

# **TERMS OF REFERENCE**

## **Beneficiaries' Satisfaction Evaluation**

### **FOR THE LAO PDR – Poverty Reduction Fund (PRF) III**

#### **I. Background**

The Poverty Reduction Fund III (P157963), totals US\$52.5 million. It was initially approved in 2016 (with a US\$30 million IDA credit) and became effective in January 2013. An Additional Financing (AF) credit, US\$22.5 million, was further approved in 2019 and became effective in 2020. The project's current closing date is 30 June 2024. As of end of 2021 the disbursement rate was at 64.8 percent.

The Project Development Objective (PDO) was modified at the time of the AF processing to improve access to community-prioritized basic services, as well as to support the production and consumption of nutritious foods in the Project's targeted poor communities" from "to improve access to basic services for the Project's targeted poor communities".

The project has four components as follows:

- Component 1: Community Development Sub-Grants;
- Component 2: Local and Community Development Capacity Building;
- Component 3: Project Management; and
- Component 4: Nutrition Enhancing Livelihood Development. provinces of Houaphan, Oudomxay, Phongsaly and Xiengkhuang as of 2020.

Between 2016 and 2020 the project was active in 43 districts across ten provinces.

#### **II. Objective and Scope**

The general objective of the study is to evaluate beneficiaries' satisfaction with the project activities (paying particular attention to women beneficiaries). The evaluation will cover beneficiaries' satisfaction with: (i) participatory planning; (ii) technical assistance and capacity building provided during implementation and supervision (both for infrastructure and livelihoods); (iii) results of activities (infrastructure and livelihoods); and (iv) grievances mechanism. This assessment will also report on the results framework indicator 16: % of households in PRF beneficiary villages satisfied with the participatory planning process supported by PRF III.

**Task 1: Reporting on indicator 16: % of households in PRF beneficiary villages satisfied with the participatory planning process supported by PRF III.** The consultant will review the methodology used to measure and calculate this indicator during the previous evaluation. Based on this review the consultant will propose a sampling methodology, collection and calculation (including questionnaires) to be reviewed by the PMU and the World Bank. The consultant will explore strengthening the methodology as needed. The methodology should cover all main planning steps of planification.

**Task 2: Evaluating beneficiaries' satisfaction.** The consultant will evaluate beneficiaries' satisfaction with: (i) participatory planning; (ii) technical assistance and capacity building provided during implementation and supervision (both for infrastructure and livelihoods); (iii) results of activities (functioning quality of infrastructures and quality of livelihood activities); and (iv) grievances mechanism.

- (i) For participatory planning the consultant will assess the following:
  - a. Quality of organization of the meeting for participatory planning (accessibility of the venue, convenience of the timing, cultural and social appropriateness, sufficient notice to participate in the meeting, way beneficiaries were notified, and length of the community consultation for planning, etc.);
  - b. Quality of participatory planning consultation (selection and number of beneficiaries participating in the meeting, representativeness and inclusion of women and disadvantaged/vulnerable groups during the consultation, content of the meetings for planning, ability to ask questions and raise concerns during the meeting, beneficiaries' concerns raised during the meeting were taken into account, satisfaction with materials presented at consultations, satisfaction with decisions reached, and any actions agreed upon with schedules and deadlines and responsibilities etc.);
  - c. Quality of engagement with beneficiaries during participatory planning for taking into account (needs of the participants/beneficiaries, gender sensitivities, local language requirements, avoiding technical and bureaucratic jargon (clarity), inclusiveness of different type of beneficiaries, maximizing input from women (making sure women have a voice), facilitators engagement with participants at the conclusion to ensure all opinions are recorded for those not speaking up out of respect for custom and seniority, etc.);
  - d. Quality of explanations during participatory planning (reasons behind/rationale for the activities, what the activities potentially involves, design of the activities, details on implementation, etc.);
  - e. Quality of the finalized participatory plans.
  
- (ii) For technical assistance and capacity building provided by the project (Young Graduates, VIT, Kumban staff, district, provincial and national staff) during implementation and supervision, the consultant will assess the satisfaction with the following:
  - a. Timeliness of technical assistance and capacity building provided;
  - b. Quality of technical assistance and capacity building provided;
  - c. Time spent by trainer with trainees;
  - d. Quality of content of trainings;
  - e. Responsiveness of trainers to beneficiaries needs and questions
  - f. Size of training groups being trained.
  - g. Convenience of hours of trainings.
  - h. Respectfulness of trainees during training (particularly for women);
  - i. Support provided during supervisions;
  - j. Capacity building and usage of Village Self Help Group Management Committee;
  - k. Capacity building on production techniques to SHG members;
  - l. Capacity building and usage of Village Implementation Team (VIT) members.
  
- (iii) For the of project activities, the consultant will assess the satisfaction with the following:
  - a. Infrastructure functionality/usage and sustainability;
  - b. Livelihoods success and sustainability;
  - c. Overall community capacity for planning and implementing projects;
  - d. Capacity of concerned sectors at district level to support the work.

- (iv) Grievances mechanism, the consultant will assess the following:
  - a. Level of information/knowledge on the part of beneficiaries about the Grievance Mechanism (uptake channels, treatment of grievances);
  - b. Functionality and accessibility of existing grievances mechanism;
  - c. Timeliness and quality of solutions proposed to beneficiaries' grievances;
  - d. Topics of Feedback submitted to PRF via FRM;
  - e. The consultant will also collect recommendations from beneficiaries on how the Grievance Mechanism could be further strengthened – particularly in terms of how comfortable beneficiaries feel about lodging grievances and improvements in the response process.

**Task 3: Developing concrete recommendations.** The consultancy will identify issues and strengths, draw lessons based on the overall assessment, and provide concrete recommendations for future projects (including recommendations regarding processes, staffing, capacity building, technical assistance, etc.).

### III. Methodology

The methodology will include: (i) desk review of PRF documentation; (ii) focus groups and interviews of project beneficiaries; and (iii) interviews of some Young Graduates, VIT, VSMC. The sampling and methodology of collect will be shared and agreed with the PRF team and World Bank team. Based on the document review and data collection in the field, the team of experts will draft the overall evaluation report. Beneficiaries' satisfaction results will also be analyzed per gender, age, ethnic groups and geographic location.

### IV. Deliverables and Time-Frame

The proposed consultancy will have the following deliverables submitted for review by the World Bank and PRF PMU:

- Detailed methodology for sampling of villages, districts and beneficiaries (among infrastructures and livelihood) for the evaluation - 3 weeks after contract signature;
- List of villages, districts and beneficiaries selected for interviews - 3 weeks after contract signature;
- Tools, checklist and questionnaires and updated data collection plan for field data collection developed and tested for the evaluation of beneficiaries' satisfaction and collecting data on indicator 16 – 5 weeks after contract signature;
- Draft detailed table of content (with explanations of sections) of the evaluation report to be submitted before field review;
- Draft evaluation report;
- Finalized evaluation report and all data collected from the field;
- PowerPoint for presentation of final main results during (workshop).

### V. The expected time inputs of the key staff managing are as follows:

No.	Key Staff Description	Estimated total person days
1	Team Leader	25
2	Social / Livelihood Expert	15
3	Research Assistant/Data Analyst	10
<b>Total Estimated Person Days for Key Staff:</b>		<b>45</b>

## VI. Evaluation Process and Timeframe

The following work plan provides suggested dates, responsibilities and resources needed for the various activities of the evaluation process. This work plan will eventually be adapted by consultant team during the inception phase.

Activity	Date	Responsibilities
<b>Kick-off meeting</b> with evaluation team and Evaluation Lead Group	02 Dec. 2022	PRF, Consultants
Interviews with stakeholders, partners, desk study and also inception report preparing with methodology	03 – 09 Dec. 2022	Consultants
<b>Draft Inception Report</b>	13 Dec. 2022	Consultants
Finalization of the Inception Report (incorporation of PRF PMT and financing partners comments)	16 Dec. 2022	Consultants
<b>Field mission</b> in selected 4 districts in 2 provinces, with data collection, interviews, evaluation workshops, etc.	19-23 Dec. 2022	Consultants
Data analysis and preparation of Draft Evaluation Report	24 Dec. - 08 Jan. 2023	Consultants
<b>Draft Evaluation Report</b>	15 Jan. 2023	Consultants
Debriefing/presentation at PRF Head Office, Vientiane Capital with the Evaluation Lead Group	16 Jan. 2023	Consultants
<b>Final Evaluation Report</b>	31 Jan. 2023	Consultants
Dissemination of the Final Evaluation Report	04 Feb. 2023	PRF

Timeframe to be discussed with consultants, but the work will be undertaken over a timeline of approximately two and half months.

## VII. Study Personnel and Qualification Requirements for the Assignment

7.1 The following requirements shall apply to the firms to qualify for the assignment:

- 1) Be a legal entity with business license granted by appropriate authority of Lao PDR;
- 2) At least five (5) years of specific experience in providing similar services in developing countries financed by the World Bank;
- 3) Proven record on successful completion of at least three (3) assignments (contracts) related to Beneficiary Satisfaction Assessment;
- 4) Availability of one team leader experienced expert and two experts to undertake this 45 days' assignment fully based in Lao PDR with fluent written and spoken English and Lao languages.

7.2 Qualifications and Experience of Key Staff.

7.2.1 Team Leader:

- 1) At least a master's degree in social with gender and rural development expertise;
- 2) At least 10 years of experience conducting qualitative and quantitative evaluations of project beneficiaries in rural areas. Experience in monitoring and evaluation of similar community development projects in the country is an asset;
- 3) Solid written and oral communications skills are essential. Must be able to produce high quality reports in English;
- 4) Must have ability to manage a team.

#### 7.2.2 Social/Livelihood Expert:

- 1) At least a master's degree in social/livelihood with gender and rural development expertise with some gender expertise;
- 2) At least 5 years' experience in community driven development, gender in livelihood activities, participatory rural appraisal and conducting qualitative evaluations. Must have a minimum of;
- 3) English/local language proficiency.

#### 7.2.3 Research Assistant/Data Analyst:

- 1) At least a bachelor's degree in in Statistics, Social Sciences or other related discipline;
- 2) Has experience in field research, quantitative and qualitative data gathering, participatory rural appraisal, processing and analysis;
- 3) English/local language proficiency.

### **VIII. Management of the Study**

The study will be managed by the Laos PRF team. The contracted firm is expected to work closely with the Laos PRF team to receive an orientation of the program, coordinate the schedule for field work, and prepare the sampling of and organize the sites to be visited.

The Laos PRF team will provide all needed projects documents and data to complete the assignment (annual project reports, project implementation manuals, data from MIS, past evaluations, training materials, etc.).

### **IX. Payment Schedule**

Tranche Particulars:

- First payment: 10% upon signature;
- Second payment: 30% upon receipt of detailed methodology, tools, checklist and questionnaires for field data collection developed for the evaluation of beneficiaries' satisfaction and collecting data on indicator 16;
- Third payment: 40% upon receipt of draft report and field data collected (including calculation of indicator 16);
- Forth payment: 20% upon receipt of approved final report and presentation.