

UNITED STATES DEPARTMENT OF LABOR

CATHOLIC RELIEF SERVICES (CRS)

TERMS OF REFERENCE

Local Market Study

Project Title: Project to Reduce Child Labor and Improve Labor Rights and Working Conditions in Haiti: Let's Work for Our Rights

Region/Country: LACRO/Haiti

I. BACKGROUND

Catholic Relief Services (CRS) is the international relief and development agency of the Catholic community in the United States. CRS supports more than 100 million people in more than 100 countries in five continents. CRS works with local partners to promote human development by responding to major emergencies, fighting disease and poverty, and nurturing peaceful and just societies; and serve Catholics in the United States as they live their faith in solidarity with their brothers and sisters around the world. CRS' World Headquarters is located in Baltimore, MD.

CRS, with funding provided by the United States Department of Labor (USDOL) seeks to reduce child labor and improve labor rights and working conditions in agriculture, including in the sugar sector, in Haiti through a comprehensive set of interventions that engages government, civil society, and the private sector in the protection of children and workers. Through integrated service centers, CRS will provide direct support services to project beneficiaries in the form of education, livelihoods, labor rights information, and referrals to government and NGO services to thousands of children and households engaged in or at-risk of child labor or exploitative working conditions.

CRS will also strengthen the capacity of key governmental institutions to monitor and enforce labor laws and will support select partner businesses to implement social compliance systems, including in production supply chains. All of these measures will help vulnerable households to attain sustainable livelihoods free of child labor and exploitation. CRS will work closely with the Government of Haiti (GoH) to ensure that this program is well coordinated with national-level initiatives and supported by multiple ministries in a cross-sectorial approach.

CRS, as the primary implementing partner, wants to conduct a local market study in the proposed geographical areas of the project in order to assess the job market for adult beneficiaries, the opportunities to do customized training in vocational schools, the market opportunities for agricultural commodities. The project will use an area-based approach to be operationalized via key stakeholders from civil society, the public sector, NGOs and CBOs working to address the causes of child labor and households engaged in or at-risk of child labor or exploitative working conditions.

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Project Objectives

CRS seeks to help households engaged-in or at-risk of child labor and exploitative working conditions to attain sustainable livelihoods. CRS will work toward this development objective in two ways:

- 1) Supporting targeted households to benefit from an integrated set of child protection and labor services and
- 2) Supporting government, private sector, and civil society to improve the protection of children and workers.

II. OVERALL OBJECTIVE OF THE CONSULTANCY

The *overall objective* of this consultancy is to:

Investigate the potential markets (primarily at local level), in order to identify those economic sectors / with the highest potential for employment as well as for small to medium size enterprises to be developed in the Project areas, subsequently providing specific, relevant, updated, detailed and reliable advice as to which areas of business potential entrepreneurs should select.

SPECIFIC OBJECTIVES:

1. Inventory of enterprises and business in the North and Northeast departments in order to :
 - Assess the needs for the goods and services including agricultural products.
 - Assess the type of skills needed by enterprises and businesses in the target areas.
 - Identify the types of jobs available for skilled candidates
 - Identify opportunities for apprenticeship and internship for youth.
2. Identify marketable, agricultural products and other alternative income-generating activities.
3. Identify areas of opportunities for entrepreneurship.

To the extent practicable, the contractor will explore all issues pertaining to gender and age considerations throughout the design, implementation and reporting of this local market study.

III. ZONES OF INTERVENTIONS

The local market study will be carried out in the following communes of the North and North East departments:

List of the targeted areas of the project

Department	Communes
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North	Quartier Morin Plaine du Nord Limonade Milot Pignon. St Raphael???.
North East	Caracol Fort Liberté Trou du Nord Ferrier Ouanaminthe Capotille

The study will be directed toward businesses and industry centers, service providers, and local market places.

IV. METHODOLOGY FOR THE LOCAL MARKET STUDY

The methodology for the local market study will include the integration of qualitative and quantitative research techniques. The designed instruments will be applied as appropriate to business centers, industry centers, service providers and key individuals in selected communes for the study.

The Contractor will be in charge of managing all aspects of both the quantitative and the qualitative survey, including sampling design, questionnaire and interviews guide development, fieldwork, data collection (focus-groups, individual interviews), cleaning, processing and analysis. **The quantitative data will accurately indicate the level of importance or relevance that each parameter will hold within the domain of interventions of the local market study.**

As per the qualitative approach, the contractor will need to conduct focus groups and in-depth interviews in order to respond to specific objectives of the study. He will develop interview guides and elaborate on the methodology used to conduct each type of interviews, including the profile of participants, the number of interviews (individual or group discussion) as well as the locations where they will be conducted in each selected area of each department, methods of capturing and analyzing the data.

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Quantitative and qualitative results should be combined to provide a more complete picture of the results for this study. The contractor may use secondary data and information from previous work done in the selected departments as well as in other departments to complement the results of the study and extend the market opportunities for agricultural products at the national level.

The information obtained from the survey must have the following characteristics, and be:

1- Reflective of the:

- market opportunities for agricultural and alternative products,
- opportunities for employment in decent work,
- skills that are in-demand in the selected departments ,
- available entrepreneurship opportunities ,
- available apprenticeship and internship opportunities

2- Reliable and valid.

3- Easily accessible and analyzable.

4- Correctly stored in databases and analysis matrix

V. CENSUS PLAN

As per the quantitative approach, the contractor will need to collect data on all the existing, business centers, industry or factory units that can offer decent jobs in each geographic department. **It has to be understood that targeted statistical unit can be a business center in the private sector, a multiple-service center, a money transfer center, a branch of a telephone company (Digicel or Natcom), an industry factory, a fruit or food processing factory, a construction firm, a hotel, a national or international institution, etc.**

In detail, the Census plan should include all of the following elements:

- Principal indicators that defines criteria to consider statistical unit as part of the study universe.
- Explanation on the source of the information to identify study population e.g. list of registered businesses from the Ministry of commerce for targeted departments. The Contractor should indicate the reliability and date of the frame information.
- The selection of respondents and the method for collecting data.

About the assessment of market opportunities for agricultural products, the contractor will need to visit in each selected commune the most important market places as well as the main hotels, restaurants and the schools that run a school feeding program. He will specifically look at potential markets for agricultural commodities, and identify the trends in market, and available sales channels. **Data about the period and volume of the demand as well as the price per unit for each important commodity will be also reported.**

With the objective to extend the assessment of market opportunities to the national level, the contractor may need to use data and information previously collected by other institutions or through other studies.

The study will be developed in different stages, starting with the initial activities, following the collection and processing of information, ending with the preparation of the final report. Each of these stages is composed by a list of activities, described below:

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1. Initial activities:

1.1. Preparation of a technical and a financial proposal that includes:

- Research methodology
- Research instruments (quantitative and qualitative)
- Training plan
- Piloting plan
- Enumerators and supervisors manuals
- Storage and data security plan
- Data analysis plan
- Consent forms for the key informants
- Work plan and schedule.

1.2. Training of data collection team (enumerators, supervisors)

1.3. Piloting activities for the validation of research instruments (quantitative and qualitative), with brief report on findings and changes.

1.4 Adjustment of final instruments (quantitative and qualitative).

1.5. Preparation of the data collection plan, including dates, teams and information quality control mechanisms.

1.6. Submission of a contingency plan aimed at addressing cases such as abandon of enumerator, forced stoppage due to political unrest, climatic conditions, etc.

The activities that the Contractor will perform at the initial stage of the study should consider the following:

Enumerator and Supervisor Manuals: The Contractor will develop a field manual to be used as part of the training materials for enumerators and supervisors and serve as reference material for staff in the field conducting the survey. The field manual should include instructions on how to select units of observation/analysis. The manual should also give recommended best practices for conducting interviews and dealing with specific challenging situations, e.g. units that refuse to participate, and provide a unit non-response follow-up strategy. The manual should also describe the roles and responsibilities of the field staff and contain a detailed explanation of how to properly administer each question in the questionnaire.

Selection and Training of enumerators: The Contractor will be in charge of recruiting potential enumerators for this study. The enumerators should have previous experience in performing and/or supervising data collection operations. Training of enumerators for this particular assignment should last for at least 3 days. It must be a comprehensive general training that will create a team environment and provide enumerators with the key concepts, methodology and instruments considered for the research design. The training program should be theoretical and practical.

The Contractor will be responsible for:

- Developing training materials for the survey instruments, including supervisor and enumerator manuals, addressing the quantitative and qualitative components of the study
- Training supervisors and enumerators in survey protocols and the use of the study instruments, and

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- Create an exam to test potential enumerators' understanding of the study instruments. Eligible enumerators must score at least 80/100. If an insufficient number of enumerators reach the minimum level of understanding, the training must be continued. Results of the tests must be shared with the Project team.

The skills and experience of the enumerators that will apply the quantitative questionnaires are different from those that will perform the qualitative research. Thus, the training materials and program have to be different, but considering the general guides mentioned above.

Data Treatment and Analysis Plan: The Contractor will prepare a data treatment and analysis plan to address the following elements:

- ✓ Data quality checks and edits (data cleaning) planned to ensure logical consistency and coherence, as well as an indication of the software to be used;
- ✓ Indicator tabulation plan.
- ✓ Any other planned data analysis.
- ✓ All variables must be labeled in a clear and consistent manner for all baseline surveys.

2. Collection of information should include:

- 2.1. Application of inventory of targeted units.
- 2.2. Conducting structured/semi-structured interviews, focus groups.
- 2.3. Monitoring and quality control of data collected, using the established forms.
- 2.4. Preparation of data collection report.

During the collection of information, the Contractor is responsible for monitoring field work to ensure that the survey is of a high quality (error free) and is conducted in accordance with the data collecting plan approved. The monitoring activities in the field include:

- ✓ Confirming that the location of field work has been correctly identified and is in accordance with the approved collection plan and protocols.
- ✓ Verifying the adequate selection of target units in the field.
- ✓ Registering all changes in the target units' selection and any unexpected event, difficulties or deviations, and any other notable occurrence present during the field work.
- ✓ Conducting timely and random quality checks on the field to ensure proper administration of field work and data collection.
- ✓ The team cannot leave a designated area before surveying all the units of interest and the completion of the quality control of the information.

The Contractor is responsible for presenting a weekly progress report and a final data collection report, including the topics mentioned above.

3. Information processing:

In collaboration with the CRS Monitoring, Evaluation, Accountability and Learning (MEAL) department, the Contractor is responsible for:

- Designing the database

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- Granting real-time access to the CRS MEAL Specialist to the database system throughout the collection process.
- Organizing entering information in the database
- Database quality control and cleaning
- Generating draft tables and graphs according to the analysis plan established

CRS recognizes there are several ways and methods to process data and will work closely with the Contractor to ensure timely and high quality data management and for an efficient synchronization of all data collected and for implementing all required data accuracy checks.

The data entry program will be considered robust if it allows:

- The creation of unique IDs
- It allows to enter all fields from the physical questionnaire
- All fields have range/filters – to make sure the data is consistent. Inconsistencies must be checked with the supervisor. If data is inconsistent, the Contractor will need to go back to the field in order to collect consistent data.
- Data entry program includes labels for both variables and values.

The qualitative information obtained with the semi-structured interviews or focal groups should be recorded (audio) and transcript completely before systemizing on the analysis matrix. The audio recorded, the transcription and the analysis matrix should be delivered with the study report.

4. Preparation of Report:

4.1. Preparation and submission of tables and figures to CRS upon request in accordance to the analysis plan.

4.2. Preparation of narrative report with the study results.

4.3. Workshop for presenting and validating the baseline results with Program staff.

4.4. Preparation of final report.

VI. PROCEDURES TO SUBMIT APPLICATION FOR THE STUDY

Interested firms should send a technical and financial proposal, describing the consultant/firm's relevant experience and capacity to undertake the study. The proposed budget, budget narrative and technical section of the proposal must be submitted, no later than Thursday September 15, 2016 at 4:00 p.m., in a sealed envelope indicating as Subject:

Catholic Relief Services

Project DOL

Local Market Study:

To the office of Catholic Relief Services,

#1, Delmas 81, Port-au-Prince, Haiti.

The offer must be submitted in the format Times New Roman Font 12 and include following sequence:

The cover letter (one page),

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The Table of Contents (one page),

The List of Acronyms (one page);

The List of Tables

1 Introduction

2. Context of the local market study

3. Methodology

3.1 Initial Activity

Census plan

Training of enumerators and supervisors

Questionnaire for individual survey

Field testing of the questionnaire

Planning of focus-groups

Questionnaire for focus groups

Instructions manual for enumerators and supervisors

4. Field data collection,

Example of data collection tools for both quantitative and qualitative components.

Plan for data storage and security.

Plan for data collection,

Template of the consent form for key informants.

5. Field data treatment and analysis

6. Budget and budget narrative

7. Agenda of the survey activities

8. Field data treatment and analysis

9 Tables of results,

10 Conclusions and recommendations

11 Appendices

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They will include:

- Resume of all the firm/contractor's members as well as phone number, email address and other relevant contact information.
- A copy of the driving license or the National Identification Card (CIN) for the lead personnel.
- A copy of the Contractor patent and quitus for the current fiscal year.
- A copy of the legal registration from the appropriate governmental entities (e.g. the Ministries of Commerce, and Social Affairs, Justice, etc).
- The names, mobile phone numbers, email address of three (3) verifiable references.
- A pledge to grant full exclusivity to CRS and commit not to work for any other NGO/institution during the same period of time for the same services.

VII. OUTPUTS FROM THE LOCAL MARKET STUDY

Under the terms of the contract for this study, the contractor is expected to provide CRS with the following outputs:

- The tools used to collect the quantitative data.
- The agenda for the activities of the study.
- A deployment plan for the surveyors on the ground.
- The documents describing the hiring and training process of surveyors and supervisors.
- An instruction document that provides the surveyors and supervisors with necessary guidance and orientation about the way to conduct the field surveys.
- A detailed financial report and an invoice for each set of deliverables fulfilled.
- A mid-study report on the progress of field activities, outlining some important issues and major constraints if necessary.
- A file with the raw data collected, upon the completion of the study.
- A file with clean data collected, before the submission of the final report on the study.
- A draft report on the study for CRS comments and suggestions.
- A final version of the report with CRS comments and suggestions, and including the following sections: The report should be in a spiraled binder, in the form of a booklet. It will include:
 - A cover page;

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- A table of contents;
- An Executive Summary;
- A description of the context of the study;
- The objectives and methodology of the study;
- The tables and graphs for the field data collected;
- The conclusions and recommendations.

In addition, the final report should contain at least the following annexes:

- ✓ The terms of Reference for the study;
- ✓ The literature review (Bibliography of secondary sources used);
- ✓ The primary sources: (Key informants, community groups, government and/or private sector sources, etc.);
- ✓ The list of meetings attended;
- ✓ The list of persons interviewed;
- ✓ The details of the methodology;
- ✓ The summary of field visits;
- ✓ The list of documents reviewed;
- ✓ Any other relevant material, including data collection tools;
- ✓ Further technical data and sources of information used;

IX ROLE AND RESPONSIBILITIES OF THE CONTRACTOR

Under the scope of this study, the Contractor will have the following responsibilities:

- Read carefully the contract to make sure that he understands very well all clauses specified in there. Then, sign the document upon an agreement with CRS.
- Prepare a questionnaire that will allow gathering reliable, relevant and useful data and information regarding the objectives, the domain of intervention and the target population for the study. This questionnaire will be subject to CRS comments and suggestions.
- Prepare a detailed work plan and a schedule of activities for CRS comments and suggestions. Upon the approval of the above documents by CRS, no further change can be made without prior approval from both parties.
- Keep CRS MEAL Specialist posted on the progress of the study activities while indicating any problems and constraints faced during the course of the study.

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- Facilitate and collaborate with CRS in the implementation of its supervision plan for the data collection process.
- Perform the activities as described in the agenda and the plan of activities. For any necessary change to be made in the agenda, it is mandatory to first notify CRS of this change and get its approval.
- Provide the supervisors with the appropriate training and responsibilities in overseeing the surveys. The supervisors will need to accompany enumerators every day in the field and check the filled questionnaires for data inconsistencies and take appropriate and corrective actions.
- Run the individual surveys and focus groups according to the approved work plan.
- Follow the rules regarding CRS ethics when carrying out this study (respect of the integrity and privacy of the respondents, confidentiality for the data collected).
- Have the respondents sign the consent form before initiating any individual surveys.
- Manage all aspects of the logistics for the survey so as to make it easy to transport the surveyors from one site to another.
- Take into consideration positive feedback, comments and suggestions from CRS representatives.
- Take appropriate action, at his own expenses, to efficiently manage the delays experienced during the execution of the study and catch up with the initial plan of activities if those delays are due to incidental situations like unavailable units.

In the instances of unforeseen natural disasters (hurricanes, heavy rains /floods), political crisis (strikes, sittings, road blocking), other considerations will be taken to address the delays.

X ROLE RESPONSIBILITIES OF CRS

Under the scope of this local market study, CRS will be responsible for:

- Providing the contractor with necessary information pertaining to the project objectives, strategy and areas of interventions for the local market study.
- Reviewing the study instruments and making appropriate comments and/or suggestions.
- Attending the enumerator's training sessions.
- Making field visits to follow up on the study's progress of activities.
- Introducing the contractor to CRS partner agencies for all necessary support.
- Reviewing the contractor draft report on the study for comments and relevant recommendations.
- Acknowledging the final copy of the report and paying the contractor the amount agreed upon.
- Referring to the terms of the contract signed between both parties to solve any conflictual situation arising during the course of the study. In the event that the CRS and the Contractor cannot come to a consensus, CRS will contact the services of his legal lawyer who will refer to the document "Code du Travail Haitien" to solve the issue.

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XI- EVALUATION CRITERIA

The offer will be evaluated based on the quality and cost of the proposal, considering the following criteria:

Evaluation criteria	Score
General experience	20
Proposed Team	20
Proposed methodology and work plan	30
Budget proposal	30
Total	100

XII PAYMENT SCHEDULE

Payments will be made according to the following schedule unless otherwise negotiated with CRS/DOL

Stage	Deliverables	Payment
Preparatory Activities	<ul style="list-style-type: none">• Approved proposal including Work plan, Deployment plan, and Contingency plan, approved resumes of enumerators and supervisors.• Training and Piloting including approved reports• Approved Final Study instruments (quantitative and qualitative).	20%
Data Collection	<ul style="list-style-type: none">• Successful Data Collection in all targeted units• Final completion of all interviews and Focus groups planned• Final report on data collection operations• Mid-study review• Approved data analysis plan	20%
Data Entry, analysis and reporting	<ul style="list-style-type: none">• Draft of final report and database	20%
	<ul style="list-style-type: none">• Approved Final Study Report and Database	40%

VIII. QUALIFICATIONS OF THE CONTRACTOR

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The Contractor should meet the following criteria:

- Have a minimum of five (5) years of experience in conducting local market studies.
- Have a good knowledge about methods of performing quantitative and qualitative surveys.
- Be familiar with the Haitian environment, particularly the North and North East departments.
- Be available during the entire time duration of the study.
- Must be skillful in using new technology devices (Ipod, Ipad, Smarthphones).
- Must hire surveyors who are skillful and flexible in carrying out market studies and using up-to-date electronic devices.
- Must show proof of past good performance record in implementing market studies.

CRS' recruitment and selection procedures reflect our engagement to protecting children and vulnerable adults.

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