TERMS OF REFERENCE

Citizen survey in [Country TBD]

Selection process # _____

1. Background and Justification

1.1. The digital transformation of governments is advancing rapidly in Latin America and the Caribbean; a region also characterized as the most unequal in the world. While the digital transformation has the potential to make access to government services more inclusive - it allows anyone to access services 24/7, reduces travel to government offices, reduces processing times, and reduces transaction costs - it can also maintain or widen existing gaps due to unequal connectivity, access to digital devices, and digital skills, among other potential barriers. Therefore, identifying and quantifying current citizen gaps and understanding their experience carrying out government transactions is key to fostering equality in access and use of digital government services.

1.2. The government of [COUNTRY], with the support of the IDB, seeks to promote the consideration of gender and diversity aspects in digital government policies. To achieve this objective, an innovative effort is being made to learn how different population segments (by gender, ethnicity, disability status, age categories, education level, income stratum, and location) experience government services and their level of preparedness for the ongoing digital transformation of government services in [COUNTRY].

2. Objectives

2.1. To conduct one survey in [COUNTRY] to measure the experience of different population groups with social services and their level of preparedness for digital service delivery. The survey will be based on citizens that have carried out a transaction with the government within the last 12 months. We are especially interested in collecting information from the following population groups: by gender, age groups (<35,36-60,60+), ethnicity, disability status,[1] urban/rural, education level, and income level.

2.2. The results of this survey will help to encourage an adequate targeting of digitization efforts of social services that would benefit different population groups, in particular those who have faced higher barriers to access in the past. To this end, the survy will gather citizen's information on:

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[1] We will consider all persons that have (i) difficulty seeing even when wearing glasses, (ii) difficulty hearing even when using a hearing aid, (iii) difficulty walking or climbing steps, (iv) difficulty communicating, for example, understanding or being understood,(v) difficulty raising a 2 liter bottle of water or soda from waist to eye level, and (vi) difficulty using hands and fingers, such as picking up small objects, for example, a button or pencil, or opening or closing containers or bottles

- Level of connectivity: Involves understanding citizen's access to internet as well as the quality of the internet connection
- The possession of digital assets: ownership and use of digital devices such as pcs, smartphones and tablets
- Digital skills: Involves understanding own perception to perform activities using Internet or digital devices
- Government procedures: Familiarity with and experience in carrying out government transactions, most frequent/recent procedures carried out, channel used and preferred channel.
- Time, costs and satisfaction with government procedures
- Awareness of digital public services: Assessing the awareness of the availability, accessibility and use of these services.
- Awareness and experience with the single portal (if available in the country)
- Experience with specific social services: health, education, social protection, justice, labor

3. Scope of Services

3.1. Survey: Users of government services. This survey will target citizens who have used government services in the last 12 months. The objective is to collect information from 1,000 citizens, with quotas for different population segments including gender, age groups, ethnicity and education level. The specific quotas will be determined jointly between the consultancy firm and the Bank. Additionally, 100 interviews will be conducted with citizens with disabilities.

4. Key Activities

4.1. Feedback on questionnaires: The Bank will provide a draft of the survey. The consultancy firm will review and adapt the survey to the local language if needed. The firm will also upload the survey on a CAPI software of their choice.

4.2. Pilot: The survey will be tested with a small group of respondents to ensure clarity, relevance, and completeness. The pilot for the survey will be recorded and delivered to the Bank's team along with a report of suggestions for questionnaire improvements. These suggestions, upon approval from the bank's team, will be updated into the questionnaire before the deployment of the survey.

4.3. Enumerator training: The consultancy firm will develop and conduct enumerator training to ensure that all survey enumerators are proficient in conducting the survey. This training will be held in a hybrid format so that the Bank's team members can participate while the consultancy firm is performing the training. The Bank and the consultancy firm will join efforts to provide a detailed manual for enumerators to reference during data collection.

4.4. Data collection: The consultancy firm will conduct data collection according to these Terms of Reference and ensure quality control and supervision during data collection. With this in mind, the consultancy firm will send every week a random sample of at least 10 recorded interviews and preliminary datasets every two weeks to the Bank.

4.5. Final dataset and lessons learned: The consultancy firm will produce one dataset accompanied by a codebook for the survey, with cleaned and coded data in a format such as .xls, .R, .dta or similar to be agreed upon by the consultancy firm and the Bank. The consultancy firm will provide a short final report summarizing lessons learned from this data collection and suggestions for future data collections of this sort.

5. Expected Outcome and Deliverables

5.1. Deliverable 1: A detailed work plan, including a revised questionnaire uploaded on a CAPI software of the consultancy firm's choice. A detailed manual for enumerators to reference during data collection, and a recorded pilot test for the survey.

5.2. Deliverable 2: A short report of the training provided to the enumerators, and a short report of the results of the pilot for the questionnaire along with suggested improvements implemented in que questionnaire. Additionally, a random set of recordings of the interviews conducted during the pilot should be included.

5.3. Deliverable 3: A clean dataset of the users of government services sample along with the respective codebook. The dataset should be in a format such as .xls, .R, .dta or similar to be agreed upon by the consultancy firm and the Bank. A short report of the lessons leaned from this data collection. A random set of recordings of interviews conducted during the stage 1 of collection should be included.

6. Project Schedule and Milestones

6.1. This consultancy is to be completed within 5 months after the signature of the contract. The following is the proposed timeline with the main milestones for each month:

6.1.1. Month 1: Revision of the workplan, questionnaire and preparation of the manual for enumerators. Training for enumerators and pilot implementation. Submission of deliverables 1 and 2.

6.1.2. Month 2 and 3: Implementation of survey , for users of government services. Data cleaning and submission of deliverable 3.

6.2. This timeline may be subject to adjustments to be agreed upon between the consultancy firm and the Bank.

7. Reporting Requirements

7.1. The consultancy firm is expected to provide progress reports on a bi-weekly basis throughout the project to the Bank. The reports should include updates on the progress of each activity and any issues or challenges encountered during the implementation, and how they were resolved.

7.2. The consultancy firm will be required to submit a final report summarizing recommendations for improving the data collection process, including any limitations or challenges faced during the data collection process.

7.3. All deliverables, including datasets, codebooks, and reports, should be submitted digitally over email to Cristina Pombo. The dataset should be provided in a format such as .xls, .R, .dta or similar to be agreed upon by the consultancy firm and the Bank

7.4. Any changes to the timeline or scope of work must be promptly reported to the Bank and agreed upon in writing by both parties.

7.5. The consultancy firm should be open to virtual meetings upon request by the Bank's team members to discuss progress, address any concerns, and provide updates on the project. These meetings may be held via video conferencing or other means as agreed upon by both parties.

8. Acceptance Criteria

8.1. The deliverables will be considered accepted only after the Bank's team members review and approve them in writing via email.

9. Supervision and Reporting

9.1. The supervisor of this consultancy will be XXX. The consultancy firm will maintain regular communication with the supervisors throughout the project and provide updates on the progress of each activity and any issues or challenges encountered during the implementation.

10. Schedule of Payments

10.1. Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.

10.2. The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

Payment Schedule	
Deliverable	**%**
1. Deliverable 1 as described in section 5.1.	25%

2. Deliverable 2 as described in section 5.2.	35%
3. Deliverable 3 as described in section 5.3.	40%
TOTAL	100%