

TERMS OF REFERENCE

Consulting services to conduct two surveys in order to measure the satisfaction and perception of the project beneficiaries if there was an improvement in information, community engagement and school responsiveness due to implementation of the activities under Moldova Education Reform Project

1. Background information on the project

Moldova Education Reform Project (MERP) is a World Bank-financed Project to be implemented, between April 2013 and April 2022.

The total cost of original credit is SDR 26.1 million (US\$ 40 million equivalent). The Additional Financing (AF) in the amount of SDR 7.1 million (US\$ 10 million equivalent) is provided to the Republic of Moldova in support of Moldova Education Reform Project.

The MERP supports the Government of Moldova (GoM) reform program by financing activities that will strengthen the quality of education and lead to a more efficient education sector. Through this Project, the World Bank supports the GoM in implementing the needed reforms, which include initiatives for:

- Improving learning conditions in targeted schools;
- Strengthening the education monitoring systems;
- Promoting efficiency reforms in the education sector.

MERP's focus is to support interventions that would lead to improvements in the quality and efficiency of primary and general secondary education. Specifically, the AF would allow the Ministry of Education, Culture and Research (MoECR) to expand the coverage and depth of selected activities already initiated under MERP, such as teacher and school managers' training, participation in Programme for International Student Assessment (PISA), and development of an additional module to Education Management Information System (Technical and Vocational Education Training module) and roll-out of the preschool module.

The objective of the Project is to improve learning conditions in targeted schools and strengthen the Recipient's education monitoring systems, while promoting efficiency reforms in the education sector.

The MERP has three components:

- A. "Strengthening the Quality of Education",
- B. "Improving the Efficiency of the Education Sector"
- C. "Improving the Ministry of Education, Culture and Research's Capacity to Monitor the Reform".

Component A is divided into three sub-components: A.1, A.2 and A.3.

The objective of component A.1 is to contribute to the strengthening of the quality of education in the General Education subsector by improving systems in the following areas: school standards, teacher and school director training, student assessments, and data collection.

The objective of component A.2 is to contribute to the strengthening of the quality of education in the General Education subsector by rehabilitating and upgrading 17 receiving schools. The activities under component A.2 are carried out by the Moldova Social Investment Fund (MSIF). The objective of sub-component A.3 is to contribute to the strengthening of the quality of education.

Other 6 schools selected by MoECR have been rehabilitated from the state budget.

The national standards on quality in education and project implementation methodology requires engagement of parents and other members of school communities in: (i) school

performance, (ii) rehabilitation, and/or (iii) education reforms, through a range of citizen engagement mechanisms including consultative forums, participatory planning and decision-making, and beneficiary feedback surveys.

The MERP-AF will expand project efforts to engage with parents and other community stakeholders to promote citizen engagement and social accountability in schools. Whereas the original credit supported the production and disclosure of yearly report cards about individual school performance (primary and general secondary education), the AF supports this effort further by encouraging school managers to formally engage parents into a discussion of the report cards, and to seek their feedback on how to address education challenges at the school level.

In order to measure if there was an improvement in information, community engagement and school responsiveness, MoECR under the component A.3. intends to hire a firm to carry out two Citizen Perception/Citizen satisfaction surveys:

(a) survey at the national level to determine parents' opinion if there was an improvement in information, community engagement and school responsiveness due to use of school report cards, awareness campaigns and other methods and tools (Survey 1); and

(b) survey for school users (parents and older students) and service providers (school managers and staff) of the 23 schools rehabilitated under the project to determine if user/providers felt that their concerns/recommendations were properly considered in the process (Survey 2).

2. Objective of the assignment

The objective of the proposed assignment is to develop and conduct 2 surveys in order to measure citizens' satisfaction and perception if there was an improvement in information, community engagement and school responsiveness due to implementation of the activities under Moldova Education Reform Project.

3. Scope of Work

In order to achieve the objective, the firm shall perform the following tasks:

Task 1. Develop the methodology and the detailed work plan for Survey 1.

The methodology and work plan will include activities for quantitative and qualitative survey and analysis at the national level. The methodology will be based on the analysis of all related documents (Education Code, quality standards, school report cards, etc.) that require and confirm organization of information and consultative activities for parents. The methodology will include: i) activities, methods and tools for data collection that allow measuring the project indicator that informs whether there has been an improvement in citizen engagement at the school level, including whether school management and teachers have become more responsive to parents' feedback; ii) activities aimed to evaluate the effectiveness of different methods and tools, applied for improving information, community engagement and school responsiveness.

Task 2. Develop the research methodology and the detailed work plan for Survey 2.

The methodology and work plan will include activities for quantitative and qualitative research in 17 schools rehabilitated by MSIF under MERP, and 6 schools rehabilitated from the state budget. The methodology will be based on the analysis of all related documents (minutes, reports etc.) that confirm organization of consultative forums, participatory planning and decision-making activities implemented under the project in order to study expectations of school users (students and parents) and providers (teachers and administration). The methodology will include activities, methods and tools to collect data to determine if users/providers felt that their concerns/recommendations were properly

considered in the school rehabilitation process both at the school level and in all 23 schools' communities.

Detailed work plan will take into consideration the stage of rehabilitation (the rehabilitation works have been completed in some schools, or are under completion, or have just started in other schools and to be completed by April 2022). The schedule of schools' rehabilitations status is attached to this TOR.

Task 3. Conduct the Survey 1, based on the methodology and the detailed work plan, approved by the MoECR. The following activities shall be carried out under this task:

- tools development and their piloting;
- collection, systematization and analysis of quantitative and qualitative data that reflect school beneficiaries' perception/satisfaction whether there has been an improvement in information and citizen engagement at the school level, including whether school management and teachers have become more responsive to parents' feedback;
- collection, systematization and analysis of data in order to evaluate the effectiveness of different methods and tools, applied for improving information, community engagement and school responsiveness, including the evaluation of school report cards effectiveness as a tool of information and collection of parents' feedback.

The firm will inform regularly the MoECR and MERP team about the achieved results and any difficulties arisen during implementation

Task 4. Conduct the Survey 2, based on the methodology and the detailed work plan, approved by the MoECR. The following activities shall be carried out under this task:

- collection, systematization and analysis of quantitative and qualitative data regarding engagement of school users (parents and older students) and service providers (school managers and staff) in the rehabilitation process in the 17 schools rehabilitated by MSIF under MERP and determine if users/providers felt that their concerns/recommendations were properly considered in the process;
- collection, systematization and analysis of quantitative and qualitative data regarding engagement of school users (parents and older students) and service providers (school managers and staff) in the rehabilitation process in the 6 schools rehabilitated from the state budget and determine if users/providers felt that their concerns/recommendations were properly considered in the process;
- collection, systematization and analysis of data in order to evaluate the effectiveness of different methods and tools applied for involving of school users and service providers in decision-making during the rehabilitation process.

The consultant will inform regularly the MoECR and MERP team about achieved results and any difficulties arisen during implementation.

Task 5. Develop a report on the Survey 1. The report will include:

- 1) description of the methodology, including questionnaires and other tools applied during survey;
- 2) narrative report completed with tables, diagrams and the database that will be annexed to the report;
- 3) conclusions regarding the level of improvement in information, community engagement and school responsiveness at the national level;
- 4) description of different methods applied for improving information, community engagement and school responsiveness;
- 5) conclusions regarding the effectiveness of different methods and tools applied for improving information, community engagement and school responsiveness, including

the conclusions regarding school cards effectiveness as a tool of information and collection of parents' feedbacks;

- 6) description of the identified problems and lessons learnt from the analysis and make key recommendations for solutions.

Task 6. Develop a report on the Survey 2. The report will include:

- 1) description of the methodology, including questionnaires and other tools applied during survey;
- 2) narrative report completed with tables, diagrams and the database;
- 3) conclusions regarding the level of satisfaction of school users and providers from each of the 23 schools' communities;
- 4) description of the methods that were used for involving school users and services providers in order to consult their opinion on school rehabilitation;
- 5) conclusions regarding the effectiveness of applied methods for involving school users and services providers in the decision-making during rehabilitation process;
- 6) description of the identified problems and lessons learnt from the analysis and make key recommendations for solutions.

4. Deliverables

The firm shall submit to the Ministry of Education, Culture and Research (MoECR) the following deliverables:

- a) Two inception reports that include the survey methodologies with data collection tools (questionnaires, guidelines and databases), sampling techniques, detailed work plans, timelines and costing;
- b) Two final assessment reports on the results of the conducted surveys.

The surveys methodologies, data collection tools and the detailed work plans shall be developed in Romanian language and shall be submitted electronically and in hard-copy.

The reports shall be developed in both Romanian and English languages, and shall be submitted electronically and in hard-copy.

5. Qualification requirements and basis for evaluation (evaluation criteria)

The consultant company shall have proven experience in:

(i) *General experience (30 points):*

- At least 5 years of experience in conducting surveys and studies in sociology;
- Experience in conducting surveys in the educational sector would be an advantage;

(ii) *Specific experience (30 points):*

- Experience in developing methodology for sociological surveys (both quantitative and qualitative);
- Experience in statistical analysis of collected data (using SPSS, STATA etc.) and drafting reports;
- Experience in evaluation of effectiveness of different methods applied for information, civic engagement and beneficiaries' involvement in decision-making process;
- Experience in at least one similar assignment would be an asset.

(iii) *Professional experience of key personnel (40 points):*

The Consultant team will include at least 3 (three) key members: a team leader, and two high qualified experts with extensive experience in organizing research in sociology (CVs will be included as part of the Expressions of Interest);

Qualification of the Team leader:

- University degree or equivalent in sociology and related sciences;
- Experience in supervising/team leading of comprehensive surveys in sociology, planning activities in at least 3 similar surveys;
- Professional experience in the area of conducting analytical research projects, quantitative surveys design and implementation;
- Experience in methodologies and social research tools development;
- Previous experience in conducting specialized field surveys in related areas (education, community engagement etc.) would be a considerable advantage;
- Excellent technical writing skills in Romanian; good knowledge of English and Russian language;
- Experience with Microsoft Office package (Word, Excel, Power Point, etc.)

Qualification of the key experts (minimum of two experts):

- University degree or equivalent in sociology and related sciences;
- At least 5 years of extensive experience in the area of conducting analytical research in sociology, qualitative and quantitative surveys design and implementation;
- Experience in methodologies and social research tools development;
- Experience in statistical data analysis and qualitative data interpretation;
- Previous experience in conducting specialized field surveys in related areas (education, community engagement, etc.) would be an advantage;
- Proficiency in Romanian, Russian and English for the purpose of assignment.

6. Duration of the assignment and estimated time input

This consultancy is expected to begin in May 01, 2020 and be completed by December 30 2021, with the deliverables submitted as follow:

Deliverables	Submission Deadline	Approval by
The inception report of Survey 1 that includes the survey methodology with data collection tools (questionnaires, guidelines and databases), sampling techniques, detailed work plans, timelines and costing.	2 weeks from signing the contract	Ministry of Education, Culture and Research
The inception report of Survey 2 that includes the survey methodology with data collection tools (questionnaires, guidelines and databases), sampling techniques, detailed work plans, timelines and costing.	2 weeks from signing the contract	Ministry of Education, Culture and Research
The final assessment report on the results of the conducted Survey 1. The report shall be presented in both Romanian and English languages and shall be submitted electronically and in hard-copy.	8 weeks from signing the contract	Ministry of Education, Culture and Research

The interim report on the results of the conducted Survey 2 in 10 schools where rehabilitation works were finished in 2019	by November 30, 2020	Ministry of Education, Culture and Research
The final assessment report on the results of the conducted Survey 2. The report shall be presented in both Romanian and English languages and shall be submitted electronically and in hard-copy.	by December 30, 2021	Ministry of Education, Culture and Research

7. Institutional Arrangements

The consulting company will work under the direct supervision of the General Education Department of the Ministry of Education, Culture and Research, and all activities will be coordinated with this department. MERP team will oversee the process of consulting services.

The MoECR will provide the Consultant with all Project documents deemed necessary for assignment accomplishment.

Confidentiality statement: All data and information received from MoECR for the purpose of this assignment is to be treated confidentially and are only to be used in connection with the execution of these Terms of Reference. All intellectual property rights arising from the execution of these Terms of Reference are assigned to MoECR. The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advance written authorization of the MoECR.

Annex

Rehabilitation status of the schools rehabilitated under the MERP (December 2019)

Schools rehabilitated by MSIF				
No	Rayon	Locality	School name	Rehabilitation status
1	Straseni	Cojusna village	Aleco Russo Lyceum	The designs are under development
2	Ialoveni	Rezeni community	Ion Pelivan Lyceum	The designs are under development
3	Rezina	Rezina Town	Alexandru cel Bun Lyceum	The procurement process for selection of construction company is underway)
4	Anenii Noi	Anenii Noi Town	Mihai Eminescu Lyceum	The procurement process for selection of construction company is underway
5	Telenesti	Telenesti Town	Mihai Eminescu Lyceum	The procurement process for selection of construction company is underway
6	Soroca	Soroca Town	P. Rares Lyceum	The rehabilitation works to be launched
7	Cimislia	Cimislia Town	Mihai Eminescu Lyceum	Ongoing rehabilitation works
8	Straseni	Straşeni Town	Mihai Eminescu Lyceum	Ongoing rehabilitation works
9	Singerei	Pepeni village	A. Agapie Lyceum	Ongoing rehabilitation works

10	Vulcanesti	Vulcanesti Town	A. Doljenco Lyceum	Ongoing rehabilitation works
11	Ialoveni	Ialoveni Town	A. Vartic Lyceum	Ongoing rehabilitation works
12	Hincesti	Carpineni Village	S. Holban Lyceum	Ongoing rehabilitation works
13	Cahul	Colibasi Village	V. Alecsandri lyceum	Ongoing rehabilitation works
14	Stefan Voda	Stefan Voda Town	Stefan Voda Lyceum	Completed
15	Ungheni	Ungheni Town	Alexandru Puskin Lyceum	Completed
16	Orhei	Orhei Town	Ion Luca Caragiale Lyceum	Completed
17	Glodeni	Glodeni Town	Vasile Coroban Lyceum	Completed
Schools rehabilitated by MoECR				
1	Nisporeni	Varzaresti Village	Alexandru cel Bun Gymnasium	Completed
2	Cantemir	Gotesti Village	Vasile Pirvan Lyceum	Completed
3	Calarasi	Sipoteni Village	Mihai Eminescu Lyceum	Completed
4	Leova	Iargara Town	Lucian Blaga Lyceum	Completed
5	Riscani	Costesti Town	S. Lucaci Lyceum	Completed
6	Causeni	Salcuta Village	M. Manole Lyceum	Completed