



INTERNATIONAL INSTITUTE FOR DEMOCRACY AND ELECTORAL ASSISTANCE

ANNEX B

TO THE TENDER NO. 2023-02-027

TERMS OF REFERENCE

Conducting polling and surveys on Libyan perceptions of the House of Representatives (HoR)

Pre-implementation and Post-implementation surveys in the framework of a project supporting the Diwan of the Libyan House of Representatives

1. Background

The International Institute for Democracy and Electoral Assistance ('International IDEA') is proposing to implement a Project to support Libya's House of Representatives ('HoR'). The proposed Action seeks to support the HoR's Secretariat General (the 'Diwan') by:

- Developing the Diwan's organizational management skills and practices.
- Developing the Diwan's capacity to carry out efficient and effective research, legal analysis, and legislative and constitutional assistance (e.g., legislative drafting, fiscal policy analysis, legislative negotiation, etc.); and
- Developing the Diwan's external relations and public engagement skills and practices.

If these capacity development efforts are successful, the Diwan will become better equipped to support the HoR as it exercises its legislative, oversight, and representation functions to become transparent, inclusive, responsive, and accountable to Libyan citizens, which is the Action's objective. If the Action is successful, the HoR will be able to improve the accountability of democratic institutions in Libya, which will contribute to the Action's overall goal: to foster a functioning, rights-based, participatory, and representative democracy in the country.

The proposed Action's objectives are in line with the EU's stated priorities for Libya, which include but are not limited to:

- Supporting efforts to bring about a peaceful handover to a civilian-led administration through free and fair elections;
- Supporting efforts to restore peace, prosperity, economic recovery, democracy, and respect for human rights; and
- Supporting efforts to establish institutions that will lead to increased stability and security throughout Libya.

International IDEA will work with Diwan staff to conduct **two series of focus groups and/or structured/semi-structured interviews** with the country's main stakeholders. One will be carried out pre-implementation of this Action and the other, post-implementation, to measure the shift in Libyan stakeholders' perception of the Diwan's and HoR's work.

International IDEA will conduct **two quantitative surveys** on citizens' public perception of the Diwan's and HoR's work: one pre-implementation (Baseline) of this Action and one post-implementation (Endline).

Such data will not only help International IDEA measure the impact of its work, but also help inform the HoR and Diwan on the priorities of Libyan citizens and stakeholders, and what these institutions can do better to improve their responsiveness and accountability to Libyans.

This assignment will be divided into two lots:

- **Lot 1:** Conduct two quantitative surveys (pre- and post-implementation).
- **Lot 2:** Conduct two Series of focus groups and/or structured/semi-structured interviews (pre- and post-implementation); Interested polling agencies (research firms) may apply for one or both lots. The baseline survey, the post-implementation survey, and the pre- and post-implementation qualitative study will be conducted in the whole of the Libyan territory.

The details of the assignment of the two missions will be provided below.

Lot 1

The contractor will integrate quantitative methods according to the assignment concerned.

Considering gender, the collected quantitative data - disaggregated by sex, age, profession, education, income level, area, and region, will allow the project to assess citizens' public perception of the Diwan's and HoR's work as well as the knowledge, attitudes, and practices of the population on the treated issues.

The interviewed citizens will be selected randomly using probabilistic techniques.

Lot 2

Through qualitative research, the contractor will provide contextual information on the knowledge, attitudes, and practices e.g., the knowledge, attitudes, and practices (KAP) of communities in the project intervention areas regarding the priorities of Libyan citizens and stakeholders, and what the HoR and the Diwan can do better to improve their responsiveness and accountability to Libyans.

2. Objectives of the assignment

The final objective of the baseline survey is to assess citizens' public perception (and their degree of confidence) of the Diwan's and HoR's work across the project's intervention areas and to serve as the basis for the post-implementation (Endline) survey and will inform the HoR and Diwan on the priorities of Libyan citizens and stakeholders, and what this institution can do better to improve its responsiveness and accountability to Libyans.

Specifically, the results of the baseline survey, the post-implementation survey, and the pre- and post-implementation qualitative study will allow the project to:

- Estimate priorities of Libyan citizens and stakeholders.
- Provide benchmark values for key indicators and characteristics of the population in Libya, particularly youth and the various key actors.
- Analyse socio-economic/ demographic profiles of respondents to understand the perception towards the HoR.
- To provide information on:
 - (i) the population's knowledge of the role played by the HoR and the Diwan.
 - (ii) the population's perception of the HoR and the Diwan.
 - (iii) the population's confidence in the HoR and the Diwan and;
 - (iv) the citizens' needs and priorities.
 - (v) The population's perception of the inclusiveness and responsiveness of the decision-making process of the HoR and the Diwan.
- Assess the knowledge, attitudes, and practices of adults and youth regarding the current political context in Libya.
- Provide information to monitor and measure project outcome indicators.
- Provide other relevant contextual information to better plan interventions.
- At a minimum, the information from the baseline survey should be used to:
 - (i) Inform on the perception and priorities in the project areas;
 - (ii) Inform on the perception on political and security context in the project areas so that decision makers can develop appropriate and well-targeted services and activities;
 - (iii) Analyse socioeconomic/ demographic profiles to understand citizen and public expectations;
 - (iv) Inform on the different stakeholders in the regions involved in public affairs;
 - (v) Refine the project design and activities, including the identification and development of relevant services for direct beneficiaries.

3. Scope of Work

Lot 1

Quantitative research techniques will be used to obtain data and information on the set indicators. The survey will integrate a KAP (Knowledge, Attitudes and Practices) study and an analysis of socio-economic/ demographic dynamics.

The contractor must use a probabilistic methodology to ensure the representativeness of the respondents in Libya to assess the priorities of the Libyan citizens and the public perception of the Diwan's and HoR's work.

The contractor shall conduct a rigorous pilot survey including 20% of the official sample to ensure that the questions are appropriately designed and to enable the project to collect accurate and useful data by minimizing response bias and maximizing response rates.

The contractor will base the survey instruments on definitions to be provided by the project and the results of recent national studies and surveys. The contractor is encouraged to research related reports.

The contractor will be responsible for all aspects of the surveys, including the design of the development of questionnaires, conducting the pilot survey, fieldwork, data entry, cleaning, processing and analysis, and data protection and reporting.

Lot 2

The contractor will conduct a pre- and post-implementation qualitative study to collect information from the main stakeholders who deal with the HoR to capture their perceptions, and recommendations.

The qualitative research should help determine the knowledge, attitudes, and practices of the interviewed stakeholders regarding their public perception of the Diwan's and HoR's work.

Qualitative research will be conducted using a combination of techniques such as focus groups and semi-structured interviews.

The contractor will be expected to collaborate with the communication expert and the HoR's technical team to refine the most appropriate methodology and sampling technique and the final selection of respondents.

3.1. Sampling plan

Lot 1

For the quantitative survey, the contractor shall use a probability sampling method to assess citizens' perception of the HoR and the Diwan's work. The survey will have a sample of no less than 2,000 respondents. The selection of respondents must be random. The sample should be representative of the entire Libyan territory.

The contractor will prepare a sampling plan that includes a description and justification of the sampling technique and proposed method for selecting respondents.

Lot 2

For the qualitative study, the contractor should describe the methodology as well as the respondents' selection process to ensure diversity.

3.2. Deployment

The baseline survey, the post-implementation survey, and the focus groups and semi-structured interviews will be developed and conducted in different stages, starting with the initial activities, through data collection and processing, to the final report. Each of these stages is composed of a list of activities described as follows:

3.2.1. Initial activities

- Review of relevant documents related to the survey area;
- Preparation of a set of methodological tools, a timeline and a timetable;
- Piloting activities for the validation of the research instruments, with the report on the results;

- Adjustment of the final instruments (quantitative and qualitative);
- Training of interviewers and supervisors;
- Preparation of the data collection and processing plan, including dates, teams, and quality control mechanisms;
- Analysis and reporting.

3.2.2. The design of the questionnaires

The design of questionnaires should pay particular attention to the following:

- Use of rigorous practices for data collection, tabulation, and analysis of indicators;
- Use of identifiers, such as respondent number;
- Use of appropriate questions for minor respondents;
- Designing an express consent form for each respondent.

3.2.3. Selection and training of interviewers

The contractor will be responsible for the recruitment and training of interviewers. The interviewers should have previous experience in conducting quantitative surveys and in conducting qualitative research and face-to-face interviews.

Interviewer training should last at least 3 days. It will provide interviewers with the key concepts, key survey objectives, survey procedures, interviewer roles and responsibilities interviewing techniques, research ethics, sampling, data collection instruments, and field data collection.

The training program should include both theoretical and practical part, including practical exercises and field activities.

3.2.4. Pilot or test survey

Prior to or during the training of the surveyors, the contractor should conduct a supervised pilot survey of 20% of respondents in different locations in the study area, including rural areas, to test the quantitative and qualitative survey instruments. Each team of interviewers should have the opportunity to conduct the pilot survey with youths and women including illiterate during the test or pilot survey. The pilot survey is used to test the appropriateness of the questionnaires to the actual field conditions. It can also be used to select the best interviewers.

The report of the test survey should give clear and constructive recommendations on the revision of the questionnaires and the conduct of the survey.

The project, through a committee composed of the International IDEA Program Manager and the IDEA Communication Officer as well as the Communication Expert, and a Representative of the Diwan, will be responsible for validating the questionnaires and the focus groups, and interview guides. The committee will assist in designing the questionnaires in collaboration with the contractor and validates the test survey report, including the questionnaires to be used.

3.2.5. Data processing and analysis plan

The data processing and analysis plan should include:

- How and when the data will be entered into the database;
- The software to be used to enter the data, considering double data entry to reduce errors;
- How to check the quality of the data and how to modify the plan to ensure logical consistency and which software will be used;
- Tabulation plan for indicators;
- Indication of subgroups by age, gender, and region (population group);
- Any other planned data analysis.

During the baseline survey, all variables must be clearly and consistently labeled to facilitate reassessment during the future post-implementation survey.

3.2.6. Data collection

The data collection should include:

- Conducting surveys;
- Conducting structured/semi-structured interviews, and focus groups;
- Verification and quality control of the data collected, using established forms including records and interview transcripts.

During the data collection, the contractor will be responsible for supervising the fieldwork to ensure that the survey provides the highest quality of data desired and is conducted in accordance with the approved data collection plan.

3.2.7. Data processing

The contractor is responsible for the following:

- Design of the database;
- Preparation of the data entry manual;
- Training of data entry personnel;
- Entering and organizing the data in the database;
- Data quality control and data cleaning;
- Generating dashboards and graphs according to the established analysis plan;
- Return of all cleaned data to the project.

For qualitative research, semi-structured interviews or focus groups should be recorded and transcribed completely before being entered into an analysis matrix. The audio recording, transcript, and analysis matrix should be delivered with the results of the survey and the interviews.

3.2.8. Data to be collected

The baseline survey and the post-implementation survey will provide:

- Age, gender profession, education, income level, area and region, population group, disaggregated data on the responders;
- Estimation of the knowledge, attitudes, and practices of adults and youth regarding the current political context in Libya;
- Estimation of the population's knowledge of the role played by the HoR and the Diwan;
- Estimation of the population's perception of the HoR and the Diwan;
- Estimation of the population's confidence in the HoR and the Diwan;
- Estimation of the citizens needs and priorities;
- Profiles, demographic characteristics, and the socioeconomic status and living conditions of responders;
- Other data, such as attitudes, knowledge, and practice related to the treated issues as well as any other relevant indicators; and
- Contextual information deemed essential for better planning of interventions and better evaluation of project results.

4. Timing and timeline

The work shall begin immediately after the issuance of the contract by International IDEA.

The final report and its annexes should be submitted to International IDEA within a reference period of 42 days after the start of the service. The contractor will submit a proposed timeline.

5. Deliverables and Reporting Requirements

This is a list of deliverables and deadlines according to the assignment concerned, but which should be based on the above-mentioned requirements:

5.1. Quantitative surveys :

	Deliverables	Deadlines
1	The first version of the survey including all the questions to be administrated (English and Arabic)	10 days from the start of the assignment
2	Pilot test and preliminary results and recommendations	15 days from the start of the assignment
3	The final version of the survey including all the questions to be administered (English and Arabic)	5 days from the validation of the pilot test
4	A detailed description of the sample	15 days from the start of the assignment
5	Administration of the questionnaire	15 days from the delivery of the final version (administration and data collection)
6	Two hard copies and one electronic version of the final report and appendices (including references, definitions, tables and figures,	7 days from the data collection

	questionnaires and other data collection instruments, contents of training for interviewers, piloting processes, and results) (English and Arabic)	
7	PowerPoint Presentation to be presented to the Diwan of the Libyan House of Representatives (English and Arabic)	7 days from the final review of IDEA team

5.2. Focus groups :

	Deliverables	Deadlines
1	First version of structured/semi-structured interviews (English and Arabic)	10 days from the start of the assignment
2	Pilot test (English and Arabic) and preliminary results and recommendations	15 days from the start of the assignment
3	Final version of structured/semi-structured interviews (English and Arabic)	5 days from the validation of the pilot
5	Two hard copies and one electronic version of the final report and appendices (including references, definitions, tables and figures, and other data collection instruments, contents of training for the facilitator, piloting processes, and results) (English and Arabic)	7 days from the last organized focus group
6	PowerPoint Presentation to be presented to the Diwan of the Libyan House of Representatives (English and Arabic)	7 days from the final review of IDEA team

6. **Management and Organisation**

6.1. Team Description :

The selection of the Agency will be based on the evaluation of the proposals submitted under the call for proposals. The work of the study will be entrusted to a principal coordinator assisted by experts with complementary skills. This will be done within the framework of a single contract. The conditions of the organization of the work between the coordinator and the experts are at the discretion of the contractor, who may specify them in the concept note mentioned below.

- The Agency must have A minimum of 5 years of experience in conducting similar services.
- A team specialized in social sciences, law, economics, statistics, demographics, anthropology, or similar fields with a minimum of 5 years for the main coordinator and for the associate experts;
- A good understanding of socio-economic research ethics;
- Ability to develop training manuals for interviewers and survey supervisors;
- Ability to organize and facilitate interviewer training;
- Proven ability to design survey tools and statistical data processing;
- Ability to organize and conduct national or regional surveys;
- Experience in socioeconomic and political studies in Libya is an asset.

6.2. Ethical Considerations :

The investigation plan must include plans and rules to be followed to address the protection of interviewers and respondents, to deal with cases of exploitation or violence, delinquency and insecurity reported or observed during the investigation period and the appropriate management of information that is considered confidential.

The contractor must be able to demonstrate its ability and commitment to avoid conflicts of interest and to ensure objectivity and impartiality in the performance of the assignment.

The contractor is obliged, in all circumstances, to avoid inflicting dignity of the persons with whom they come into contact. Respect for customs, religious beliefs, and political, origin, and gender differences is mandatory.

The contractor is responsible for the clarity, accuracy, consistency, and truthfulness of the oral or written presentation of the information provided and the results of the research.

7. Monitoring and Evaluation

The recruited company will sign a contract with International IDEA in accordance with the institute rules.

The company will be responsible for the organization and conduct of the survey, as well as for the delivery of required products and deliverables. International IDEA will oversee, monitor, analyze, and validate the major milestones of the service.

After the delivery of the final deliverables, International IDEA, in collaboration with the communication expert will need a maximum of 2 weeks to analyze the deliverables. The report will also be submitted to the Diwan for review and approval.

The contractor will use its own computers and data processing software. During the survey, International IDEA will provide the following support to the contractor:

- Provide a list of essential reference materials;
- Review and comment on the methodology, timeline, survey protocol, sampling, study design, tools, and training;
- Oversee interviewer training and test survey;
- Supervise the work in the field;
- Provide feedback on the work and make conclusions and recommendations.