

# UNHCR RWANDA STUDY

## Results Monitoring Survey (RMS) in Rwanda

### Terms of Reference

#### Background

High-quality data is central to the success of UNHCR's efforts to safeguard the rights and well-being of persons of concern, and to achieving the vision of becoming, by 2025, a trusted leader on data and information related to refugees and other affected populations. The two main data sources for UNHCR are registration systems and household surveys.

UNHCR is developing the Results Monitoring Surveys (RMS) to facilitate and streamline survey-based data collection and monitor impact and outcome level results as part of multi-year country strategies. The RMS can be implemented in any operational context and are to be representative of persons of concern (PoC), including refugees and asylum seekers, internally displaced persons, returnees, stateless and others of concern based on the country context and programming. Monitoring progress towards results is vital to inform course correction in the operations' annual implementation plans and budgeting. A standard questionnaire has been developed for the RMS. The RMS can be conducted as a stand-alone survey or flexibly integrated with other data collection exercises.

#### Objectives of the assignment

This assignment focuses on the RMS in Rwanda

The selected contractor will be responsible for implementing a cross-sectoral probabilistic survey collecting quantitative data using face-to-face individual data collection mode primarily, in Rwanda. This will encompass a representative sample of **1716 household interviews**<sup>1</sup> for refugees and asylum seekers (RAS) located in all five camps (Nyabiheke, Mahama, Kigeme, Mugombwa, Kiziba) and **364 household interviews**<sup>2</sup> for urban RAS located in Kigali, Huye, Nyamata, and Gashora ETM center. The host community sample will cover the five camp hosting areas in rural areas, with a minimum of **100 respondents** per location. The total sample for the host community in rural areas will not exceed **500 household interviews**, representing all five rural hosting areas in Rwanda. In urban areas, a sample size of **100 households around Gashora ETM Center** will be interviewed. Additionally, a representative sample of **370 stateless households** will be interviewed out of a total population of 9,500 stateless in Rwanda by end of year 2023. Returnee households, however, will not be included in this survey, as UNHCR Rwanda and the Government of Rwanda (GoR), through the Ministry in Charge of Emergency Management (MINEMA), will jointly organize monitoring and evaluation activities to assess the well-being of returnees in their reintegration areas.

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<sup>1</sup> A replacement rate of 25% is expected and the adjusted sample size is 2,145 respondents (after factoring in the replacement rate)

<sup>2</sup> The adjusted sample size for the urban RAS is 546 respondents, accounting for a 50% replacement rate. This higher replacement rate reflects the challenge of reaching respondents in urban areas, where they are often dispersed across various locations, making it more difficult to gather responses efficiently.

The task will also involve data analysis, aiming to provide new insights into the lives and well-being of forcibly displaced and stateless individuals in Rwanda. This information will be a vital resource for the UNHCR's country operations.

### Description of the assignment

The survey implementation will be carried out by the contractor with support and oversight from the UNHCR RMS Core team at Country Operation level, and with advice from Regional Bureau and Headquarters. Data collection will be based on computer assisted personal interviewing (CAPI) using Kobo Toolbox. UNHCR Rwanda will provide the English version of the standard questionnaire to be used for the assignment pre-coded in Kobo Toolbox (XLSForm), which will be later translated in Kinyarwanda by the contractor. UNHCR Rwanda, will also provide the contractor with a final selection of the sampled clusters/households to be sampled in the survey. Based on the results of the listing survey, if required, UNHCR Rwanda will also carry out the final sampling step and provide the contractor with the list of households to be interviewed.

The proposed sampling design is currently provisional and will be finalized by the contractor during the Inception phase, under UNHCR Rwanda guidance.

### Sample design and sizes

- The sample framing proposes a representative sample for the refugees and asylum seekers (RAS) in each camp for all the five rural camps in Rwanda.
- The urban refugees and asylum seekers will form a separate representative sample to ensure accurate results for this specific group, disaggregated proportionally based on the population size in the selected four urban areas.
- The host community sample will primarily be rural, consisting of a maximum of 100 respondents in each of the five hosting areas: Nyabiheke, Mahama, Kigeme, Mugombwa, and Kiziba camps, totaling 500 household respondents. The urban sample will include 100 households from the area around Gashora ETM Center
- The stateless population will be represented by a sample of 370 household respondents, reflecting the 9,500 stateless individuals as of 2023.
- The sampling approach is expected to be randomized with the outlined sample sizes.
- The sample should be primarily gender-sensitive

#### i) Sample sizes for the camps

The total sample size for each camp will be a representative sample of the total number of households in that camp. To account for non-response and unreachable households, an additional 25% replacement sample will be included in the final sample sizes. The confidence interval is set to 95%, with an error margin of 5%.

Households at the Nkamira and Kijote transit centers will not be included in the RMS, as they are temporarily accommodated while awaiting transfer to the camps.

Below proposed samples are based on 31st July 2024 population statistics.

Camps	Households #	Representative Sample	Sample with 25% RPS
Kigeme Camp	2675	337	421
Kiziba Camp	3022	341	426
Mahama Camp	17188	376	470
Mugombwa Camp	2293	330	413
Nyabiheke Camp	2409	332	415
<b>Total</b>	<b>27,587</b>	<b>1716</b>	<b>2145</b>

### ii) Sample size for the urban areas

The sample for refugees and asylum seekers in urban areas will be a representative sample of the total urban population, proportionally distributed by the number of households in each urban area. A replacement sample of 50% will be planned to account for households that may be unreachable.

Households in the Bugesera Reception Center will not be included in the RMS, as they are temporarily accommodated while awaiting transfer to other locations.

Urban	HHS	Representative Sample proportionally distributed	50% RPS
Huye Urban	361	20	30
Kigali Urban	4,744	260	390
Nyamata Urban	1,132	62	93
Gashora ETM Center	408	22	34
<b>Total</b>	<b>6,645</b>	<b>364</b>	<b>546</b>

### iii) Sample size for the host communities in urban and rural areas

The sample size for host communities in urban areas will primarily focus on the urban area surrounding the Gashora ETM Center. This is due to the concentrated efforts of UNHCR Rwanda and its partners in that area through the ETM resettlement project, jointly funded by UNHCR and the European Union (EU). The urban sample will consist of 100 household respondents. For rural camp areas, the sample will include 100 randomized respondents in each of the respective hosting areas, as outlined below. The specific definition and covered areas for the hosting locations, for the purpose of randomized sampling, will be determined during the inception phase.

Hosting areas	Proposed Sample #	Sample with 25% RPS
Surrounding of Kigeme Camp	100	125
Surrounding of Kiziba Camp	100	125
Surroundings of Mahama Camp	100	125
Surroundings of Mugombwa Camp	100	125
Surroundings of Nyabiheke Camp	100	1251
Surrounding of Gashora ETM Center (urban)	100	25
<b>Total</b>	<b>600</b>	<b>900</b>

### iv) Sample size for the stateless population

Selecting a sample for a stateless population requires careful consideration to ensure representativeness and reliable data for analysis. The targeted population in Rwanda is approximately 9,500 individuals, though identifying them and understanding their geographic distribution and other variables remains challenging.

The sampling framework will be based on the UNHCR Rwanda listing of the stateless population in the Progress registration system, with geographic mapping supported by UNHCR Rwanda. During the inception phase, a random sampling approach will be proposed, potentially using stratified or cluster sampling based on the feasibility of the exercise.

The sample is expected to be representative of the population, with a proposed replacement rate of 50% to account for non-responses. The confidence level will be set at 95% with a 5% margin of error, targeting 370 household respondents within the stateless population.

Where feasible, additional few questions not included in the current RMS will be jointly developed by UNHCR and the contractor to address specific needs. Alternatively, not all RMS questions may be applicable to this population and may be excluded.

Population Group	HHs/individuals	Representative Sample proportionally distributed	50% RPS
Stateless	9500	370	463
<b>Total</b>	<b>9500</b>	<b>370</b>	<b>463</b>

### RMS Survey Requirements

Based on the above assumptions, the contractor will be tasked to carry out the following activities in line with [UNHCR global guidance for the RMS](#):

- Finalise the RMS methodology (sampling; data collection & analysis) of the RMS based on the specific needs of UNHCR Rwanda Operation
- Design and implement a cognitive pre-test of the questionnaire in the Kinyarwanda language (approximately 50-70 respondents for the camps<sup>3</sup> and urban areas separately (30-40 in total)
- Prepare for fieldwork data collection including.
  - Lead on the questionnaire adaptation to local context of Rwanda and translation into Kinyarwanda language (following UNHCR translation protocol for RMS) in collaboration with UNHCR Rwanda
  - Organise necessary government authorisation / permits and any required ethical / statistical clearances in collaboration with UNHCR Rwanda
  - Support UNHCR Rwanda in communicating with communities.
- Implement listing survey.
- Recruit and train the enumerators.
  - Organise recruitment of experienced interviewers which should include interviewers fluent in Kinyarwanda
  - Plan and conduct – in partnership with UNHCR Rwanda RMS Core Team the training of the field teams
  - Provide training kits and materials for training participants (supervisors and enumerators) including tablets (with KoBo preinstalled and configured) and printed versions of the adapted (and translated) data collection manual and questionnaire, maps, notebooks, pens, etc.
- Implement the main data collection in the field.
  - Coordinate and manage field activities.
  - Provide continuous data management and feedback daily.
  - Provide continuous daily briefings to interviewers on the quality of their work.

<sup>3</sup> More or less 10 respondents in each camp

- Provide continuous regular briefings to UNHCR Rwanda on progress and quality of the fieldwork and data collected.
- Organise a final debrief at the end of data collection.
- Finalisation of the data according to pre-determined standards
- Provide quality assurance.
  - Plan and conduct quality assurance activities in the field
  - Provide other approaches deemed appropriate to ensure high data quality
  - Abide by UNHCR [General Policy on Personal Data Protection and Privacy](#) and principles for ethical data collection
- Conduct data analysis.
- Provide final report and presentation materials.

### Deliverables and timeframe

The following deliverables are expected to be submitted in UNHCR's Raw Internal Data Library ([RIDL](#)) as part of the project activities:

- **An Inception report** finetuning the RMS methodology and the refined focus and scope of the exercise. It will include an assessment of the questions, and it will clarify strategies for overcoming any limitations observed. If relevant, it will propose adjustments to some RMS questions. The contractor is also expected to clarify sampling criteria, size and strategies related to all primary data generation. The contractor will clarify strategies for conducting data analysis and disaggregation of data with a view to assess the impact of UNHCR and partners' contribution to the well-being of the People We Serve (PWSs). In the Inception Report, the team will also explain its approach to triangulation and quality assurance of all deliverables, The division of labour between the team members will be clearly identified. A detailed workplan with corresponding deliverables shall also be included in the report. Finally, it will clarify its operationalization of the UN Ethical Standards, the data protection- and Age Gender and Diversity policy.
- **An updated Data collection toolkit** in case more questions have been added to the RMS or some questions have been adjusted t
- **Final raw dataset**, cleaning codes as R scripts, and final cleaned dataset with documentation ( data analysis scripts)
- **A Validation session of findings and recommendations workshop.**
- **Drafts and Final evaluation report** including recommendations (Not more than 30-50 pages excluding executive summary and annexes).
- **Two dissemination activities** (to be convened on the form) of findings and recommendations as follow. One will be a national dissemination for UNHCR Rwanda, MINEMA, main partners, and relevant stakeholders. The second dissemination activity will target the People We Serve in the camps as well as the local authorities.
- **Three digital dissemination tools ( Two brochures** both in Kinyarwanda and English, as well as a Power Point Presentation). One brochure will have a customized content for local audience (local authorities and beneficiaries). The second brochure will have content customized for technical and Senior Management teams at UNHCR, MINEMA, and other stakeholders.

**Table 1: Expected deliverables and indicative timeline**

Activity	Deliverables	Indicative timeline
<b>Inception phase</b> including: - Initial desk review ( brief) - Discussions with UNHCR Rwanda team on the methodology/sampling framework//approach - Draft Inception report circulated; UNHCR Rwanda share collated comments. - Incorporation of comments on the inception report and production of a final report.	Final inception report	10 working days
<b>Data collection phase including enumerators training and data collection</b>	-Enumerators' trainings delivered - Primary data collection conducted - A debrief on data collection conducted with UNHCR CO office team	20 working days
<b>Data analysis and report writing phase</b>	- 1 <sup>st</sup> draft report submission - A debrief/presentation on findings conducted with UNHCR CO office team - Raw dataset and cleaned dataset with documentation <b>submitted</b>	10 working days
<b>-Internal report circulation, comments, and feedback</b>	Proposed recommendations for report improvement shared by UNHCR	5 working days
<b>Final data analysis conducted</b>	-2 <sup>nd</sup> draft report submission -Final Raw dataset and final cleaned dataset with documentation <b>submitted</b>	5 working days
<b>Validation phase</b>	Validation meeting conducted	5 working days
<b>Finalisation of Report</b>	Final Report (including recommendations and executive summary) submitted.	5 working days
<b>2 Dissemination sessions conducted, PPT presentation and incorporation of feedback in final report</b>	1) 2 Dissemination sessions conducted (including PPT presentations) 2) Feedback and validation of findings, conclusions, and proposed recommendations conducted 3) 2 brochures produced	5 working days
<b>Last feedback on Final Report</b> received and integrated	Final Report submitted and approved by Senior Management	5 working days

## Qualification requirements of the contractor ( Consultancy firm)

### 1. Technical evaluation

#### 1.1. Formal evaluation (mandatory requirement)

Tender responses will be subject to an initial review at the start of the evaluation process. Any tender responses not meeting all mandatory requirements or constraints (if any) will fail the technical evaluation regardless of whether they pass the scoring part.

- Proof of registration in country of operation. Company must be at least 5 years old. In case of a joint venture, the lead company must fulfil the requirement.
- Acceptance of UNHCR General Conditions of contracts for the provision of services
- Acceptance to abide by the UN Supplier code of conduct.
- Acceptance of the data protection Agreement
- Submission of proof of tax compliance covering up to 30 June 2024
- Submission of a bid security of 1,000,000 RWF or equivalent in other currency. Bid security must be in the form of a bank certified check, bank guarantee or call deposit on security from an insurance. The bid security should be valid for a minimum of three months. The awarded firm shall submit a performance guarantee of 10% of the contract price before withdrawing their bid security. Performance guarantee covers the quality of report in terms of format, content and organisation, language, coherence, technical analysis and respect of timeline.
- Submission of deed of joint venture if applying as a joint venture (partnership)

#### 1.2. Performance Evaluation (scoring 70/100 marks)

Tender responses will be scored by an evaluation panel appointed by UNHCR for the following criteria.

- Quality of proposal and its responsiveness in terms of methodology and approach to meeting the requirements of the TORs (20 marks)
- Firms' financial capacity (10 marks)
  - ✓ Firms' Experience in Providing Similar Services: (25 marks).
  - ✓ Firms must demonstrate prior experience and strong performance in similar assignments for entities such as UN agencies or multilateral and bilateral international development organizations. Bidders should submit a minimum of 3 where the firm conducted evaluations, research, and/or surveys for these organizations.
  - ✓ **Required Documentation:** Bidders must provide past contracts from contactable clients, along with corresponding reference letters and copies of the final reports. For contracts with other entities, firms are encouraged to submit contracts and reference letters to further demonstrate their expertise.
  - ✓ Evidence of previous experience of the proposed firm and team in conducting similar projects preferably in Africa
  - ✓ Solid experience of the firm in conducting large surveys, mostly socio-economic for large samples (more than 2000 respondents) and in remote rural area
  - ✓ Solid experience of the firm on issues related to refugee programming and policies in Africa, as well as SDGs indicators measurement and results-based management.
- Quality and expertise of staff to be assigned to the project (15 Marks)

**NB** proposed staff must not be changed during contract delivery and by submitting a bid, bidder agrees that UNHCR shall have the right without obstruction to visit and inspect the work of the staff at any stage of the project.

**Minimum team requirements**

**1. Team leader**

- Minimum master's degree in economics or econometrics, statistics, social science, agriculture or food security plus a minimum of 10 years of relevant professional experience in related areas.
- Minimum of 7 years of evaluation experience in quantitative and qualitative analysis and synthesis of protection and socio-economic interventions in development and humanitarian settings
- Proven experience in successfully leading research teams and managing fieldwork in complex environments. Demonstrated team leader role for a minimum of six accepted studies.
- Technical research expertise in big development and humanitarian programmes commissioned by international development or humanitarian/development organisations including UNDP, FAO, WFP, UNHCR, and/or other humanitarian or international multilateral development organisations
- Experience in directing teams of evaluators/researchers; recognized expert in organizational design/development; proven ability to carry out evaluations/studies/large surveys that inform organisational strategy for international/multilateral organisations; strong analytical ability and facilitation skills
- Experience in generating useful and action-oriented recommendations to management and programming staff.

**2. Team Member (quantitative research expert)**

- Bachelor's degree in the areas of economics or econometrics, statistics, social science, or the equivalent plus, a minimum, of 5 years of relevant professional experience
- Proven experience (minimum 5 years) in supporting quantitative data collection and analysis in socio-economic studies and operational research.
- Proven experience in survey design, development, testing and implementation of quantitative survey and analysis

**3. Team Member – Statistician/Quantitative Expert**

- Bachelor's degree in statistics or econometrics, data and information management, or mathematics with a minimum of 10 years of relevant experience in data analysis for socio-economic programme and evaluation.
- Proven experiences in statistical systems and statistical R software. Deep understanding and experience of quantitative survey design methodologies, sampling design procedures, sampling size calculations, variance estimation, compound weights, and simulation studies.
- Experience with data quality assurance protocols and data collection in the domains of sampling and measurement error, nonresponse, and coverage bias to ensure reliable data collection.

**4. Team Member –Qualitative Expert**

- Advanced degree in sociology/anthropology, protection; development studies, or relevant discipline with a minimum of 5 years of relevant experience to socio-economic and protection research
- Proven experience with research on vulnerable populations such as refugees Experience with integrating qualitative data with quantitative findings.

**2.1 Financial evaluation (30/100 points)**