly, those who are ill or have disabilities. Domestic and care work disproportionately falls on women, often unpaid and often done by especially migrant workers for cheap wages. However, despite their essential contributions to the socio-economic functioning and growth, domestic and care workers are undervalued and the sector often underregulated. This results in limited or zero protection for them. The COVID-19 pandemic has exposed the high dependence of many economies on domestic and care workers. The pandemic has brought a new sense of urgency to ensure provision of social protection, employment benefits and other support for workers in this economic sector. This also requires specific policies, programming and legislation and importantly coordinated efforts among stakeholders.

However, the supply and demand gap in the domestic and care work market is opening spaces for new players to step in to provide solutions. Work done by UN Women as part of the WeEmpowerAsia programme and UN Women Care Accelerator programme to address the burden of unpaid care work has found that market-based solutions through for example care entrepreneurship are emerging to address the lack of accessible, affordable, and quality domestic and care services in the region.

This requires partnerships with different entities to increase knowledge, capacity, and resource to address the issues domestic and care workers face in order to transform the care economy towards gender equality and inclusive and sustainable development.

It also requires forging partnerships to fill the existing data gaps in the care economy to provide evidence-based policy and programme recommendations to governments and other actors, including the private sector. Therefore, UN Women is participating in the **Global Action Research Programme: Transforming the Care Economy through Impact businesses and Investment (TCEII), which aims to help transform the care economy through impact investing**. The programme is co-funded by the International Development Research Centre (IDRC) and the Soros Economic Development Fund.

As part of TCEII's implementation in Asia, UN Women and Value for Women have joined forces to undertake research with an overarching result to **advance an evidence-based understanding of digital labour platforms in the private care sector in selected countries in Asia, and ultimately to provide actionable recommendations to care enterprises, particularly those leveraging digital platforms, to access markets and finance, and grow as sustainable and gender-inclusive businesses, while promoting decent work**

**opportunities.** This overall research aim is completed with the need to give voice to digital care platform workers to better understand their perspectives vis-à-vis their own participation to the care economy, the benefits/challenges digital care labor platforms have regarding their income opportunities and the protection of their labour rights.

**Key overarching research questions are:**

1. What is the role of care entrepreneurial ecosystem actors (with focus on digital labor platforms) in creating an enabling environment for decent work in the care sector? What factors enable the actual achievement of the decent work agenda in the care sector?
2. (How) can digital care labor platforms support care workers to improve work opportunities, offering decent work opportunities in the care sector? Can digital care platforms promote gender equality? What are the risks and opportunities?
3. How can digital care labor platforms build viable, competitive business models that can grow and scale while also being inclusive (providing decent working opportunities for care workers)? What are the barriers and opportunities?

The UN Women part of the research consists of 3 elements:

1. **Quantitative survey** conducted through UN Women’s Gender Statistics team and rolled-out to care workers from the network for 4 care digital labor platforms in Indonesia, Malaysia, Singapore, and Thailand. This will be complemented by a quantitative survey deployed to the customers of the same platform.
2. **Qualitative research** conducted by an independent research organization with care workers of the surveyed digital labor platforms.
3. **Data and Policy analysis:** Analyzing existing labor market, digital platform and care related policy frameworks in the 4 countries (Indonesia, Malaysia, Singapore, and Thailand) regarding the quantitative and qualitative data and facilitate stakeholder consultations to draft **policy and practices recommendations** for governments, businesses, entrepreneurs and other ecosystem players.

To support this research, UN Women is seeking for a service provider to lead part 2 ‘Qualitative Research’ in strong collaboration with the other two research elements. UN Women is looking for a service provider that operates across ASEAN and/or has strong collaboration partners to conduct qualitative research in minimum 3 of the 4 selected countries (Thailand, Malaysia, Indonesia, Singapore) and with participants whose native languages are Thai, Malay, Bahasa, Filipino and Myanmar language. The organization should have experience in the areas of conducting qualitative research in the fields of labour markets, decent work, social protection including informal and formal economy, new emerging digital platform economy with and with experience in care economy related policies. The organization needs to have a strong understanding of gender-related issues in the above-mentioned areas.

**2. Expected Outputs / Deliverables, and Target Completion Dates**

**Scope of work:**

Reporting to UN Women’s Regional WEE Program Lead, the service provider will undertake the following tasks:

- Develop a workplan and comprehensive qualitative research approach complementing the quantitative survey conducted with Care Workers and the International Consultant – Decent Work and Care Policy Expert

- Conduct qualitative FGD with a) Care Workers (employed and/or engaged through digital care-labour platforms) b) customers
- Conduct minimum 10 key informant interviews (KIIs) with key stakeholders from the care economy / digital care labour-platforms (i.e. founders/managers of care digital labour platforms, experts from the care entrepreneurship ecosystem)
- Provide inputs and co-organize with the International Consultant – Decent Work and Care Policy Expert 1-2- consultation session (s) with policy makers, key experts, stakeholders in the four countries and/or the ASEAN region to align on the drafted action and policy recommendations
- Draft consolidated research report on the qualitative research findings and support the analysis in alignment with the Quantitative survey findings and policy review.

Under the supervision and guidance of the Regional Technical Advisor WEE & Migration, UN Women ROAP in Bangkok the Service Provider will need to conduct the following tasks:

No.	Expected Deliverables	Target Completion Dates
1	<ul style="list-style-type: none"> <li>• Proposal of Workplan and Qualitative Research Methodology</li> <li>• Draft Interview Guide for Care Workers FGD and KIIs</li> </ul>	15 <sup>th</sup> December 2022
2	<ul style="list-style-type: none"> <li>• FGD Research implementation plan including: <ul style="list-style-type: none"> <li>▪ Timelines</li> <li>▪ Feedback and briefing of participating enterprises (4 enterprises in 4 countries)</li> </ul> </li> <li>• Final KII List and draft questionnaire</li> </ul>	15 <sup>th</sup> January 2023
3	<ul style="list-style-type: none"> <li>• Draft consolidated FGD Report from all 3-4 countries with minimum 8-10 Women Care/Domestic workers per country and minimum of 2 FGD with customers</li> <li>• Draft Findings presented in a power-point presentation as input for Consultation Session with Policy Makers</li> </ul>	15 <sup>th</sup> February 2023
4	<ul style="list-style-type: none"> <li>• Final Qualitative Research Finding Report including (FGD and KIIs)</li> <li>• Final Qualitative Research Finding Presentation</li> </ul>	15 <sup>th</sup> March 2023
5	<ul style="list-style-type: none"> <li>• Feedback Input into the Consultation Report created by the International Consultant – Decent Work and Care Policy Expert</li> <li>• Final qualitative research input into overall Research Report combining quantitative survey results, qualitative research, policy analysis and consultation conducted</li> </ul>	15 <sup>th</sup> April 2023
6	<ul style="list-style-type: none"> <li>• Input into the final Peer Review of the overall consolidated report</li> </ul>	31 <sup>st</sup> May 2023

### 3. Timeframe

Estimated 6 months, tentatively throughout **December 2022 to May 2023.**

### 4. Qualifications of the Organization

The service provider hired must fulfil the following requirements:

- Officially registered legal entity with a valid registration
- Minimum 3 years of relevant experience with a demonstrable ability to undertake research and analytical reviews, and provide technical expertise in the areas of gender, economic empowerment, and multi-sector partnerships.
- Experience in managing qualitative research multi-country researches across ASEAN countries
- Strong qualitative research experience working in the areas of labour markets, decent work, social protection including informal and formal economy, new emerging digital platform economy, care sector and especially gender-specific research
- Ability to conduct interviews and/or engage local partners who can conduct interviews in Thai, Bahasa, Filipino, Malay and Myanmar language

The team composition is expected to have at **minimum one senior staff leading the assignment. A max. of 8 person to support the assignment.** The assignment lead must have strong research and/or policy expertise in the field of Women's economic empowerment.

#### **Qualifications of Senior Expert/ Team Leader**

- Master's degree in conflict, gender issues, economics, business administration, public policy, law, international relations or another related field.
- Minimum 7 years of relevant experience with a demonstrable ability to undertake qualitative research in the field of women's economic empowerment, unpaid care and domestic work, digital economy, migration
- Proven experience in multi-stakeholder management with strong focus on governments / public policy
- Proven experience working in the ASEAN context
- Excellent English writing skills is a must

#### **Qualifications of Team Member**

- Minimum Bachelor's degree in management or related field
- Minimum 3 years of relevant experience in research and policy reviews in the gender space
- Knowledge of Women's Economic Empowerment
- Proven experience in business planning and development and project management
- Strong English writing skills

### **5. Communication and Reporting Obligations**

The service provider will report to the UN Women's Regional WEE Program Lead and will work closely with:

- International Consultant – Decent Work and Care Policy Expert
- UN Women Statistics Team
- Identified 4 Care Enterprises

Payments will be made in instalments upon approval of the received submission works of each deliverable.

### **6. Roles and Responsibilities of the Parties**

UN Women will provide technical guidance as applicable and coordination with key collaborators for the assignment. The service provider shall be required to bear all the related costs and work independently to successfully achieve the end results.

The service provider will be responsible for the following costs:

- Professional fees must be quoted in the lumpsum amount per deliverable. The lumpsum amount must be detailed on how the professional fee of each team member is calculated.
- Indirect costs such as printing, stationeries, communications in relation to the scope of work of services must be included in the financial proposal.
- Travel costs for technical team members of service providers: all envisaged travel costs such as most direct and most economic local travel, living allowance, terminal expenses, etc. must be included in the financial proposal. In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses shall be agreed upon, between UN Women and Service provider, prior to travel and will be reimbursed upon Contract Amendment.
- Logistics arrangement for operating hotlines, trainings for staff, volunteers and interpreters, etc.
- All costs related to the development of the report including logistics arrangements for data collection, field visits, interviews, etc.
- All costs related to quality assurance, data entry, data cleaning and data processing.

## 7. Submission of Application

- Company profile
- Company registration
- Technical Proposal
- Financial proposal/ quotation with breakdown of budget lines in United States Dollar (USD) as per required deliverables. The quotation shall specify a lump sum amount breaking down the professional fee for each deliverable, travel and other related cost in USD.
- Updated CVs for the team leader & members highlighting how they meet the required Qualification
- Names of two former clients for reference checks
- Sample of previous work undertaken

## 8. Evaluation and Method Criteria

Quotations will be evaluated based on UN Women "**Lowest priced, technically compliant offer methodology**". The contract will be awarded to the organization who meets the requirements indicated in this TOR and provides the lowest price.