



MINISTRY OF LABOUR
AND SOCIAL
PROTECTION



Japan
Fund for
Poverty
Reduction



L3605/G9191: MON48076 – ENSURING INCLUSIVENESS AND SERVICE DELIVERY FOR PERSONS WITH DISABILITIES PROJECT

TERMS OF REFERENCE LOCAL RESEARCH FIRM FOR A BASELINE, ENDLINE, ACCESSIBILITY AND AUDIENCE SURVEY– C11

A. BACKGROUND

Mongolia has received a Loan (Loan No. 3605) from the Asian Development Bank (ADB) to implement the Ensuring Inclusiveness and Service Delivery for Persons with Disabilities Project (the Project). The project will support the Government of Mongolia in addressing a major social and rights issue by ensuring inclusiveness and delivery of services for persons with disabilities (PWD) in Mongolia. The overall aim of the project is to ensure access to employment for PWDs to increase their autonomy and contribution to the economy and society in general. For detailed information about the project please visit

<https://www.adb.org/sites/default/files/project-documents/48076/48076-002-rrp-en.pdf>

The Ministry of Labor and Social Protection (MLSP) of Mongolia is seeking a local research firm (the Consultant) to collect project baseline and end-line data and conducting audience research. MLSP will select the local firm following ADB's Guidelines on the Use of Consultants.

B. OBJECTIVES OF THE ASSIGNMENT

1. The main objectives of the assignment are:

(1) to conduct baseline and end-line surveys to define the key performance indicators for monitoring the change in:

a. the satisfaction of PWD with public services, access, and barriers to public services, level of support needs and use of assistive devices;

b. compliance with legislation regarding employment of PWD in accordance with the Labor Code, and creating the inclusive business environment for PWD;

c. access to the physical environment, including access to information, infrastructure, and transportation.

(2) to conduct a media audience research to monitor the influence of social communication and media campaigns on public perception towards PWD.

C. TASKS

The Consultant should undertake the following tasks:

2. General:

- Develop relevant survey methodologies, sample sizes, survey tools including a questionnaire, interview, focus group discussions and meetings, and detailed timetable for conducting the (i) satisfaction survey of PWD with public services, (ii) study on compliance of companies with legislation related to employment of PWD and creating business environment, (iii) study on

access of PWD to physical environment, including access to information, infrastructure and transportation, and (iv) media audience research;

- Obtain approvals from PIU and MLSP on survey methodology, sample size, survey tools and schedule for every study/surveys to be conducted;
- Obtain approvals for conducting of study/survey from relevant committees, if necessary;

3. For each study/survey:

- Conduct pretesting of the survey instruments and make necessary adjustments if needed;
- Provide training to survey team members in data collection including obtaining informed consent, taking questions from responders and facilitating group discussions, with a particular focus on specifics and ethics in communication with PWD;
- Conduct the study consistently and provide regular updates on the implementation status of the surveys PIU;
- Arrange meetings and conduct consultative discussions with relevant stakeholders if necessary, during the survey analysis;
- Develop reports in both Mongolian and English languages and submit to PIU and MLSP for review and comments on a consistent manner;
- Organize knowledge dissemination activities in relevance to surveys, and conduct workshops, meeting, and debates;
- Finalize the reports and deliver study reports in a timely manner.

4. For the media audience study. In addition to above it is recommended to:

- Design and conduct the quantitative telephone (or using any other applicable tools) survey with PWD on a quarterly basis. The PWD panel for a quantitative telephone (or using any other applicable tools) survey should be selected randomly and comprise at least 150-200 PWD nationwide with access to a mobile telephone (or any other applicable tools);
- Design and conduct a qualitative focus group discussions with PWD. Conduct at least 30 focus group discussions.

D. EXPECTED DELIVERABLES AND TIME SCHEDULE

Major Deliverables and Tentative schedule of deliverables

Deliverables	
Satisfaction survey of PWD with public services	
1	Baseline survey report with clearly defined indicators in line with DMF
2	End-line survey report with clearly defined indicators in line with DMF
3	Compiled report on Satisfaction of PWD with public services
Survey on compliance of companies and business environment for PWD	
4	Baseline survey report with clearly defined indicators in line with DMF
5	End-line survey report with clearly defined indicators in line with DMF
6	Compiled report on compliance of companies and business environment for PWD
Study the access to the physical environment, including access to information, infrastructure, and transportation	
7	Baseline survey report with clearly defined indicators in line with DMF
8	End-line survey report with clearly defined indicators in line with DMF
9	Compiled report on the access to the physical environment, including access to information, infrastructure, and transportation

Media audience research	
10	Quarterly report of a quantitative telephone (or using any other applicable tools) survey
11	Annual reports including focus group discussion result
12	Compiled report of quantitative and qualitative survey

E. REPORTING REQUIREMENTS:

(i) The Consultant will develop and present the deliverables in the format and process as agreed with the MLSP during the inception.

(ii) The Consultant will support the MLSP in undertaking consultations and building a consensus with key stakeholders. The Consultant is responsible for revising and finalizing the documents based on comments by relevant agencies and stakeholders. The technical reports shall be presented at the meetings of technical working groups and other related stakeholders, if necessary.

(iii) All reports should be prepared in two languages (Mongolian and English).

F. CLIENT'S INPUT AND DUTY STATION

5. Client's inputs:

The Consultant will be provided with access to some databases such as the Household Information Integrated Database (PMT) and access to MLAC information system/ Medical and Labour Accreditation Committee/ and all other relevant information systems operated under MLSP administration.

The detailed survey cost estimate will be agreed to and approved by the Client and Consultant after the survey methodology is approved by the Client.

6. The Consultant' inputs:

The Consultant will be responsible for office accommodation and equipment (computers, printers, photocopiers, telephone (or using any other applicable tools), fax, and software) to be used for this assignment.