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88 000 Mostar  
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[www.prostorikojipokrecu.ba](http://www.prostorikojipokrecu.ba)

## Terms of Reference

### Mostar Endline Survey

#### Background

People in Need (PIN) is a non-governmental, non-profit organization founded on the ideals of humanism, freedom, equality and solidarity. We consider human dignity and freedom to be fundamental values. We believe that people anywhere in the world should have the right to make decisions about their lives and to share the rights expressed in the Universal Declaration of Human Rights. For more information, please visit <https://www.peopleinneed.net/>.

The *Project Mostar – Spaces to Activate and Rejuvenate*, funded by the Government of the United Kingdom implemented in city of Mostar from April 2022 until June 2024.

The intended impact of Project Mostar is to support sustainable, inclusive peace in Mostar via citizen-driven public space investments and cross-community initiatives and participatory democratic governance mechanisms that ‘cross the divide’ and directly respond to the priorities of Mostar citizens. The project was designed to empower citizens to change the public discourse - from a narrative rooted in the ethnic division to one celebrating Mostar's shared civic, social and economic life. In parallel to the Mostar-level objectives, the project has had an impact beyond the city's borders. Through comprehensive, multi-level amplification actions, it has engaged a variety of local, national, and regional media actors, civil society networks, and the wider peacebuilding community to introduce an alternative narrative emerging from Mostar that offers hope and inspiration to the wider Western Balkan region. The project's implementation was led by a consortium of international and local civil society organisations, namely Everyday Peace Indicators (EPI), Youth Cultural Centre Abrašević, Local Democracy Agency (LDA) Mostar and Citizens Association NEŠTO VIŠE (NV), under the leadership of the Czech Republic-based organisation People in Need (PiN).





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The project works towards two integrated outcomes to achieve the broader project impact objective:

Outcome 1) Mostar's citizens jointly overcome obstacles to increasingly share civic, social and economic life in the city

Outcome 2) People in Bosnia and Herzegovina and wider Western Balkan region hear about positive examples of shared life in Mostar, providing hope across the region and presenting future opportunities for peacebuilding investment

The logic behind results chain was that by providing citizens opportunities to work together 'across the divide' to enhance and enjoy shared public space in Mostar and by working with local authorities to be more responsive to citizens' priorities, **then** the project results can demonstrate that Mostar is a city for all residents and contribute to greater social cohesion. Cognizant of Mostar being a global symbol of post-conflict ethnic division, the project's approach and resulting successes have proved the potential to resonate beyond the city limits and influence national, regional and global peacebuilding interventions. Toward this goal, the project has engaged with various media, civil society actors and the peacebuilding academic community across the country and region to amplify the project activities and results.

To effectively evaluate the project's impact, PIN and consortium partners intend to carry out an endline survey. This survey will gather information related to the project's indicators, enabling the comparison of the current values against the initial baseline survey's results. Consequently, it will support the assessment of the performance of activities conducted over more than two years of the project's implementation.

In this regard, PIN wishes to contract a recognised and capable entity (research company, research institution, – hereby known as the "Bidder") to design and undertake an endline survey; compile, process and analyse the gathered data; and report on the findings. The final report will provide substantiated data and evidence to inform the consortium regarding the project's performance with respect to the indicators in its Result Framework and the critical assumptions defined in Theory of Change, while allowing for assessment of the impact on enhancing social cohesion in city of Mostar and the resilience of the local community.



The Bidder is expected to design methodology based on the questionnaire developed and provided by the Consortium. The Bidder is required to test the questionnaire on the sample of at least 50 households and based on the preliminary results, proceed with the final adjusted questionnaire for the main data collection purpose. The Consortium will provide training to enable the Bidder to further train its enumerators.

The Bidder will conduct a survey and shall be responsible for designing the sampling plan, field testing of the questionnaire, and all field operations, including logistical arrangements for data collection, appropriate supervision, translations, and obtaining informed consent from all respondents. The Bidder shall identify and train sufficient enumerators to ensure that the surveys are completed as per the approved plan. The Bidder shall recruit, train, mobilise, supervise and compensate all enumerators who need to collect data as required, and any technical specialists tasked to analyse the findings.

### Technical Proposal / Objective and Scope of the Survey

For endline survey, the bidder should describe how the baseline and endline data will be statistically compared. Endline survey data should be analyzed and compared with baseline data as part of the evaluation, including statistical tests of differences in key outcome indicators. Table below provides a list of indicators where change should be detected between baseline and endline. Detecting change(s) requires using a statistical package (i.e., SPSS, Stata, SAS, CPro, or other statistical application) to conduct a test of difference.

Indicator	Indicator description	Baseline	Target	Suggested analysis/test
Impact Indicator 1	% of Mostar residents that agree with the statement "What brings Mostar citizens together is more important than what separates them"	39%	44%	Pearson chi-squared test
Impact Indicator 2	% of Mostar residents that agree relations in Mostar	27.5%	32.5%	Pearson chi-squared test

	are better than 12 months ago				
Outcome Indicator 1.1	% of Mostar residents that believe it is possible to work together to address shared community concerns	54.1%	60.0%	Pearson chi-squared test	
Outcome Indicator 1.2	% increase in number of Mostar residents who participate in shared civic, social and economic life	60.50%	65.50%	Pearson chi-squared test	
Outcome Indicator 1.2.1	% increase in number of Mostar residents who participate in shared civic life	50.10%	55%	Pearson chi-squared test	
Outcome Indicator 1.2.2	% increase in number of Mostar residents who participate in shared social life	65.0%	67%	Pearson chi-squared test	
Outcome Indicator 1.2.3	% increase in number of Mostar residents who participate in shared economic life	72.6%	75%	Pearson chi-squared test	

The baseline and endline surveys should follow the same/similar methodology to simplify analysis.

#### Sampling plan

For the Bidder's technical and budgeting purposes, the Consortium proposes to conduct household surveys in Mostar. The household surveys will be carried out through both door-to-door and phone survey. The bidder should describe suggested sampling plan, using probability sampling, with following elements: sampling frame, sampling strategy and sample size calculation. However, it is recommended to follow up on the sampling plan from the baseline data collection, where stratified systematic random sampling was used on population of Mostar older than 18 years, with confidence level 95 % and confidence interval 3 %. The survey results were than reweighted to correspond to the latest census data regarding the age, gender and

ethnic stratification, actual data on household income and education to ensure its representativeness to the target population. The sample used for the baseline survey included approximately 1,100 households.

The sample should contain household from all six electoral units of city of Mostar, with further specifics to be provided by PIN MEAL focal point. The Bidder must demonstrate capacities to conduct such survey in Mostar.

- The Bidder's technical and budget proposal must address the requirements below: In its proposal the Bidder should provide clear information regarding capacities to conduct professional household surveys with citizens, including women, men, and non-majority ethnic groups.
- The Bidder must demonstrate that enumerators have skills and/or experience in conducting similar surveys and are culturally and linguistically sensitive and conversant with the respondents.
- Demonstrate gender and ethnic impartiality of enumerator selection and availability; Demonstrate how many enumerators will be needed to conduct the number of household interviews with defined timeframe
- The Bidder must provide detailed resumes for key staff members needed to implement the activities as well as abbreviated CVs for each enumerator.
- The Bidder must provide an organizational chart which clearly outlines and demonstrates all staffing needed to successfully implement the endline study, the chain of command between positions, and how positions relate to each other.
- The Bidder must describe data quality assurance measures, process, and systems that will be in place to discourage fraud and ensure valid quality data. If the Bidder uses mobile data collection than they should describe the system in place. A Bidder who proposes an approach that allows the consortium to assess and validate cloud-based data on an on-going basis will be considered as positive factor in evaluation.
- The Bidder must describe the process of pilot testing of the questionnaire, the specified number of surveys to be conducted and respondent selection, including the suggested timeframe for this phase.
- The Bidder must describe the methodology for site selection, and number of interviews conducted per day.

- The Bidder must describe how the issues of poor data quality and preventive measures that will be in place will be addressed.
- The Bidder must outline the data management protocols and systems that will be in place to ensure field level data are correctly coded, and analysis performed.
- Describe what statistical analysis will be performed.
- The time it will take to successfully complete each task (from start to finish).

## Expected Deliverables During Implementation

The following deliverables are required and mandatory as part of the Mostar Endline Survey:

1. Sampling procedures, including list of all streets to be included in survey.
2. Analysis of preliminary results and the raw data set obtained from testing the questionnaire on at least 50 households. It to be consulted with PIN MEAL focal point for approval before proceeding with the final questionnaire.
3. Database containing raw data sets from all respondents sent to PIN MEAL focal point for approval.
4. First draft of report (raw data sets accompanied by graphics, statistics analysis conducted and brief description explaining what statistical application was used (per data set) and why that is the most appropriate option)
5. Final report

Note: The consortium reserves the right to request from the Bidder access to 25% of random selected household contacts from the Bidder to verify the conducted fieldwork. The random selection will be conducted by the consortium, not the Bidder.

## Expected Duration

The period of performance shall be 2 months after award of the subcontract. A schedule of specific activities shall be agreed between the PIN and the selected Bidder. The schedule shall contain a deployment plan ensuring that a sufficient number of enumerator teams are

deployed in the field to complete all primary data collection within 5 weeks of contract award as described below:

- 1-st week after Award: First draft of a detailed research plan containing the methodology, inclusive of sampling procedures, a list of all streets and villages to be included in the survey, the structure of the database, the data collection tools, and the methods to be used for analyzing and interpreting the results compared to the baseline survey (inclusive of limitations).
- 2-nd and 3-rd week after Award: Analysis of preliminary results, inclusive of demographic disaggregation, and the raw dataset obtained from testing the questionnaire on at least 50 households. This includes the interpretation of the results, particularly regarding the differences observed between baseline and endline data while using appropriate methods. It to be consulted with PIN MEAL focal point for approval before proceeding with the final questionnaire.
- 4-th and 5-th week after Award: Data collection.
- 6-th week after Award: Database containing raw data sets for all respondents.
- 7-th Week after Award: First draft of report (raw data sets as well detailing results, accompanied by graphics depicting outcomes, statistics analysis conducted and brief description explaining what statistical application was used (per data set) and why that is the most appropriate option). It to be consulted with PIN MEAL focal point for approval before proceeding with the final report.
- 9-th Week After Award: Final Report

Note: The Bidder will be asked to provide a detailed comparative narrative report assessing the results of endline compared to baseline survey provided by PIN, including statistical analysis.

## Payments Modalities

The payment will be done in three instalments:

1. First instalment, 30% of total sum, will be paid after data collection plan has been approved and pilot testing of questionnaire has been completed.



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2. Second instalment, 30% of total, will be paid after database containing data for all respondents has been received and approved.

3. Final instalment, 40% of total, will be paid after final report has been approved by Consortium and donor.

Note: PIN reserves the right to deduct up to 0.5% of the total contract price for each day's delay in meeting the deliverables specified. This deduction shall be applied to the last payment of 40% of the contract price.

