Democratic Republic from Sao Tome and Principe

(UNIT - SUBJECT - WORK)

MINISTRY of Infrastructure, Natural Resources and Environment
DIGITAL STP PROJECT

Terms of reference
Individual Consulting for qualitative research on the population's perspective with respect to marital status, identification, and privacy.

I.   Context

In a context of increasing international mobility, rapidly changing ways of serving citizens and the opportunities offered by new technologies, civil registration and identity issues are now at the heart of the Sustainable Development Goals. Marital status establishes this identity and, in doing so, allows the safeguarding of individual rights and everyone's access to justice and social services.

The identity management system forms the basis for establishing a person's legal identity, as well as verification and authentication for access to a wide range of benefits and services.

Individuals who lack proof of identity risk not having access to necessary public services and rights. The modernization and digital transformation of Public Services offers a unique opportunity to provide faster, more efficient and accessible public services in São Tomé and Príncipe (STP).

However, a key element in implementing civil registration (CR) and identification (ID) reform is to gain the trust and acceptance of the population, including vulnerable groups such as people with limited resources (poor), people with disabilities , migrants and minorities, in the modernization of the system, in particular in the elements related to the collection, use and protection of sensitive personal data. Since building trust starts with understanding people's perspectives on issues of identification and privacy, which can be achieved, at least in part, through qualitative research such as focus group discussions (FGD), informant interviews (EIC) and human-centered design approaches, for example, user experience cards and random card selection.

Considering that the result of this qualitative research should feed and contribute to the development of public and civil society consultations, ultimately feeding the definition of the CR and ID strategy in the country, the Bank's Identity for Development Initiative (ID4D) Mundial has developed a methodological approach and guidelines for conducting this research.[1]

II.   goal
These Terms of Reference (TOR) are intended to recruit an individual consultant to undertake a qualitative study to understand population perspectives with respect to marital status, identification and privacy. The ultimate goal

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[1] https://id4d.worldbank.org/qualitative-research

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of this research is to obtain relevant and useful information for the reform project of the RC (Civil Registration) and ID (Digital Identity) ecosystem in STP, the development of the national strategy and public engagement.

III. Scope of TOR

The survey should cover a population of approximately 100-200 people in 3-4 different locations, including the island of Principe. The population sample should constitute a representative panel of STP society, including (but not limited to) the middle class, people with poor resources (poor people), rural and urban populations, youth, women and girls, different cultural and religious groups, people with disabilities, the elderly, workers in the formal and informal economy, agricultural workers and others.

Given the limited sample size, special attention should be paid to understanding the perspectives of the most vulnerable and disadvantaged populations. The exact sample size will be defined in consultation with the Project Management Unit (PMU).

The research should use a combination of qualitative research methods, including focus group discussions (FGD), key informant interviews (KIT) with experts and users, and human-centred approaches (e.g., user experience maps and map design).

Location	focus group	# of DGFs (≈ 10 participants in each)	# of EICs
capital	women and girls	15	two
capital	Tech-savvy youth	15	two
capital	People with disabilities	15	two
capital	to be defined	15	two
capital	to be defined	15	two
Prince	women and girls	15	two
Prince	Middle class	10	two
Other city of São Tomé	poor	10	two
Other city of São Tomé	to be defined	10	two
Other city of São Tomé	to be defined	10	two
isolated / rural area	Rural populations, agricultural workers	10	two
isolated / rural area	to be defined	10	two
	Total participants:	**14 x 10 = 140**	**24**

The research should cover the following topics:

1. *Marital status and identification:* views on CR (registration of births, marriages, deaths and obtaining deeds, personal ballot and certificates), ID in general (proof of identity) and existing systems (passport,

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driving license, birth certificates , etc.), including aspects related to accessibility, quality and practicality of access to CR and ID services (any changes with the computerization of the system?).

2. *Privacy and Trust:* Opinions on how personal data is collected, used and managed by public and private entities, including trust in government.
3. *Access to services:* day-to-day activities permitted or prohibited by having/not having a birth certificate, personal card and identity card (BI)
4. *Perception and needs:* needs identified by the population to improve the system and perception of the modalities and technologies most adapted to future use by the population

The search should highlight the following:

1. *Process and Experience:* What is known about how people use existing CR and ID systems? How do people register vital events (birth, marriage, death, etc.) and obtain their certificates, personal card and ID card and perception of service quality and potential improvements? How do people use these documents and services? What are people's attitudes and behaviors towards CR and ID in general (eg trust in government, privacy, meaning of what CR and ID is, etc.)? What are the personal stories and experiences (both positive and negative) with current and past RC and ID systems?
2. *Value proposition and impact* : Why do people want to get this or that act, document or BI? What value do people place on these documents? What types of services do people access with these documents? To access which services are these documents necessary and essential?
3. *Knowledge and Influences* : What types of knowledge and resources exist for accessing CR and ID services (present and future), including knowledge of procedures, requirements, entitlements, future projects, etc.? Who influences people, ie where do people get information about CR and ID in general and procedures in particular?
4. *Barriers and Challenges* : What are the barriers to adoption, especially for vulnerable populations or marginalized groups such as women, children, ethnic and religious minorities, nomadic populations, refugees, migrants and displaced people, and others? Did people face routine discrimination in registration procedures? What are the direct and indirect costs that make it difficult to register and/or obtain documents? Do people face corruption by registration officers?
5. *Future needs and preferences* : What are the population's future needs in relation to CR and ID? What are the ideal solutions to meet these needs, defined by the population itself? Are there preferences regarding technologies or modalities for service delivery and/or for the authentication process?
6. *Incentives/disincentives* : Based on people's experiences and attitudes, what elements/approaches/changes would make it easier for people to register and encourage people to register spontaneously

IV. Results and deliverables

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The expected results of this research are:

1. *Inception Report:* Detailing the consultant's methodology, timeline and UGP expectations.
2. *Research design and instruments* : This includes methodology, sampling and population engagement strategies, training materials, questionnaire, lists of expert interviews, letters (e.g. to be chosen at random by respondents), a protocol to protect subjects from research and obtain informed consent, a protocol to ensure privacy, and information encryption protocols.
3. *Weekly Status Report* : Provide a brief weekly status report on progress and emerging issues that require UGP and government attention.
4. *Final report* : Including an executive summary, and a detailed report of (a) the methodology, (b) the main observations, (c) the recommendations and (d) the identification of themes and issues that require further research (the report will be in the maximum of 50 pages).
5. *Final presentation* : Report summary in Powerpoint format highlighting key messages with visual elements (30 slides maximum)
6. *Photos:* The Consultant will provide the UGP with photos taken during the research and whose use is authorized by the subjects (research team and participants) for communication purposes within the scope of the project.
7. *Attached data and other files: The Consultant will* provide all data and other files developed during the research.

V.   Supervision

DGRN will oversee the research in collaboration with the UGP of STP Digital. Other government entities involved in the RC and ID reform will be consulted. The World Bank will be consulted for the preparation and validation of the methodology.

VI.   Methodology

1. survey design

The Consultant will develop a research plan, the instruments (eg, questionnaires, letters, etc.), the sampling design, and the locations where the research will be carried out, in consultation with the DGRN and the UGP and based on in rigorous qualitative ethnographic methods. The Consultant will also be able to rely on the qualitative research methodology document applied to CR and ID issues developed by the ID4D initiative of the World Bank ([https://id4d.worldbank.org/sites/id4d/files/WB-   ID4D-Understanding-Peoples-Perspective-on-Identification-A-Qualitative-Research-Toolkit.pdf](https://id4d.worldbank.org/sites/id4d/files/WB-ID4D-Understanding-Peoples-Perspective-on-Identification-A-Qualitative-Research-Toolkit.pdf)), as well as information to be provided on the reform carried out by the project. The deliverables and the discussion with the DGRN, the UGP and other actors involved will be in Portuguese. Field research, instruments and discussions with the population will be in Portuguese.

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2. Pilot

The Consultant will conduct training for moderators, interviewers and annotators on methodological research, instruments, participatory methods and ethical standards and procedures. In addition, the company will have to pilot the research methods and instruments in a convenient location for the UGP and with a limited population (eg 2-3 EIC, 1 DGE), after which the methods and instruments will be improved based on in this pilot experience.

The Consultant must carry out this activity in close collaboration with the UGP and the Persons Responsible for Social Safeguards and Environments in order to ensure compliance with the applicable rules, as described in Annex I.

3. Data collection and ethics

The Consultant will work in accordance with accepted standards for ethical research involving human subjects. All actors must ensure the highest level of ethical standards in conducting such research, including health and safety aspects (especially related to COVID-19); obtain informed consent from individuals for participation, recordings and photos; guarantee the protection of the data of the participants and their anonymity. The descriptions of the protocols that allow compliance with these standards will be approved by the UGP.

Additional responsibilities and measures will be adopted based on the financier's (World Bank) social and environmental safeguards rules, described in **Annex 1** . **It is the responsibility of the winning Consultant to implement said measures and/or instruments, and it must include the respective costs in the financial proposal, clearly indicating the amounts indicated to implement the measures described in its technical proposal.**

4. Analysis and annotated draft

The Consultant will analyze the data collected through the use of a coding protocol and qualitative research software and prepare an annotated draft report and Powerpoint presentation (see "Outcomes and Deliverables" section above). The annotated draft must be reviewed and approved by the DGRN and the UGP before submission of the final draft results.

5. Preparation of final deliverables

The Consultant will prepare drafts of the final report and presentation, which will be reviewed and approved by the UGP. All interview recordings and photos must be sent to the UGP with documentation regarding the photos that can be used for publication and communication (consensus of participants and research team members).

All documents, reports and entries must be in Portuguese.

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6. Research team members

The Individual Consultant must present a research team composed, at least, of the following profiles:

- **Research coordinator (and project leader)**, with prior experience managing complex qualitative studies, analyzing findings and presenting conclusions clearly. The research coordinator will be based in Sao Tome and Principe for the entire duration of the engagement.
- **Research team members** (moderators, interviewers, annotators) with native Portuguese speakers and based in São Tomé and Príncipe for the entire duration of the engagement.

7. indicative calendar

Research project	Weeks 1-3
Pilot	Weeks 4-5 (including improvements)
data collection	Weeks 6-7
Analysis and annotated drafts	Weeks 8-10
Preparation of final deliverables	Weeks 11-12

8. Payments

Payment will be made in 3 tranches according to the deliverables detailed below:

deliverable	Payment
Submission, review by DGRN+UGP and approval of the Initial Report. To be presented at the end of Week 1. **It should be noted that this report should indicate the mechanisms for implementing social and environmental measures.**	15%
Submission, review and approval of the Project and research instruments To be presented at the end of Week 3	20%
Submission, review and approval of the Final Report and Final Presentation To be featured in the Week 12 finale; includes ▪ *Final report* ▪ *Final presentation* ▪ *Attached data and other files*	65%

9. Proposals

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Consultants must submit technical and financial proposals.

The technical proposal must include detailed elements regarding:

1. Evidence of previous experience in conducting qualitative research
2. Suggested research methodology and design, including an anticipated work plan with key steps
3. Key team members with resumes and experience

Applicants must have adequate technical capacity and must meet at least the following eligibility criteria:

- A minimum of five years of experience conducting qualitative research based on in-depth interviews and focus group discussions and analyzing qualitative data;
- Demonstrate ability to conduct such research, based on published materials, tools, reports, etc.;
- Strong analytical and sociological skills, knowledge, understanding and practical implementation of research methods ;
- Solid knowledge of issues related to marital status and identification of persons, registration, data protection, service delivery, access to services and human-centred approaches, etc.;
- Work experience in STP or in an island country or comparable country in sub-Saharan Africa;
- Team with excellent level of communication in Portuguese;
- Team comprising qualified local staff
- Strong speaking and writing skills in Portuguese.

10. Rating criteria

Criteria (measured as provided in the Terms of Reference)	Points
1. Quality of the technical proposal, including a clear indication of the implementation of environmental and social safeguard measures and/or instruments	0 - 20
2. Academic and professional qualification of the Coordinator and team members in areas relevant to the consultancy requirements	0 -30

3. Use of qualified local experts/managers in the work team
   a. 1 national = 5 points
   b. More than 1 = 10 points
	0 - 10

4. Relevant experience in São Tomé and Príncipe, in an island country or in a comparable country in sub-Saharan Africa	0 - 40

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TOTAL	0 - 100

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ANNEX I

Environmental and Social Measures

During the execution of the individual consultancy for "Qualitative research on the perspective of the population with respect to marital status, identification, and privacy", the consultant must comply with environmental and social measures in order to safeguard and preserve the quality of the environment of Santomense and respect the Environmental and Social Standards as well as the legislation of São Tomé and Príncipe. These measures are: Measures for proper waste management, road safety and reduction of paper use.

Measures for proper waste management:

- Implement adequate segregation of solid waste (selective collection) following these two categories: organic and non-organic;
- Acquire containers for the correct segregation of solid waste following the two categories;
- Properly dispose of waste in the proper place, not in vacant lots, on the side of roads or in other inappropriate places;
- Raise the awareness of inquirers about the segregation and correct disposal of solid waste;
- Reduce the use of disposable packaging and plastics.

Road safety measures:

- Respect the speed limits required by the road code;
- The driver and passenger on the side must wear a seat belt;

- Rent vehicles that have undergone periodic inspection and require proof of the last inspection performed;

- Vehicles must have first aid kits and fire extinguisher;

- The driver must respect the signs;

- Ensure that the hired driver complies with the rules of the country's road code.

Measures to reduce the use of paper:

- Print only when strictly necessary, work in computer support, avoiding printing;

- Print and photocopy on both sides;

- Print in black and white;

- Activate toner saving mode when printing;

- Reuse the unused side of paper for notes, you can also create a notepad.

3- Complaint resolution mechanisms

- As an MRR tool, complaint boxes and the respective forms will be made available to be filled out;
- In the same space there is a sign with instructions for using the box as well as other forms of complaints, namely email, telephone…

4- Protective equipment and individual identification

- During the execution of surveys and consultations in the communities, the consultant must guarantee, for all his interviewers, identification and personal protection equipment if so justified, such as vests, hats, glasses, badges.

5- Health and safety at work

- The consultant must ensure that all workers are insured with life and accident insurance during the execution of the consultancy;

7- GBV plan

- Both the consultant and the workers must sign a code of conduct, pledging not to commit any type of violence against women and children, especially exploitation and sexual harassment and sexual abuse;
- Complaint boxes are available for any complaints of this nature;
- Frequent information about GBV/EAS and discouragement of its practice as it is a gross violation of Project policies.
- Compliance with the obligations of the code of conduct and penalties in case of breach of compliance.

8- Workforce Management Plan

- The consultant must ensure that it does not hire people under the age of 18.

- Provide explanation (to the workers), of the type of contract, duration, of the clauses of the contract, type and conditions of work to be carried out in accordance with the law of STP, including, but not limited to rights related to working hours, days of rest, salary, overtime, compensation and benefits.

- Will provide the employment contract, code of conduct, code of ethics and internal statute at the time of signing the contract. Once signed, a copy remains with each party.

- Compliance with STP legislation on work.

-Dissemination of the MRR for workers - the channels for presenting complaints must be fixed in visible places.