

Term of Reference

for Selection Consulting Firm or Research Institution to Conduct Governance Survey

1. Introduction:

The National Committee for Sub-National Democratic Development (NCDD) is an inter-ministerial committee that has key roles to assist the Royal Government of Cambodia to lead, coordinate, formulate and implement the policies related to decentralization and deconcentration reform or so called as Sub-National Democratic Development Reforms.

The Secretariat of the NCDD is responsible for assist the NCDD in daily anagement, preparation and implementation of the National Program for Sub-National Democratic Development, that is a long-term plan for the implementation of decentralization and deconcentration policies and organizational laws, including the Law on Capital, Provincial, Municipal, District and Khan Administration Management and Law on Commune / Sangkat Administration Management.

Within the framework of decentralization and deconcentration reforms, so far the NCDD has been leading and coordinating the implementation of the 10-Year National Program for Sub-National Democratic Development Phase 2 (PN II) after the National Program for the Sub-National Democratic Development Phase I has been successes fully completed the implementaction by the end of 2020.

The NP II for 10 years from 2021 to 2030, has its goal to “ promote democratic development, inclusive, equitable and justice through the modernization of sub-national governance and improved access, quality, and utilization of public service delivery. This will contribute to the elimination of poverty and the improved quality of life for all citizens. ”

To ensure the achievement of this aim, the NP II has set a specific objective that : “ The structure and governance system of sub-national administrations is modern, autonomous, efficient, transparent and accountable in the provision of public services and local development, respond to the needs of the people within the jurisdiction of each sub-national administration. Each sub-national administration has the appropriate authority and sufficient capacity to perform all functions under the supervision of the council to ensure accountability to the people.

Within the framework for the assessment of objectives and goal of NP II, it requires to identify two main strategic indices:

- 1. Governance Index** is a set of indicators as basis for measuring the level of achievement of the goal of the NP II.

2. The service sector index , which is a set of indicators for the basis of measuring the level of achievement of the objective of the NP II.

The accurate and clear identification of the above strategic indices is an important factor in measuring the level of success of the implementation of the NP II. The strategic index is defined based on a governance survey , which is designed to track change in five dimension based on citizen' perception such as (1) service delivery, (2) responsiveness, (3) civic engagement (4) transparency and (5) accountability.

In this regard, with the support of the UNDP project " **Strengthening Transparency and Accountability in Local Governance through Civic Engagement** ", funded by the Government of Japan, the NCDD Secretariat plans to conduct a governance survey to identify these strategic indices **as baseline data** to measure the level of success in the implementation of the NP II .

This governance survey shall be carried out by a consulting firm or research institution which to be selected and signed contract with the NCDD Secretariat according to the principles, procedures in force.

2. Purpose

This governance survey aims to develop two key strategic indices, the Governance Index and the Service Delivery Index to be used as baseline data, focusing on key indicators related to (1) service delivery, (2) responsiveness, (3) civic engagement (4) transparency and (5) accountability.

3. Scope of work

Based on the above objective, consulting firm or research institutions that have contracted with the NCDD Secretariat shall fulfill the main tasks such defining the methodology, tools, questionnaire preparation, data collection, data entry, data analysis, set up governance index and service delivery index as baseline data to measure the level of success and achieve the goals and objectives of the PN II.

These tasks should focus on the collection of information and data related to:

- (1) The governance system of the sub-national administration includes the structure, management system, authority, function, resources, responsibilities and procedures of the municipal, district, Khan and commune administrations.
- (2) The provision of public services by municipal, district, Khan and commune administrations, including the provision of administrative services through the one window service office (OWSO) mechanism, the implementation of obligatory functions (functions of education, youth and sports ...) and the implementation on permissive functions (construction of infrastructure, implementation of various

social service projects).

The preparation of questionnaires for collecting this data and information shall be divided into two categories:

- (1) List of questions for collecting personal information (interviews with citizens) about perceptions and satisfaction with performance, management, responsibility, accountability and public service delivery of each municipal, district, khan and commune / sangkat administration.
- (2) List of questions for gathering information through interviews with councilors and governors of municipal, district, Khans and commune administrations.

The Consulting firm or Research institutions must perform these tasks under the coordination of the NCDD Secretariat and must be also make consultation with the Consultative Working Group of the project. " **Strengthening transparency and accountability in local governance through civic engagement** "

4. the Selection of samples for governance survey

This governance survey shall conduct in municipal, district, Khan and commune administrations within 24 capital and provinces. These include: **96 municipalities, districts, Khans, 192** commune administrations, and **384** villages. A total of **3,859** informants will be interviewed, including: **1,189 ordinary people, of which 50% were women, 856 municipal, district and Khan councilors** (priority shall be given to female councilors), **1,014** Commune / Sangkat Councilors (priority shall by female councilors) and **800 public service officers of the municipal, district, Khan and commune administrations** (priority to female officials).

The selection of the target municipal, district, khan and commune administrations for this governance survey shall be selected to be representative of urban areas, rural areas, mountainous areas, Tonle Sap region, and sea areas. The informants who are to be interviewed for this governance survey must follow a random selection method.

The consulting firm or the research institution shall develop a sampling method for this governance survey with the coordination of the NCDD Secretariat and discussion with the Consultative Working Group of the project " Strengthening transparency and accountability in local governance through civil engagement "

5. Important tasks to be prepared and implemented

The scope of work and the overall responsibilities of the selected consulting firm or research institution are defined in the three points above. The following are the necessary tasks that the selected consulting firm or research institution must prepare and implement in this governance survey process under the coordination of the NCDD Secretariat:

- Preparation of an inception report that identifies the objectives, processes, methods, tools, action plans, and timeline of the governance survey.
- Preparation of draft questionnaire for gathering information and data related to indicators of public service delivery, citizen participation, responsiveness transparency, accountability for the establishment of Governance and Service Delivery Indices. The development of questionnaires should focus on both questionnaire types, content formats, and query coding for analysis. These questionnaires need to be tested in using of questionnaires, data entry and data analysis. The test should be conducted in 4 villages, 2 target communes and 1 target district.
- Defining appropriate and highly secure software applications for data storage, data analysis, and reporting on governance and public service index reports
- Recruitment and training of enumerator and data collection supervisors by who have appropriate knowledge (at least students studying in university) and the appropriate number as well as training data collectors to have a clear understanding of questionnaires, use of questionnaires, interviews, data collection, data entry, data verification and so on. After the training, a data collection test should be conducted to ensure that the data collectors are clear and confident in collecting data correctly.
- Determining the sample selection method, including determining the municipal, district, Khan, commune, sangkat administration and target village and the selection of informants (citizen, councilors, board of governors and service officers)
- Collection of information in the targeted municipal, district, Khan, commune, sangkat administrations and villages by following the prescribed methods. In the data collection process, the selected consulting firm of research institution shall set up control mechanism to monitor the performance of data collectors on a regular basis to ensure the timely and accurate collection of data at the maximum level.
- Entering the collected data into a designated computer program/application with a verification mechanism to ensure the accuracy of the data entry in accordance with the prescribed procedures and codes, as well as to ensure the security of all data.
- Data analysis using computer software program / application defined to develop the Governance Index and the Service Delivery Index of the Governance Survey, which are baseline data for measuring the level of achievement of the goals and objectives of the NP II.
- Organizing a consultative workshop on the preliminary results of the governance survey

- Preparation of reports on the process and results of governance surveys.

The Consulting firm or research institutions shall design and implement these necessary activities under coordination of the NCDD Secretariat and discussion with the consultative working group of the project " **Strengthening transparency and accountability in local governance through civic engagement** " and endorsement from the NCDD Secretariat.

6 . Key results to be achieved (Deliverable)

The contracted consulting firm or research institution must ensure the following key results are achieved:

1. Inception report shall be mad in Khmer and English within 20 days after the signing contract.
2. Questionnaires to be used for data collection for development of governance index and service delivery index (in Khmer and English).
3. The data entered into the computer program set to form the governance index and the service delivery index as the results of the governance survey.
4. Consultation Workshop on the results of the Governance Survey with participants from concerned stakeholders of National and Sub-National Levels (Presentation and Report of the Workshop shall be in Khmer and English)
5. Report on the results of the governance survey, which describes the methodology, procedures, methods and interpretation of the governance index and service delivery index as a result of the governance survey, which is baseline data and challenges of this governance survey. This report must be in Khmer and English.

7. Recruitment criteria for consulting firm or research institutes

The consulting firm or research institution that intends to provide this governance survey service must have at least 4 experts, including:

1. Team leader must have at least a Master 's Degree in Law or Public Policy or Public Administration or Economics and have work experience related to governance, planning, evaluated and led large- scale governance and policy surveys.

2. Deputy Team Leader must have at least a Master 's Degree in Public Policy or Public Administration or Economics and have work experience related to the management and use of database software program/application, data analysis and has been involved in leading large-scale governance and policy surveys and used to develop survey samples and data collection tools.

3. Statistic specialist must have at least a Master's Degree in Statistics, Information Technology (IT) or Public Policy or Economics and has relevant work experience in organizing and collection of data, enters data, analyzes data, and participates in large-scale governance and

policy surveys.

4. The database specialist must have a bachelor's degree in information technology and have worked as a data specialist and have experience using SPSS, STRATA .

In addition to the above experts, the consulting firm or research institutions must be able to recruit at least 25 enumerators and at least 5 supervisors who are qualified and are currently studying at the university or have a bachelor's degree in sociology, science and good health condition. The consulting firm or research institutions must provide training to data collectors on interview skills, data collection skills, and the use of relevant equipment to collect data at the local community accurately and in a timely manner.

The estimated duration of the work of the expert, remunerator and supervisors for this Governance Survey is as follows:

No	Positions	Number of working days
1	Team leader	60 days
2	Deputy Team Leader	100 days
3	Statistic specialist	100 days
4	Database specialist	100 days
5	Data collector and supervisor (enumerator and supervisor)	800 person/day

8 . Important information for applying

The consulting firm or research institutions that wish to conduct this governance survey must submit an application with the following important information:

- Consulting firm or research institutions that have proper registration.
- Detailed information about the experience of conducting large-scale surveys.
- main reasons for submitting this proposal.
- Work plan for this survey.
- Demonstrate data collection management techniques that ensure the quality and accuracy of data (Number of data collectors, how to manage and manage data collection, data entry).
- Proposed budget that is reasonable.
- List of key experts and their role in the governance survey with a copy of their CVs
- Three references to past experiences .

NCDD Secretariat will evaluate the proposals of the consulting firm or research institutions on:

- Background, purpose and establishment of a consulting firm or research institution.
- The experience of Team Leader, Deputy Team Leader and relevant experts proposed for this governance survey .
- Good records of data collection and reputation for providing good quality data.
- Techniques for managing the collection, input and analysis of data.

9 . Data usage and time frame

The report on the results of this governance survey is the exclusive property of the NCDD Secretariat and the governance survey must be completed no later than **5 months** after the time of signing contract with the NCDD Secretariat.